

# Cleaning standards from our contractors

We want our cleaning standards to be clear and easy to follow. Below is a simple guide what you can expect from our cleaning contractors and what's considered acceptable or not.



## What you can expect

### Weekly Schedule 1: Furniture, fixtures and sanitary areas such as bathrooms

Area	What to expect after cleaning	What's no acceptable	What's OK between cleans
<b>Dusting (e.g. shelves, ledges)</b>	No dust, cobwebs or dirt visible	Dust and debris left on surfaces	Light dust from everyday use
<b>Wiping / washing (e.g. handrails, doors)</b>	Clean and dry with minimal stains or marks	Stains, smears or dirt left behind	General marks from daily use
<b>Polishing</b>	Clean, shiny and streak-free	Excess polish, stains or smudges	Light surface marks from use
<b>Sanitary fittings (e.g. sinks, toilets and taps) - basic clean</b>	Clean, dry, no bad smells or mould	Dirt, stains, or unpleasant odours left	Minor marks or smells from use
<b>Sanitary fittings - deep clean</b>	Thoroughly cleaned, fresh smelling, no scale	Built-up dirt, stains or odour	Slight wear and tear from use

### Weekly Schedule 2: Floors, carpets and walls

Area	What to expect after cleaning	What's no acceptable	What's OK between cleans
<b>Soft floors - spot clean</b>	No visible dirt, fluff or stains	Dirt or stains left behind	Light mess from normal use
<b>Soft floors - full vacuum</b>	Even and clean, no visible dirt	Fluff or dust around edges or furniture	General dust from foot traffic
<b>Soft floors - deep clean</b>	Clean, fresh smell, no stains	Heavy dirt or bad odours remain	Slight soiling from use
<b>Walls - dusting</b>	Cobweb-free and dust-free	Dust or cobwebs still present	Minor dust between cleans
<b>Walls - spot clean (graffiti, marks)</b>	Marks and graffiti removed	Dirt, stains or graffiti remain	Occasional marks from use

### Weekly Schedule 3: General and hard floors

Area	What to expect after cleaning	What's no acceptable	What's OK between cleans
<b>Litter &amp; loose debris removal</b>	No rubbish, dust or debris	Visible mess or litter left	Some litter from day-to-day use
<b>Impacted debris removal</b>	No chewing gum, labels or stuck-on dirt	Sticky debris still present	Occasional marks from use
<b>Spot mopping</b>	Floor is dry, clean and mark-free	Spills or stains left behind	New spills from daily use
<b>Full mopping</b>	Clean, even and dry floor	Patches of dirt, wet areas or stains	Minor signs of wear
<b>Scrubbing</b>	Floor looks bright, stain-free, no scuff marks	Deep dirt, stains or scuffs remain	Scuff marks from use
<b>Polishing / burnishing</b>	Shiny and clean with minimal marks	Dull finish, scuff marks or dirt	Normal wear and tear marks
<b>Entrances - swept &amp; litter picked</b>	Clear of debris, litter and leaves; tidy visual appearance	Obvious litter, leaves or unswept areas	Minor debris from weather or foot traffic
<b>Door intercoms, light fittings &amp; ash bins - dust-free</b>	Free from visible dust, cobwebs or debris	Dust, marks or ash buildup visible	Light dust between cleans



#### What this means for you

These standards are in place to keep your building clean, safe, and pleasant for everyone. If you notice an area that doesn't look up to scratch, please let us know - we're here to make sure shared spaces are well cared for and meet the level of quality you deserve.