

**PCHA wants to create places where people want to live – places we can all be proud of. This means working together to create and maintain communal spaces that are safe, clean, tidy and welcoming.**

Our Communal Areas Service includes the cleaning and grounds maintenance of all internal and external communal areas owned or managed by PCHA. Whilst we are responsible for, and committed to, delivering a good-quality service the effective management of our communal areas is a shared responsibility with our tenants. The services we provide will be paid for by the service charges.

## **Our Service Standards**

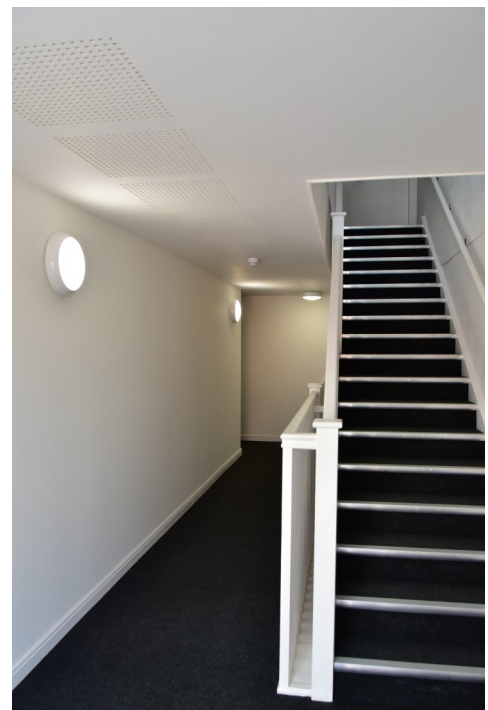
Whilst the following are the general service standards we expect to maintain, we understand that different schemes may require different approaches such as more/less-frequent visits to achieve this standard. Therefore, we will provide an indicative schedule to give residents an indication of how often services will be delivered. It is also important to note that there may at times when schedules may be subject to change owing to holidays, sick leave and weather conditions.

## **Internal cleaning**

**Internal communal areas and facilities (including entrances, hallways and lifts) should be visibly clean, tidy and free of offensive odours.**

***In particular, communal areas and rooms should:***

- Be clear of personal items
- Be free of rubbish, litter and junk mail
- Be free of dust and cobwebs
- Be fresh smelling and free of offensive odours (not including cooking smells)
- Have clean windows and glass, free of smears and finger marks
- Have light fittings that are clean and free of insects and cobwebs
- Have banisters and handles that are clean
- Have paintwork that is free of mud, smears or other marks
- Have floor coverings that are clean.



**In order to do this we will:**

- Remove any marks to paintwork
- Sweep, mop or vacuum floors and stairs
- Clean handles to communal doors, banisters, railings and handrails with anti-bacterial solution
- Dust/wipe all window sills and skirting boards
- Remove all cobwebs
- Sweep communal entrance door mats and mat wells
- Clear any marks on all communal doors, door plates and windows
- Clean all communal windows regularly
- Clean any communal facilities
- Remove any personal items after 7 days.



**External cleaning**

External communal areas should be clean, tidy and free of litter.

***In particular, external communal areas should:***

- Be free of litter, graffiti, animal faeces and bulk items
- Have paths, car parks and other communal areas that are clear and free of leaves, weeds and moss
- Have bin areas that are tidy with all rubbish placed in the appropriate bins
- Have windows and window ledges that are clean and free of cobwebs
- Have communal stairwells and paths that are swept and free of rubbish, debris and bird or animal faeces
- Be free of cigarette butts.

**In order to support this we will:**

- Litter pick wherever possible
- Remove dangerous items, animal faeces, graffiti, fly-tipping in a timely manner.
- Investigate who is responsible for littering or fly-tipping and re-charge if appropriate
- Clear weeds and moss regularly
- Clear blocked road gulleys and grates
- Sweep communal stairwells or walkways and wipe handrails
- Clean and sweep bin areas regularly
- Disinfect and jet wash industrial bins periodically
- Clean windows and window ledges

## Grounds maintenance

Grounds should be well kept, tidy and free of rubbish.

### *In particular, communal gardens and grounds should:*

- Have grassed areas that are neat and tidy and not too long, free of debris and cuttings
- Have communal beds, borders and hedges that are tidy, weed free, and not obstructing footpaths
- Have shrubs that are well planted, healthy and maintained correctly
- Have no diseased, dangerous or dying trees
- Have gravel that is sufficient to cover the weed barrier or surface
- Be free of brambles
- Have no ivy growth on trees and buildings.

### **In order to support this we will:**

- Cut grass as required, ensuring all areas are included
- Sweep or blow any clippings from pathways
- Cut back planting as required
- Trim hedges and shrubs as required
- Maintain edges of all beds and borders
- Replace dying or vandalised plants
- Regularly inspect trees and implement a tree maintenance programme
- Cut back low and/or dangerous overhanging branches
- Clear weeds, ivy and brambles
- Remove all cuttings, clippings, weeds and branches from site.



## Further questions

If you have any further questions or comments, please contact us on 020 8659 3055 or [housing@pcha.co.uk](mailto:housing@pcha.co.uk).