Building Cleaning Service Specification

Housing Services and Building Cleaning Service Agreement

1. Service Description

Purpose

Darlington Borough Council's Building Cleaning Service will provide the cleaning and maintenance of communal areas within Housing Services properties, ensuring that communal environments are clean, safe, and well maintained for residents.

2. Service Functions

Building Cleaning Service Provision

This service relates to the cleaning of communal housing areas only and does not include individual tenant doors or internal areas of properties.

Weekly Cleaning Specification

The Building Cleaning Team will undertake the following tasks on a weekly basis, including but not limited to:

- Damp wipe skirting boards, door frames and radiators.
- Damp wipe ledges, pipes and windowsills up to a height of 1.7 metres.
- Damp wipe wall-mounted cabinets, fire appliances, handrails, light switches, sockets and entrance door handles.
- Sweep and mop all communal floors.
- Spot clean or damp wipe painted walls where necessary.
- Remove marks from entrance doors, including glass panels.
- Vacuum entrance mats where applicable.

Monthly Programmed Cleaning

The following task will be completed monthly:

- Dust and clean ledges and pipework located above 1.7 metres.

3. Building Cleaning Service Management Responsibilities

The Building Cleaning Service will be responsible for:

- Providing all cleaning equipment required to deliver the service.
- Managing all staffing and administrative functions, including sickness absence, annual leave, maternity provisions, grievances and disciplinary matters.
- Providing staff training on equipment, cleaning materials and safe working practices.
- Carrying out regular inspections and monitoring of cleaning standards.
- Ensuring equipment used by cleaning staff is maintained and operated safely.
- Ensuring chemicals and cleaning materials are used efficiently and in compliance with Health and Safety and COSHH Regulations.
- Ensuring all operations comply with the Health and Safety at Work Act (HSWA).
- Ensuring all cleaning and disinfection products meet:
  - BS EN 1276 (Bactericidal Standard)
  - BS EN 14476 (Virucidal Standard) where disinfection is specified.
- Reporting repairs and health and safety concerns to Housing Services, including but not limited to:
  - Trip hazards
  - Damaged doors
  - Damaged windows
  - Other defects affecting communal safety
- Repairs should be reported to Housing Services via:
  - Netcall email address, or
  - By telephone on 01325 405333

4. Housing Services Responsibilities

Housing Services will be responsible for:

- Providing keys and fobs to access communal housing locations.
- Managing and responding directly to tenant complaints, comments and compliments regarding the service.
- Notifying the Building Cleaning Service of any additions, removals or changes to communal housing locations included within the cleaning schedule.

Service Objective

The aim of this agreement is to ensure all communal housing areas remain clean, safe and welcoming for residents through a consistent, reliable and well-managed cleaning service.

DARLINGTON
Borough Council