

SLOUGH BOROUGH COUNCIL

**ESTATES CLEANING SERVICES
SPECIFICATION**

CONTENTS
SCOPE OF SERVICES
ESTATES CLEANING SERVICES

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1. INTRODUCTION

- 1.1 This specification (the 'Services') sets out the Authority's requirements for cleaning the common parts, and communal areas to the blocks and estates set out in the Schedule at Annex 1 (List of Blocks & Cleaning Schedule).
- 1.2 The maximum indicative annual value of the Service, comprising of estate cleaning and litter picking of the specified areas is expected to be up to £715,000.

3. REQUIREMENTS

- 3.1 The Authority has a responsibility to all residents who live in blocks on estates to ensure that communal areas are including but not limited to kept clean and tidy, are free of Litter and graffiti, and are maintained to the standards set out in this specification. The Supplier shall deliver the Services that ensure the estates are a clean and pleasing environment for Residents to live.
- 3.2 The cleaning schedule set out at Annex 1 lists the premises across the area covered by Slough Borough Council (the Borough) that require cleaning and litter picking services. Relevant costs of the service will be billed to residents and leaseholders via a service charge.. Accordingly, the Supplier will be required to provide detailed cost breakdowns of the Service to estate and block level to allow the Authority to issue accurate bills. The Supplier must comply with all requests that the Authority issues in how the costs breakdown should be explained and laid out and any other information that the Authority requests.
- 3.4 The Supplier shall be obligated to conduct a comprehensive survey and produce a set of maps of all blocks within the Borough within a period of three (3) months from the Commencement Date of this Agreement. The Supplier shall submit the results of said survey to the Authority in writing upon completion. The Authority reserves the right to review and approve the outcomes of the survey, and may, at its sole discretion, prescribe amendments or modifications to the findings. Should the Authority deem the survey results unsatisfactory, the Authority further reserves the right to require the Supplier to undertake a re-survey at no additional cost to the Authority. Please refer to Contract Preliminaries, Section 1 Brief and Scope of Work for the Contract, paragraph 1.4.2 for detailed requirements in this respect.
- 3.5 The Supplier will (including but not limited to):
- i) Provide a cleaning service to the blocks and estates listed at Annex 1 at the specified frequency and in accordance with the specified outputs;
 - ii) Report any Bulk Refuse to the Authority's Environmental Services Provider (DSO), within 1 (one) Business Day, accompanied by supporting digital photographs and appropriate commentary via the website reporting form;
 - iii) Report to the Authority, in writing and over the phone, as soon as practicable any evidence of anti-social behaviour including but not limited to defecation and suspected drug use to the relevant Authority housing team.

- iv) Report to the Authority, in writing and over the phone, as soon as practicable any missing block/site signage through the Supplier's usual repairs reporting channels;
- v) Report to the Authority, in writing and over the phone, as soon as practicable any damaged noticeboard, or any other defect or item damaged by others requiring repair, through the usual Supplier repair reporting channels;
- vi) Ensure the noticeboard in each block is routinely checked and kept tidy and displays the most up to date relevant information;
- vii) Record satisfactory and appropriate evidence of each attendance at all estates and blocks by completing the attendance schedule, and by taking a date and time stamped digital photograph of the front of the block/site at each visit; and
- viii) Accurately invoice costs to each block that receives the Service.

4. STAFFING

- 4.1 The Supplier will be a member of, and deliver the Services in accordance with the British Institute of Cleaning Science ('BICSc') best practice, or equivalent.
- 4.2 Cleaners
 - 4.2.1 All cleaners are to be competent operatives with a sound knowledge of the most up to date Health & Safety Regulations (see section 7 below for all relevant legislation), such that they will work safely at all times, do not cause a hazard or undertake any unsafe practice liable to cause harm to themselves, residents or visitors to the sites. Evidence of Health & Safety Training of all team members should be made available upon request.
- 4.3 Managers, Technical and Administration Staff.
 - 4.3.1 All managers, technical and administrative staff must be suitably competent, have sufficient experience within the estate services industry and have good communication skills to enable them to communicate effectively.
 - 4.3.2 Managers will be responsible for supervision of operatives and for ensuring the specified standards are met or exceeded.

5. SCOPE OF SERVICE

5.1 The Supplier will submit a fixed annual price to carry out the following Services:

5.2 Fixed price services:

Deep cleaning of floors, carpets, and walls

The Supplier shall perform a deep cleaning of the floors, carpets, and walls within the premises at least twice (2) per calendar year. The deep cleaning shall be carried out in accordance with industry standards, using appropriate cleaning agents and equipment. The deep cleaning process shall include, but not be limited to, the following:

- i) Shampooing of Carpets: The Supplier shall shampoo all carpets to remove dirt, stains, and debris. The carpet cleaning process shall ensure the removal of embedded dirt and restore the aesthetic quality of the carpets.
- ii) Stripping and Sealing of Vinyl Floors: The Supplier shall strip vinyl flooring of any built-up wax, dirt, or sealant and reapply a fresh layer of high-quality sealant to restore the floor's shine, protection, and durability.
- iii) Washing of Walls: The Supplier shall wash all walls within the premises to remove dust, dirt, stains, and other markings. The Supplier shall use cleaning solutions suitable for the wall materials to prevent damage while achieving a clean and refreshed surface.
- iv) Cleaning of Lamp Diffusers: The Supplier shall clean all lamp diffusers to remove dust, dirt, or grime, ensuring optimal lighting conditions and maintaining the aesthetic appearance of lighting fixtures.

Cleaning of internal and external areas

The Supplier shall provide regular cleaning services to both the internal and external areas of the premises as specified by the Authority. This includes routine cleaning of all public and communal spaces, ensuring that all areas remain in a clean, hygienic, and well-maintained state.

Litter picking to defined areas

The Supplier shall conduct litter picking services in all designated hard and soft landscaped areas, including but not limited to the surrounding grounds, garage sites, and parking areas, where specified. The litter picking shall be done regularly to ensure that all areas remain free of Litter, debris, and waste materials.

Waste and Litter removal from drains

The Supplier shall remove any waste or Litter accumulated in or around the drains located within the premises. This shall include cleaning out any debris, leaves, or other materials obstructing the drainage system to ensure proper functionality and prevent blockages.

Quarterly cleaning of canopies

The Supplier shall perform a thorough cleaning of all canopies on the premises on a quarterly basis. This shall include washing the canopy surfaces to remove dirt, dust, and other debris, ensuring a clean and clear appearance.

Quarterly washing and disinfection of external communal staircases

The Supplier shall wash and disinfect all external communal staircases on a quarterly basis. The cleaning process shall ensure the removal of dirt, grime, and any hazardous substances, while the disinfection will help maintain a hygienic environment for all users of the premises.

Cleaning and disinfection of internal lift areas

The Supplier shall clean and disinfect all Internal Areas of lifts within the premises, including but not limited to the lift floors, walls, handrails, and touch panels. Special attention shall be given to disinfecting all high-touch surfaces to prevent the spread of germs and maintain a clean and sanitary environment.

Graffiti removal

The Supplier shall remove any graffiti found on internal and external surfaces of the premises. This shall be done promptly upon identification of the graffiti, using appropriate cleaning agents and techniques to restore the surfaces to their original state, without causing any damage.

Reporting of communal repairs

The Supplier shall promptly report any communal repairs identified during the course of their work through the standard reporting mechanisms established by the Authority. This includes, but is not limited to, reporting any maintenance or repair needs for communal areas, fixtures, or equipment that may require attention. The Supplier shall follow the required procedures for reporting and ensure timely communication with the Authority for any necessary repairs.

The Supplier shall perform all services in accordance with the requirements set forth in this Agreement and shall ensure that the premises are maintained to the highest standards of cleanliness and hygiene. All services shall be carried out professionally and in a timely manner, with due consideration for the needs and safety of the Authority's staff, residents, and visitors.

Internal Area

5.3 Services that will be delivered by the Supplier on an ad-hoc basis using an Order Form

1. Bulk Refuse removal

The Supplier shall undertake Bulk Refuse removal services upon specific instruction from the Authority's housing team. This service shall include the removal of large waste items that cannot be handled through standard refuse collection methods. The Supplier shall ensure that all items are removed promptly, and disposed of in accordance with applicable regulations and environmental standards. The Supplier is responsible for ensuring that no damage is caused to the premises or surrounding areas during the removal process.

2. Removal / cleaning of excrement, dead rodents, and small animals

The Supplier shall be responsible for the immediate removal and cleaning of excrement, dead rodents, or any small animals found on the premises. The Supplier must ensure that such materials are disposed of safely and in accordance with applicable health and safety protocols. Appropriate cleaning and disinfecting procedures shall be employed to ensure the area is restored to a hygienic and safe condition. All affected areas shall be cleaned thoroughly to mitigate health risks.

3. Removal of Clinical Waste and drug paraphernalia

The Supplier shall remove and dispose of Clinical Waste and any drug paraphernalia discovered on the premises in a safe and responsible manner. This removal shall be done in strict adherence to all health and safety guidelines and legislation, including proper handling, disposal, and decontamination procedures. The Supplier shall ensure that all areas affected by Clinical Waste or drug paraphernalia are properly cleaned and disinfected, ensuring the safety of residents and staff.

4. Jet wash and disinfect front porches

The Supplier shall perform jet washing and disinfection of all front porches within the premises. This service shall include the removal of dirt, grime, and other contaminants from porch surfaces, followed by disinfection to ensure a clean, sanitary environment. The jet washing shall be carried out using appropriate equipment and cleaning agents to avoid damage to surfaces while ensuring thorough cleanliness.

5. Jet wash external paved and patio areas

The Supplier shall jet wash all external paved and patio areas on the premises as needed. This includes the removal of dirt, moss, algae, and other debris from hard surfaces to maintain the appearance and safety of these areas. The jet washing shall be done using high-pressure equipment to achieve a deep clean, while ensuring no damage occurs to the paved or patio surfaces.

6. Wash railings, panels, balustrades, and parapets

The Supplier shall wash and clean all railings, panels, balustrades, and parapets located on the premises. This shall include the removal of dirt,

grime, and any other surface contaminants that may accumulate over time. The Supplier shall use appropriate cleaning methods and materials to ensure that all such structures are maintained in a clean, aesthetically pleasing, and safe condition.

7. Ad hoc deep cleans

The Supplier shall provide ad hoc deep cleaning services as required by the Authority. These deep cleans may include any area or surface that requires intensive cleaning or attention beyond regular cleaning routines. The Supplier shall be available to perform such deep cleaning tasks upon request and shall ensure that they are completed promptly, thoroughly, and to the highest standards.

8. Gutter cleaning/clearance to communal guttering upon request

The Supplier shall provide gutter cleaning and clearance services for communal guttering when requested by the Authority. This service shall involve the removal of leaves, debris, and any other blockages that may impede the proper flow of rainwater. The Supplier shall ensure that all gutters are cleared effectively, and any necessary maintenance or repairs are reported to the Authority for further action. The Supplier is responsible for ensuring the safety of the work performed, particularly when working at height, and shall use appropriate equipment to carry out the task efficiently.

All Services shall be provided in a timely, professional, and safe manner, adhering to all relevant health, safety, and environmental regulations. The Supplier shall ensure that the premises are maintained to the highest standards of cleanliness and hygiene and shall communicate promptly with the Authority regarding any issues or concerns related to the services provided.

Clinical Waste

5.4 The items listed at 5.3 will be priced separately and as a fixed price within the Pricing Framework.

5.5 For the purposes of this specification, 'cleaning' refers to all activities required including but not limited to remove unwanted deposits, marking, smears, soiling and graffiti to any surface including the removal of Litter from hard and soft surfaces.

5.6 Hours of work

5.6.1 The Supplier will deliver the Services during Business Days and between 07:00 and 20:00 hours.

5.6.2 The Supplier shall not work outside the hours set out at paragraph 5.6.1 without the prior written approval of the Authority. Where such approval is given, the Services will be carried out at no additional cost to the Authority.

5.7 Frequency of Services

5.7.1 The Supplier shall ensure the stated frequencies of cleaning are adhered to. It is particularly important specified days for bin clearance are maintained in order to avoid missing bin collection dates from the Authority's waste team. The dates, timescales and frequencies will be finalised during the mobilisation period.

5.7.2 Weekly Services (including but not limited to):

1. Vacuum, sweep, mop, and wipe all internal surfaces

The Supplier shall regularly vacuum, sweep, mop, and wipe all internal surfaces of the premises, including floors, lifts, communal doors, entrance porches, and any other areas as required. The cleaning shall be conducted using appropriate equipment and cleaning agents to ensure that all surfaces are thoroughly cleaned and maintained to a high standard. This service shall be performed in accordance with the highest standards of cleanliness, ensuring that areas are free from dust, dirt, stains, and marks.

2. Spot Cleaning of floors and walls

The Supplier shall perform Spot Cleaning of floors and walls as required. Spot Cleaning shall address any visible stains, dirt, or marks that may accumulate between regular cleaning cycles. The Supplier shall ensure that all Spot Cleaning is completed promptly, using cleaning products appropriate for the materials and finishes, so as not to cause damage or discoloration to the surfaces.

3. Washing of entrance and internal doors

The Supplier shall wash both entrance doors and internal doors to remove dirt, marks, and any other contaminants. This service shall ensure that the doors are clean, presentable, and free of smudges or stains, with a focus on maintaining the overall appearance of the premises. The cleaning shall be done using suitable cleaning agents that will not damage the door finishes.

4. Disinfecting banister handrails and door handles

The Supplier shall disinfect all banister handrails and door handles within the premises. This shall include applying appropriate disinfectants to all high-touch areas, ensuring the removal of germs, bacteria, and other harmful pathogens. The Supplier shall pay particular attention to these high-contact surfaces to ensure the health and safety of residents and visitors.

5. Disinfecting Internal Areas of lifts, including touchpads

The Supplier shall disinfect all Internal Areas of lifts, including touchpads, floors, walls, and any other frequently touched surfaces. This service shall ensure that the lift environment is sanitized to prevent the spread of bacteria and viruses. The Supplier shall use appropriate disinfecting solutions and methods to ensure effective hygiene without damaging sensitive equipment.

6. Disinfecting light switches

The Supplier shall disinfect all light switches throughout the premises. These high-touch surfaces shall be cleaned using suitable disinfectants to ensure a hygienic environment, particularly in areas with heavy foot traffic where the risk of germs being transferred is higher.

7. Ensuring hallways and stairwells are free of combustible materials

The Supplier shall ensure that hallways and stairwells are clear of any combustible materials, such as newspapers, cardboard, or any items that could pose a fire hazard. The Supplier shall conduct regular checks to ensure compliance with fire safety regulations and immediately remove any such materials.

8. Litter-picking of external hard surfaces, including bin stores and porches

The Supplier shall perform litter-picking services on all external hard surfaces, including bin stores and porches. This service includes the removal of any Litter, debris, or waste from these areas, ensuring a clean and tidy environment for residents and visitors. The Supplier shall ensure that all external hard surfaces are free from Litter and waste.

9. Litter-picking of soft landscaped areas, gardens, and shrub beds

The Supplier shall conduct litter-picking in all soft landscaped areas, including gardens and shrub beds. This service involves the removal of Litter, debris, or waste materials that may accumulate in these areas, ensuring the landscape remains aesthetically pleasing and well-maintained.

10. Litter-picking of garage sites and car parking areas

The Supplier shall perform regular litter-picking services to all garage sites and car parking areas. This includes the removal of Litter, debris, and any waste materials from these external areas to maintain a clean and safe environment. The Supplier shall ensure that all areas are free from any materials that could cause a health hazard or create an untidy appearance.

11. Waste removal from non-domestic internal bins and fixed estate bins

The Supplier shall be responsible for removing waste from all non-domestic internal bins and fixed estate bins located on the premises. A comprehensive list of all non-domestic and fixed estate bins will be provided at the commencement of the contract, and the Supplier shall ensure that these bins are emptied and sanitized regularly. The Supplier must ensure that waste is disposed of in accordance with all relevant regulations and guidelines.

12. Emptying of smoking receptacles

The Supplier shall regularly empty all smoking receptacles located within the premises. This service will ensure that the receptacles are kept clean and free of debris, including cigarette butts and other refuse. The Supplier shall ensure

that all waste is disposed of appropriately and in compliance with health and safety guidelines.

13. Clearing light obstructions from drains and gullies

The Supplier shall ensure that all drains and gullies are kept free of light obstructions, such as leaves, Litter, or other debris that may impede the flow of water. This service is intended to prevent blockages and ensure the efficient functioning of the drainage system. The Supplier shall conduct regular checks and clear any minor obstructions as part of the routine maintenance.

14. Wiping clean accessible external furniture, including benches, lighting, and signage

The Supplier shall wipe clean all accessible external furniture, including benches, lighting fixtures, and signage, to remove dust, dirt, cobwebs, stains, and marks. This service shall be performed regularly to maintain the aesthetic quality and safety of external furnishings. The Supplier shall use appropriate cleaning materials to avoid damaging the furniture or signage, ensuring that all surfaces are restored to a clean, presentable condition.

The Supplier is responsible for ensuring that all cleaning and maintenance services are carried out in a professional, safe, and timely manner, adhering to all relevant regulations and guidelines. All areas of the premises shall be maintained to the highest standards of cleanliness, hygiene, and safety.

Internal Area

5.7.3 Monthly Services

All weekly services plus:

1. Washing of ledges, skirtings, stair edgings, and other surfaces

The Supplier shall wash and clean all ledges, skirtings, stair edgings, and similar surfaces within the premises. This includes the removal of dust, dirt, stains, and other contaminants that may accumulate on these areas. The Supplier shall ensure that all surfaces are cleaned using appropriate cleaning methods and products to avoid damage, while ensuring the surfaces are left in a pristine condition. This service shall be performed monthly, with particular attention paid to high-traffic or frequently used areas.

2. Cleaning of communal entrance areas, porches, internal doors, fittings, and glazing

The Supplier shall ensure that all communal entrance areas, porches, and internal doors, along with associated fittings and glazing, are free from marks, smears, Loose Dust, and general soiling. This shall include thorough cleaning of door panels, handles, and surrounding frames, ensuring that all surfaces are free of dirt and any visible blemishes. The glazing shall be cleaned to ensure clarity and transparency, with no smudges or streaks present. The

Supplier shall use appropriate cleaning agents that are safe for the materials being cleaned.

3. Wiping down of light fittings and emptying lamp diffusers of dust and dead insects

The Supplier shall wipe down all light fittings and ensure that lamp diffusers are emptied of dust, dead insects, and any other debris that may accumulate. This service shall be performed on a regular basis to ensure that the light fittings and lamp diffusers are kept clean, allowing for maximum light output and maintaining the aesthetic quality of the lighting fixtures. The Supplier shall ensure that no damage is caused to the light fittings, and that cleaning is carried out with care, using suitable methods and cleaning products.

4. Wiping down gates and railings

The Supplier shall wipe down all gates and railings located on the premises to remove dirt, dust, cobwebs, and any other debris. This includes all types of gates and railings, whether located externally or internally. The Supplier shall ensure that these areas are cleaned thoroughly, enhancing the appearance and cleanliness of the premises while also preventing the buildup of grime or rust. The Supplier shall use cleaning products and techniques appropriate for the material and finish of the gates and railings.

5. Sweeping of external hard surfaces, including bin stores and porches

The Supplier shall regularly sweep all external hard surfaces, including but not limited to bin stores and porches, to ensure that they are free from Litter, leaves, dust, dirt, and other debris. This sweeping service shall be performed at regular intervals to maintain a clean and tidy appearance in these external areas. The Supplier shall take care to ensure that all debris is collected and removed promptly, and that no waste is left behind in the bin stores or porches, which could contribute to an untidy or unhygienic environment. All services shall be carried out in a manner that ensures a high standard of cleanliness, safety, and hygiene throughout the premises. The Supplier shall use appropriate cleaning methods and materials to maintain the integrity of the surfaces being cleaned while ensuring that the premises are consistently presented in a professional, safe, and welcoming condition.

Loose Dust

5.8 Cleaning materials

5.8.1 The Authority requires cleaning operations to be conducted in a way that is 'environmentally friendly'. This doesn't just mean using chemicals that are safe for the environment, it means minimising all the many other environmental impacts that arise in making and using cleaning products, such as energy consumption and waste disposal.

5.8.2 The Authority requires all buckets used for cleaning purposes should be filled with fresh and clean water for each block to ensure the highest levels of hygiene and cleanliness.

5.8.3 The Supplier will (including but not limited to):

- i) use cleaning materials approved for commercial use that are designed for sustainability as well as safety and effective cleaning;
- ii) work with suppliers so they responsibly manage their manufacturing impacts; and
- iii) minimise the environmental impacts that arise during your cleaning operations.

5.8.4 The Supplier is referred to 'The Guide to Sustainable Cleaning' at Annex 3 for further information.

5.9 Asbestos management

5.9.1 In the event the Supplier discovers any damaged material they suspect contains asbestos, they are to notify the Authority immediately.

5.10 Japanese Knotweed

5.10.1 Whilst responsibility for grounds maintenance sits with others, the Supplier is required to inform the Authority's Environmental Services Provider (DSO) and the Authority if they suspect that Japanese Knotweed is present in any of the service areas, in order that it may be treated and disposed of under controlled and licensed manner.

6. CONTRACT MANAGEMENT

6.1 Performance monitoring

6.1.1 The Supplier will be expected to ensure the Services are routinely delivered to the specified standard but from time to time, the Authority will carry out random inspections of blocks that have been cleaned or where cleaning is in progress.

6.1.2 In cases of reported non-attendance, the Supplier will be expected to arrange evidenced attendance at the earliest opportunity.

6.1.3 All cases of non-attendance will be reclaimed from the fixed sum on a pro-rata basis.

6.1.4 The Authority will measure the Supplier's performance by reviewing the completed attendance schedule for each block, to ensure the services inspected have been completed to the specified standard.

6.1.5 The attendance schedule should be consistently completed and shared with the Authority's housing officers through a method to be agreed during the Agreement mobilisation and as prescribed by the Authority.

6.1.6 Performance against the attendance schedules will be reviewed monthly at joint operational management board meetings.

6.2 Monitoring meetings

6.2.1 The Supplier will meet monthly with the Supplier.

6.2.2 The Authority may call a meeting at any time in the case of emerging issues, or where a joint decision is required.

7. REFERENCES AND RELEVANT LEGISLATION

7.1 The Supplier will carry out the Services in accordance with the requirements of the following regulations (including but not limited to) and as amended or replaced:

- i) Electrical Equipment (Safety) Regulations 2016;;
- ii) The Regulatory Reform (Fire Safety) Order 2005;
- iii) Manual Handling Operations Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002;;
- iv) The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR);
- v) The Work at Height Regulations 2005;
- vi) The Control of Substances Hazardous to Health Regulations 2002 (COSHH);
- vii) The Provision and Use of Work Equipment Regulations 1998 (PUWER);
- viii) The Management of Health and Safety at Work Regulations 1999;
- ix) The Environmental Protection Act 1990;
- x) The Control of Asbestos Regulations 2012;
- xi) The Personal Protective Equipment at Work Regulations 1992;
- xii) Defective Premises Act 1972;
- xiii) Occupiers Liability Act 1984; and
- xiv) any other legislation that is relevant and as may be prescribed by the Authority.

7.2 Definitions specific to these Scope of Services

"Accumulated Rubbish"	means Litter and debris including that from maintenance works and abandoned equipment;
"Bulk Refuse"	means any refuse that cannot be disposed of through normal domestic refuse clearance facilities, and shall mean any single article of waste that:

a) exceeds 25 kilograms in weight, or
b) cannot fit into a cylindrical container
750mm in diameter and 1 meter in length;

"Clinical Waste"

means any waste which consists wholly or partly of human or animal tissue, blood or other body fluids, excretions, drugs or other pharmaceutical products, swabs, dressings or syringes, needles or other sharp instruments, being waste which unless rendered safe may prove hazardous to any person coming into contact with it;

"Dry Disinfect"

means the application of powdered disinfectant to the prescribed surfaces;

"Established Soilage"

means adhered dirt and contamination;

"Fly Posters"

means any articles of paper affixed without authority to any property or wall or other defined surface irrespective of size. For the avoidance of doubt, this includes both posters and self-adhesive stickers;

"Hazard"

means any item or circumstance presenting an actual or potential threat to the Health & Safety of operatives or members of the public;

"Hazardous Deposits"

means all deposits actually or potentially hazardous to health including bodily emissions and animal faeces, oil, paint, sharps, broken glass, food or drink residues (including chewing gum) and food or drink containers;

"Impacted Soilage"

means soilage which is adhering to the surface having been put under pressure;

"Internal Area"

means the area within the footprint of a housing block on any site or estate;

"Irremoveable Marks"

means those marks that cannot be removed by cleaning without damaging the surface to which they are adhered and require to be reported for further action

"Light Dust"	means dust falling over a period of one or two days;
"Loose Dust"	means all accumulations of visible dust;
"Litter"	means loose, dropped rubbish including sharps, needles or other Clinical waste;
"Removable Marks"	means those marks that can be removed by cleaning without damaging the surface to which they are adhered;
"Reported for Further Action"	means an activity that is beyond the capabilities of the operative(s), or outside of the scope of services, which requires to be reported to the Authority for further action; such reports to be recorded and available for inspection;
"Scuffing"	means abrasions to a polished surface;
"Soilage"	means dust and other forms of contamination adhering to a surface;
"Spot Cleaning"	means part cleaning of a surface to remove only visible stains, marks or contamination;
"Uniform Appearance"	means without a patchy appearance caused by Spot Cleaning;
"Uniform Bright Appearance"	means cleaned and polished to an original finish;

7.3 KPIs

The Authority reserves the right to introduce additional Key Performance Indicators (KPIs) and may modify any of the KPIs set out in this Agreement during the first twelve (12) months of the term of the Agreement. Any such modifications or additions will be implemented at the discretion of the Authority. The Authority will engage in discussions with the Supplier to determine the nature of any additional KPIs or amendments to the existing KPIs.

Communal Estate Cleaning KPIs

KPI Category	Key Performance Indicator (KPI)	Target
Service Quality	Cleaning Quality Score (based on client or in-house inspections)	90% or higher rating from quality inspections
	Defect Rate (percentage of communal areas requiring re-cleaning)	0% of the total area cleaned
	Floor and Surface Cleanliness (no stains, dirt, or debris left)	100% spotless floors and surfaces
	Consistency of Cleaning (uniform cleaning across all communal spaces)	100% consistency across all communal areas
Adherence to Schedule	Service frequency adherence (percentage of scheduled services completed)	100% adherence to the schedule
	On-time service delivery (percentage of jobs completed on time)	99% or higher
Client Satisfaction	Client satisfaction score (via surveys or feedback on cleanliness)	90% or higher satisfaction rate
	Client complaints/service issues (number of complaints regarding the quality or frequency of service)	No more than 2 complaints per quarter
	Response time to client complaints (time taken to address complaints or issues raised)	Response within 2-4 hours
Health & Safety Compliance	Safety and risk compliance (adherence to health and safety standards during cleaning operations)	100% compliance with health and safety regulations
	Incident or injury rate (number of incidents/injuries during cleaning work)	Zero incidents or injuries
Environmental Impact	Use of eco-friendly cleaning products (percentage of cleaning products used that are eco-friendly)	80% or higher of products used are eco-friendly
	Waste management (percentage of cleaning-related waste properly disposed of or recycled)	50% or higher recycling rate for waste

8. REQUIREMENTS FOR FIXED PRICE SERVICES

8.1 The table below sets out the Services required to internal communal areas including entrance areas, waste chutes, landings, corridors and lift cars.

Area	Feature	Specified Standard
All areas generally		Free of Hazardous Deposits save for those Reported for Further Action
		Free of bulk refuse or refuse Reported for Further Action
		Free of Fly Posters save for those Reported for Further Action
Floors in entrance halls, entrance lobbies, corridors, lift lobbies and internal and external porches	Concrete, asphalt, granolithic, paved and other hard surfaces (excluding wood and vinyl surfaces)	Free of Loose Dust, Established Soilage, Cobwebs and Litter
		Porch canopies to be free of Litter, debris, cobwebs and weeds
	All wood, rubber and vinyl floor finishes	Free of Loose Dust, Established Soilage and Litter
		Present an even shine with only occasional scuffing and Light Dust
	All carpeted surfaces	Free of stains save for those reported for further action
		Clear of Loose Dust and debris
		Any irremovable stains reported to the Authority
Floors to external access balconies	Concrete, asphalt, granolithic, paved or other hard finishes	Free of Litter and Established Soilage
		Gullies flowing freely through grid and Trap
		Any Rain Water Goods blockages Reported

Area	Feature	Specified Standard
		All railings, panels, balustrades and parapets free of accumulated debris, Impacted Soilage
Stairways and landings, including balustrades, handrails and banisters	Concrete, asphalt, granolithic and other hard surfaces (excluding wood and vinyl surfaces)	Free of Established Soilage, loose dust, Litter, cobwebs, smearing on adjacent walls and drip marks on stringers
		Soffits free of Fly Posters and Hazardous Deposits, save for those Reported for Further Action
	Wood, rubber and vinyl stair finishes	Free of Established Soilage, loose dust, Litter, smearing on adjacent walls and drip marks on stringers
		Present an even shine with only occasional scuffing and Light Dust
		Soffits free of Fly Posters and Hazardous Deposits, save for those Reported for Further Action
Walls including sills and internal glazed partitions, attached signs to a height of 2 meters, external surfaces to entrance porches, ducts, conduits, handrails and pipe work attached to surfaces	All surfaces with a painted, tiled, varnished, glazed, cement, concrete, timber or brick finish, including all signs attached thereto	Free of Loose Dust, cobwebs, marks and soilage to a Uniform Appearance
		All Irremovable Marks Reported for Further Action
Internal and external doors to blocks (including adjacent fixed panels & door-entry surrounds, excluding doors to dwellings)	Doors, door furniture, closers, panels, surrounds and the like	Free of Loose Dust, cobwebs, marks and soilage to a Uniform Appearance
		All Irremovable Marks Reported for Further Action

Area	Feature	Specified Standard	
Refuse chutes and Hopper Heads	Refuse hoppers on landings, chute rooms or balconies; all enclosed refuse compartments providing access to hopper(s), both internal and external to blocks	Free of blockages	
		Chute hopper panels free of marks and soilage	
		Dry Disinfect at each clean	
		Any defects to chute shafts and hopper heads reported.	
		Walls, ceilings and floors free of Established Soilage and Litter	
		Hoppers free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair	
		Dry Disinfect to each hopper at each clean	
		No evidence of infestation by pests and report for further action if found	
		Open refuse compartments providing access to hoppers	Walls, ceilings and floors maintained to same standards as adjacent area
			Hoppers free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair
			Dry Disinfect each compartment at each clean
			No evidence of infestation by pests and report for further action if found
		Lifts	Floors free of Loose Dus, Established Soilage, graffiti, Clinical Waste and Litter

Area	Feature	Specified Standard
		Door tracks free of soilage and Litter
		Walls (including all attachments, signs, panels and floor indicators), doors and ceilings free of graffiti, marks and smears; and to be of Uniform Bright Appearance
		Lift surrounds and safety doors free of marks and smears and of uniform bright appearance
		All external surfaces of covers free of dust and cobwebs
		Any defective notice, sign or switchboard in the lift car to be reported to the Authority
Accessible flat roof Areas		To be free of Accumulated Rubbish and Litter

8.2 The table below sets out the Services required to external communal areas including decks, emergency exits, basement areas, waste storage & disposal areas, hard and soft landscaping, playgrounds and car parks.

Area	Feature	Specified Standard
All areas generally		To be free of Hazardous Deposits save for those Reported for Further Action
		All surfaces including walls & doors to buildings within the curtilage of the estate, fences, signs and notice boards to be free of unauthorised Fly Posters; or reported for further action;
		To be free of bulk refuse save for that already reported for further action pending removal;
Unadopted estate roads, courtyards and other external hard surface areas, all play areas, defined access and service roads, communal hard surfaces including marked car parks, drying areas and footpaths		All gully grids and rainwater goods clear of soilage, rubbish and Impacted Soilage; no ponding or other failure of surface water drainage due to blocked gully traps attributable to any failure on the part of the Service Provider
		All areas and litter bins to be free of established Litter, soilage and Clinical Waste
		To be swept and free of debris
		To include gritting paths and spreading de-icing materials to circulation routes as required during the winter; and leaf clearance during the autumn.

Area	Feature	Specified Standard
		<p>To include restocking of grit bins from the Authority's own bulk grit store at the following Grit Bin locations:</p> <p>Broom House, Reddington Drive Poplar House, High Street Langley 440-498 Trelawney Avenue 122 to 144 Pemberton Road (inside drying area) Goldsworthy Way (inside courtyard) Derwent Drive (at junction with Priory Road) Stroma Court, Lincoln Way Burford Gardens, Buttermere Avenue Allington Court, Maple Crescent Aplsey House, Stratfield Road Calstock House, Tamar Way Redwood House, Cheviot Road Seymour House, St Mary's Road Kennedy House, Harrison Way Brook House, High Street, Chalvey Armstrong House, Welden St Elmo's Crescent Mary Morgan Court, Douglas Road Cairngorm Plaice, Northern Road 750kg grit store at rear of Garrick House</p>
<p>Communal garage areas and multi-storey or underground parking spaces</p>		<p>All gully grids and rainwater goods clear of soilage, rubbish and impacted dirt</p>
		<p>No ponding or other failure of surface water drainage due to blocked yard gully traps</p>
		<p>All areas and litter bins to be free of established Litter and soilage</p>
		<p>To include gritting paths and spreading de-icing materials to circulation routes as required during the winter; and leaf clearance during the autumn.</p>

Area	Feature	Specified Standard
		Ventilation grilles and louvres free of Impacted Soilage and Loose Dust

Annexures

ANNEX 1

List of Blocks & Cleaning Frequency

ANNEX 2

Cleaning Monitoring Checklist

ANNEX 3

Guide to Sustainable Cleaning