

SLOUGH BOROUGH COUNCIL

**WINDOW CLEANING
SPECIFICATION**

CONTENTS
SCOPE OF SERVICES
WINDOW CLEANING

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1. INTRODUCTION

- 1.1 This window cleaning scope of services (the 'Services') sets out the Authority's requirements for cleaning the windows in the common parts, and communal areas to the blocks and estates set out in the Lot 2W - Annex 1 (Window Cleaning Block List).
- 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 £45,000 (forty-five thousand pounds sterling).

2. REQUIREMENTS

- 2.1 The Authority has a responsibility to all residents who live in blocks on estates to ensure that all communal areas are kept in a clean condition and are maintained to the standards set out in the Services. The Supplier shall deliver window cleaning services to ensure the estates are a clean and pleasing environment for residents to live.
- 2.2 The List of Blocks set out at Annex 1 lists the Premises across the area covered by Slough Borough Council (the Borough) that require window cleaning 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. Supplier Authority
- 2.3 Supplier
- 2.4 The Supplier shall be obligated to conduct a comprehensive survey and produce a full 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.
- 2.5 The Supplier will:
- i) Provide a window cleaning service to the blocks and estates listed at Annex 1 and shown on the maps at Annex 2 at the specified frequency and in accordance with the specified outputs;
 - ii) Report any defects or repairs required to any windows through the Supplier's usual repairs reporting channels.
 - iii) Record 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.
 - iv) Accurately invoice costs to each block that receives the service.

3. STAFFING

- 3.1 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.

3.2 Cleaners

3.2.1 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 and Safety training for all staff members should be made available upon request.

3.3 Managers, Technical and Administration Staff.

3.3.1 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.

3.3.2 Managers will be responsible for supervision of operatives and for ensuring the specified standards are met or exceeded.

4. SCOPE OF SERVICE

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

4.2 Fixed price services

i) **Internal Communal Window Cleaning:**

The Supplier shall be responsible for cleaning all internal communal windows within the designated areas of the premises on a monthly basis. This includes, but is not limited to, the thorough cleaning of all glass surfaces, frames, and sills in communal spaces such as hallways, staircases, corridors, and any other shared internal areas. The cleaning shall be performed to a high standard, ensuring the windows are free from dirt, smudges, and streaks, and that the frames and sills are maintained in a clean and presentable condition. The Supplier shall provide all necessary cleaning materials, equipment, and labour required to complete this task.

ii) **External Window Cleaning:**

The Supplier shall be responsible for cleaning all external windows of the designated properties on a quarterly basis. This includes the cleaning of all glass surfaces, frames, and sills on the exterior of the buildings. The external window cleaning shall be carried out using appropriate techniques and equipment to ensure a thorough and safe cleaning process. The Supplier shall ensure that all windows are cleaned to a high standard, free from dirt, grime, and other external contaminants. Where required, the Supplier must take all necessary precautions to ensure the safety of personnel and the public during the cleaning process, particularly when working at height or in challenging conditions. The Supplier shall provide all necessary cleaning materials, equipment, and labour to complete the task in a timely and efficient manner.

In both cases, the Supplier shall ensure that the cleaning tasks are completed in accordance with relevant health, safety, and environmental standards and regulations.

4.3 Hours of Work

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

The Supplier shall not work outside the hours set out 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.

4.4 Frequency of Services

4.4.1 The Supplier shall ensure the stated frequencies of cleaning are adhered to. The dates, timescales and frequencies will be finalised during the mobilisation period and agreed to by the Authority.

4.4.2 Monthly Services

All internal communal windows.

4.4.3 Quarterly Services

All communal external windows.

4.5 Window cleaning

4.5.1 The Supplier shall provide window cleaning Services to the blocks listed in the 'Window Cleaning Block List' at Annex 1 and at the frequencies set out in the 'Window Cleaning Schedule' at Annex 2.

4.5.2 Cleaning will be to all windows in common parts in each block unless otherwise stipulated. Internal window cleaning shall include glazed screens, glazed screens around stairwells and all high level glazing.

4.5.3 Cleaning shall include the surrounding window frames and sills. Any fittings removed in order to gain access to glazed panes will be replaced in a clean, dry, tidy and secure position. Any window locks opened to facilitate cleaning shall be re-locked on completion of cleaning.

4.5.4 External surfaces of windows and ledges must be cleaned from the outside of the building only. In the event the Supplier considers it necessary or more practical to reach external surfaces from inside the building, prior written permission must be sought from the Authority.

4.5.5 Cleaning description - All glazing, glazing bars, frames, sills, etc will be cleaned by skilled window cleaning operatives as specified in Annex 2 – Window Cleaning Schedule, or as may be otherwise instructed by the Authority.

4.5.6 Glazing will be free of dust, marks and smears and left dry after cleaning. Windows, windows sills and frames to be left free from dirt, dust grease, other deposits, watermarks and smears.

4.5.7 Clean all communal doors internally and externally, all surfaces to be left free from dirt, dust grease, other deposits, watermarks and smears.

4.6 Cleaning materials

4.6.1 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.

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

4.6.3 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.

4.6.4 The Supplier is referred to 'The Guide to Sustainable Cleaning' at Annex 4 for further information.

4.7 Asbestos management

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

5. CONTRACT MANAGEMENT

5.1 Performance Monitoring

- 5.1.1 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.
- 5.1.2 In cases of reported non-attendance, the Supplier will be expected to arrange evidenced attendance at the earliest opportunity.
- 5.1.3 All cases of non-attendance will be reclaimed from the fixed sum on a pro-rata basis.
- 5.1.4 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.
- 5.1.5 The attendance schedule should be consistently completed and shared with the Authority's Housing Officers through a method to be agreed during the contract mobilisation.
- 5.1.6 Performance against the attendance schedules will be reviewed monthly at joint Operational Management Board meetings.

5.2 Monitoring Meetings

- 5.2.1 The Supplier will meet monthly with the Supplier.
- 5.2.2 The Authority may call a meeting at any time in the case of emerging issues, or where a joint decision is required.

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.

KPI Category	Key Performance Indicator (KPI)	Target
Service Quality	Window cleaning quality (no streaks, smudges, or missed spots)	100% streak-free finish, every time
	Defect rate (percentage of windows requiring re-cleaning)	Less than 1% of windows cleaned
	Window cleaning consistency (same high quality across all windows)	100% consistency in cleaning quality
Adherence to Schedule	Window cleaning frequency compliance (percentage of scheduled window cleanings completed)	100% adherence to the window cleaning schedule
	On-time service delivery (percentage of window cleaning jobs completed on time)	98% or higher
Client Satisfaction	Client satisfaction score (feedback specific to window cleaning)	90% or higher satisfaction rate
	Client complaints/service issues (number of complaints regarding the quality or frequency of window cleaning)	No more than 1 complaint per quarter
	Response time to client complaints (time taken to resolve issues with windows)	Response within 10 (ten) days
Health & Safety Compliance	Safety and risk compliance (compliance with health and safety regulations, particularly working at height)	100% compliance with health and safety standards
	Incident or injury rate (number of accidents or near misses during window cleaning)	Zero incidents or injuries
Environmental Impact	Use of eco-friendly cleaning products (percentage of cleaning products used that are eco-friendly)	80% or higher use of eco-friendly products
	Water usage (amount of water used for window cleaning)	Minimise water usage; ideally reduce by 5-10% annually
Equipment & Materials	Equipment condition (condition of window cleaning tools, ladders, and equipment)	100% operational, regularly maintained equipment
	Correct equipment usage (proper equipment used for each task, e.g., extension poles, squeegees)	100% adherence to equipment usage guidelines

6. REFERENCES AND RELEVANT LEGISLATION

6.1 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. REQUIREMENTS FOR FIXED PRICE SERVICES

7.1 The table below sets out the Services required to internal and external communal areas.

Area	Feature	Specified Standard
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Communal windows and glazing (including window fasteners and stays, glass and metal louvres, metal decorative window panels and fixed external glass surfaces) NB: Not to include windows to dwellings		All fixed and opening communal windows, louvres and panels on landings, corridors, balconies, entrance halls, lobbies and porches
		Any damaged or insecure windows reported as defective
		Inside and outside of glass, frames and surrounds to be clean, dry and smear free

Annexures

ANNEX 1

Window Cleaning Block List

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ANNEX 2

Window Cleaning Schedule

ANNEX 3

Guide to Sustainable Cleaning