



# **Enfield Council Housing Our Estate Services Caretaking and Cleaning Standards**



## **INTRODUCTION**

This document represents Enfield Council Housing's commitment to the provision of high quality estate services to our customers through our Caretaking Services and set out the following:

- ✓ Our clear promise on standards, inspections and consultation
- ✓ Details of how you can help us
- ✓ A list of specific services and how often you should expect them to be provided
- ✓ Information on the neighbourhood inspection process and grading system.
- ✓ A photobook for every service standard
- ✓ Details of how to make a complaint if we don't meet the service standard

### **Our service promise:**

We will:

- ✓ keep your neighbourhood clean and tidy
- ✓ keep your neighbourhood free from hazards
- ✓ remove offensive graffiti within 24 hours
- ✓ remove abandoned vehicles as soon as possible
- ✓ report issues that are not our responsibilities to the relevant organisation within one working day
- ✓ carry out regular scheduled inspections and provide performance information
- ✓ consult residents about neighbourhood improvements and plans

### **You can help us by:**

- ✓ reporting repairs, hazards, graffiti, and abandoned vehicles
- ✓ disposing of your rubbish properly
- ✓ keeping communal areas free from bulky items
- ✓ keeping your garden, and the outside of your home clean, tidy and free from rubbish
- ✓ providing us with feedback and views about your estate
- ✓ making suggestions on how we can improve our services
- ✓ completing customer satisfaction surveys on our caretaking service
- ✓ becoming a resident champion to monitor the service

## The Cleaning and grounds maintenance services

### Cleaning

<b>Our standard</b>	<b>What you can expect</b>
Communal lights:	Clean and dust free, bulbs tested and replaced if necessary
Lifts – floors, doors, panels and frames:	Swept, mopped, clean and free from dirt and dust
Communal windows:	The window has no dirt, dust, cobwebs and generally level of cleanliness is excellent. The condition of the window, its frame or sill should not affect the judgment of its cleanliness.
Ledges and window sills:	Ledges and window sills are clean and free from dust and cobwebs
Entrance lobby:	Entrance lobby swept and mopped and free from junk mail and newspapers
Handrails, banister rails, ledges:	All clean and dust free
Floors and staircases:	Swept, mopped and vacuumed, stain and mark free
Walls and ceilings:	Clean and mark free
Rubbish chutes	The hopper head is clean
Bin areas:	Clean and free from over-spilled rubbish.
Litter:	Bins are emptied, not overflowing, communal areas free from large items of litter
Deep clean:	Excessive stains and marking removed
Communal areas:	Obstructions reported and removed
Door entry systems:	Faults reported to estate support officer

### Block and Estate

<b>Our standard</b>	<b>What you can expect</b>
Notice boards:	Well maintained and information is up to date
Fly tipping:	Clear of fly tipping
Graffiti:	Clear of graffiti
Car parks:	Swept and free from litter and weeds
Garage and garage areas:	Garage areas are clear of litter, weeds, debris and garages are usable, have good access and lockable doors and free of graffiti, vandalism and fly tipping
Paths, walkways & courtyards:	Swept, free from litter, leaves and weeds
Play areas and seating areas:	Swept and free from hazards, litter and weeds
Abandoned vehicles:	Reported and removed
Communal repairs:	Repairs are reported and completed

### Grounds Maintenance

<b>Our standard</b>	<b>What you can expect</b>
Grass areas:	Regularly cut, all cutting swept from hard surfaces, associated shrubs well maintained

Weed clearance	Area free of weeds
Shrub bed and hedge maintenance	Free from leaves, litter and weeds, chippings/mulch kept within beds, not overgrown or obstructing paths
Trees:	Overgrown shoots and saplings cut back and hanging branches removed

**The neighbourhood inspection process and grading system**

We will carry out weekly/monthly inspection and measure our performance against the standards set out in the photobook. Each element will be scored out of four grades:

- |                     |                     |
|---------------------|---------------------|
| <b>GOLD</b>         | <b>Very good</b>    |
| <b>SILVER</b>       | <b>Satisfactory</b> |
| <b>BRONZE</b>       | <b>Poor</b>         |
| <b>UNCLASSIFIED</b> | <b>Very poor</b>    |

We will also carry out quarterly resident satisfaction surveys with estate services, report on our performance to residents’ Customer Voice and benchmark our performance and costs through the HouseMark.

We will encourage residents to become resident champions and take part in scheduled and publicised inspections. The resident inspections will also focus on neighbourhood improvement plans which will be reported in residents’ Housing News.

# PHOTOBOOK

## CLEANING

### COMMUNAL LIGHTS

*Checking of estate lights, including bulbs/tubes. Ensuring the cleanliness and effectiveness of light fittings and that they have dust free fittings external surface shades and covers.*

#### **Gold standard – Very good**

The lights must be working and the light fittings should look as though it had recently been cleaned inside and out with no dirt or cobwebs on or around the fitting.



#### **Silver standard - Satisfactory**

Small amounts of dirt have begun to build up within the light shade and the occasional cobweb attached to the fittings, only minor attention is required.



**Bronze standard - Poor**

There is a build-up of dirt and cobwebs and significant attention is required.



**Unclassified standard – very poor**

There is clearly a build-up of dirt and cobwebs inside and outside of the light fittings. The cleaning of the light fittings has been neglected and it may have cracks in the surround.



## LIFTS

To maintain the lift floor, walls and doors and the areas around them so they are free of litter, stains unpleasant smells and hazardous deposits.

### **Gold standard – Very good**

The lift floor, doors, walls panels and frames are clean with no signs of dust or dirt and appear to be have been cleaned regularly and there are no foul odours.



### **Silver standard - Satisfactory**

Small bits of dirt present and some staining to walls between scheduled visits. The corners and runners are clear and floor appears to have been cleaned.



**Bronze standard - Poor**

Floors, walls and runners are dirty, excessive litter.



**Unclassified standard – very poor**

Build-up of dirt, litter, established stains, no evidence services have been provided.



## COMMUNAL WINDOWS

### Gold standard – Very good

The window has no dirt, no dust, no cobwebs and generally the level of cleanliness is excellent.



### Silver standard - Satisfactory

The window is in an acceptable condition.



**Bronze standard - Poor**

The condition of the window is in a poor condition (e.g. water streak on inside of the window; there is a build-up of dirt and dust).



**Unclassified standard – very poor**

The condition of the window is very poor (e.g. frame and glass in excessive cobwebs, dust and dirt).



## LEDGES AND WINDOW SILLS

### **Gold standard – Very good**

The condition of the ledges in excellent condition (totally dust and dirt free).



### **Silver standard - Satisfactory**

The ledges and sills are generally in good condition, typically no more dirt or dust than you would expect as the cleaning cycle permits.



**Bronze standard – Poor**

The ledges and window sills are in poor condition, with high build-up of dust and dirt e.g. evidence of old cobwebs, insects, dirt and litter.



**Unclassified standard – very poor**

The condition of the ledges is totally unacceptable, with excessive amount of dirt, dust and grime. It would also score an “Unclassified” if it was in a hazardous condition (e.g. broken glasses or mirror or sharp objects).



## ENTRANCE LOBBY

*These are very important areas of the blocks as the entrance halls and lobbies of are what many residents and visitors see every time they enter and leave their buildings. It is often these areas that give an overall impression of the cleanliness of the blocks and contribute to “satisfaction scores”.*

### **Gold standard – Very good**

There should be no evidence of dirt, dust or detritus in the corners and there should be no dirt or chewing gum stuck on the floor. The floors are swept and mopped and free from junk mail and newspaper.



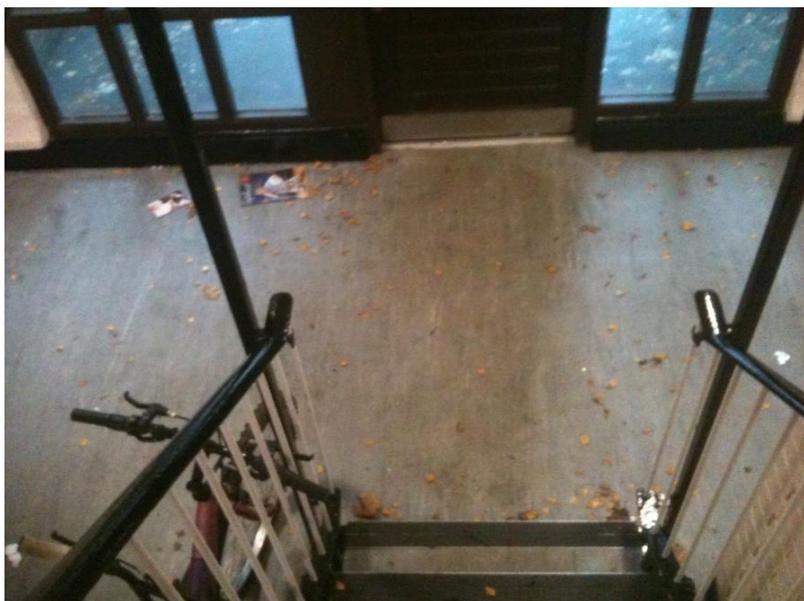
### **Silver standard - Satisfactory**

There may be small bits of dirt present but at a level which is deemed acceptable. Investigation of the cleaning cycle will help determine what is acceptable in the course of time and what is not.



### **Bronze standard - Poor**

There will be evidence of small amounts of dirt, detritus, litter and maybe cobwebs in the corners and dust along the top of the skirting board. There will be little evidence that the floors have been swept and mopped recently.



### **Unclassified standard – very poor**

There is clearly a build-up of litter and the cleaning of the lobby has been neglected. A build-up of personal items is present causing a fire hazard in the building.



## HANDRAIL, LEDGES AND BANISTER RAILS

*Clean handrails, skirting boards, ledges and banister rails.*

### **Gold standard – Very good**

Handrails, banister rails, ledges, switches clean and dust free.



### **Silver standard - Satisfactory**

Little dusty, small bits of dirt present.



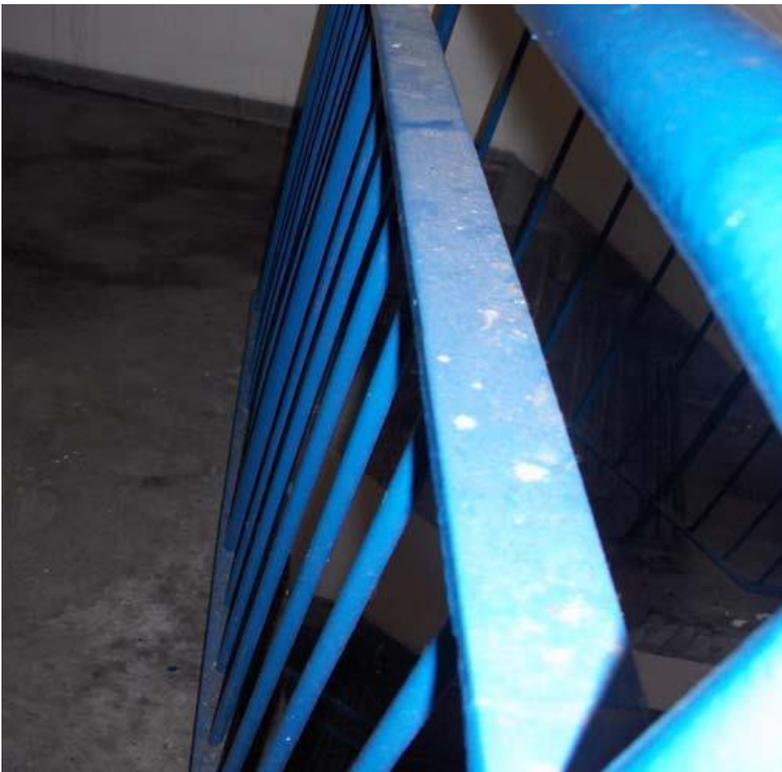
### **Bronze standard - Poor**

The handrails, bannisters, skirting boards and ledges have dirty lower sections and there will be too much evidence of old cobwebs, dust and litter.



### **Unclassified standard – very poor**

The hand rail and bannisters are too dirty to be used. There is no evidence that any surfaces of the handrails, bannisters, skirting boards and ledges have been wiped, dusted or cleaned.



## FLOORS AND STAIRCASES

*To maintain all internal floor surfaces and stairs so that they are free of loose dust, litter, debris and stains.*

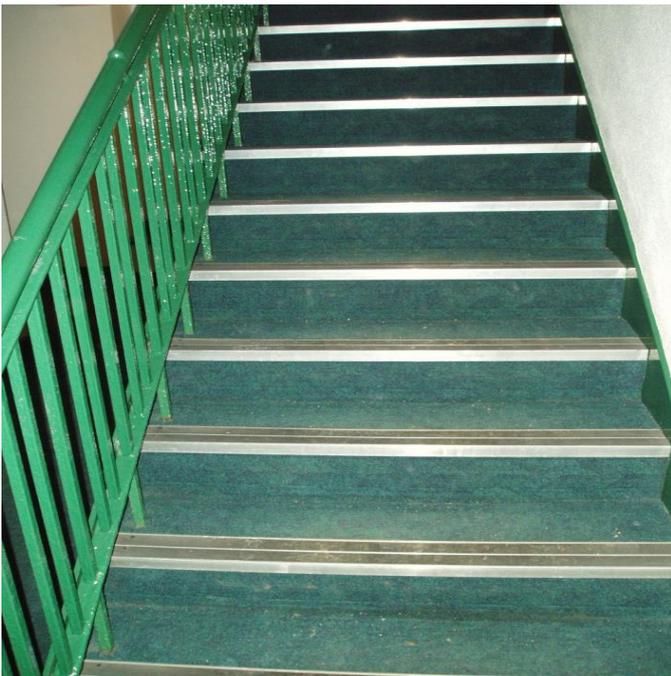
### **Gold standard – Very good**

There should be no dirt, dust, detritus or litter on the stairs and floors. There should be evidence that they are swept, mopped and are clean to the touch.



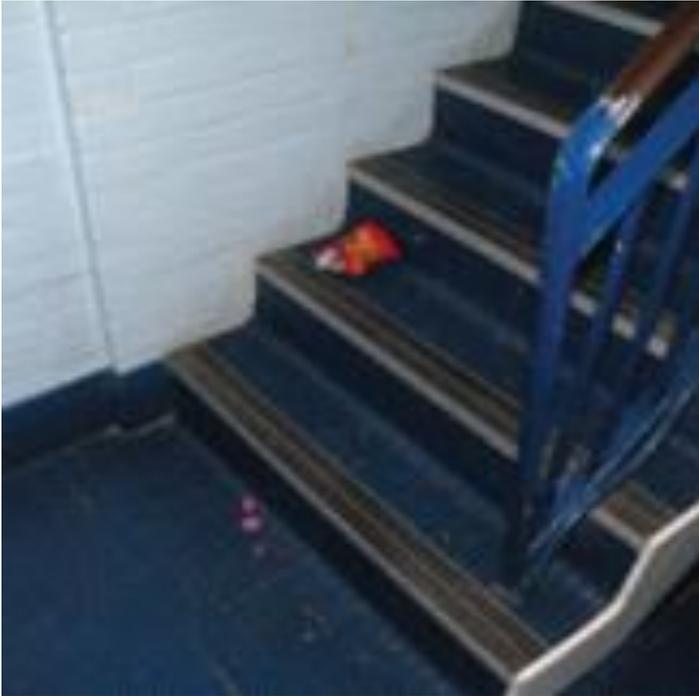
### **Silver standard - Satisfactory**

There is no dirt in the corners and no dirt stuck on the floor or stairs. The floors and stairs are swept and mopped. Dust, litter and marks likely between scheduled cleans.



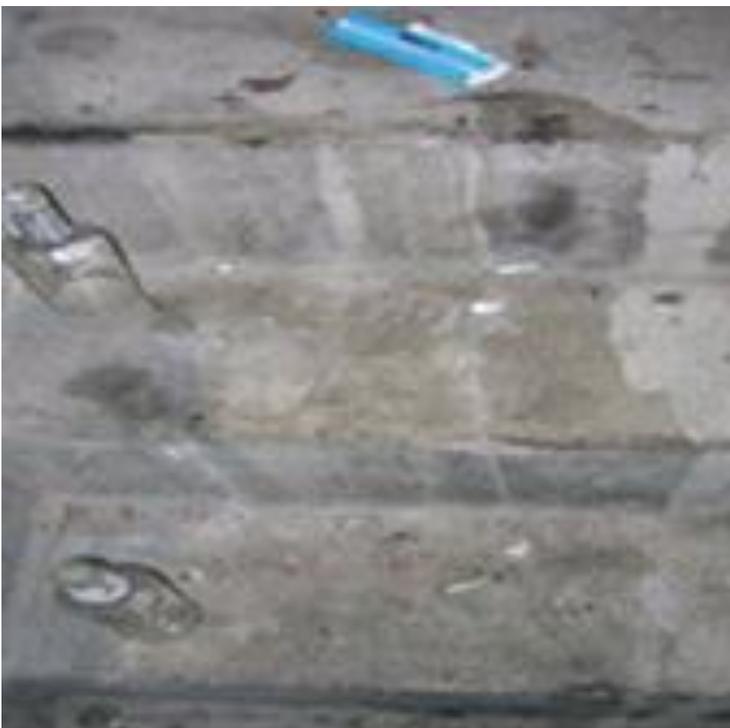
**Bronze standard - Poor**

Little evidence of recent sweeping or mopping.



**Unclassified standard – very poor**

Obvious signs of excessive dirt and debris.



## WALLS AND CEILINGS

### Gold standard – Very good

The walls in all communal areas are very clean and have no scuffmarks or other dirt on them.



### Silver standard - Satisfactory

The walls in the block's communal areas are generally clean but have a few isolated dirty marks or scuff marks on them.



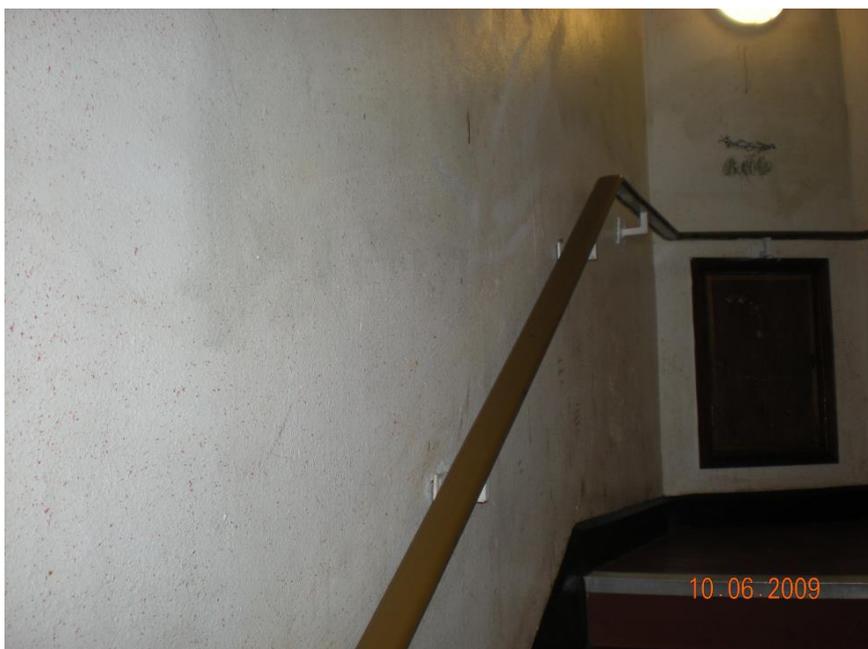
**Bronze standard - Poor**

The walls in communal areas have more than the acceptable level of dirt and scuffmarks on them. Examples of such marks could be pram tyre marks, dirty stains or evidence of food etc.



**Unclassified standard – very poor**

The communal walls are generally very dirty throughout the whole building and there is no evidence that any marks or dirt have been attended to recently.



## RUBBISH CHUTES

**General condition, evidence of blockages and cleanliness of external parts of hopper head and surrounding walls and flooring.**

### **Gold standard – Very good**

The hopper head is as clean as it can be and the floor and walls around the hopper head are also clean.



### **Silver standard – Satisfactory**

The hopper head is not perfect, with maybe small bits of dirt present, but there is no rotten food and very little dirt on the outside.



### **Bronze standard - Poor**

At least one chute within this block is much dirtier than it should be and access to it may also be blocked by rubbish in the surrounding area, making it difficult for the residents to use the chute.



### **Unclassified standard – very poor**

At least one hopper head within the block is blocked with rubbish. There may also be evidence of rotting food and/or maggots within the hopper head.



## **BIN AREAS**

### **Gold standard – Very good**

Bin areas clean and free from rubbish.



### **Silver standard - Satisfactory**

Small amounts of litter on the floor and dirt has started build up and only minor attention is required.



**Bronze standard - Poor**

There is a build-up of litter and dirt on the floor and significant attention is required.



**Unclassified standard – very poor**

There is clearly a build-up of litter and dirt and the cleaning of the bin rooms and refuse chute rooms has been neglected.



## LITTER

### **Gold standard – Very good**

Bins are not overflowing and communal areas are free from large items of litter.



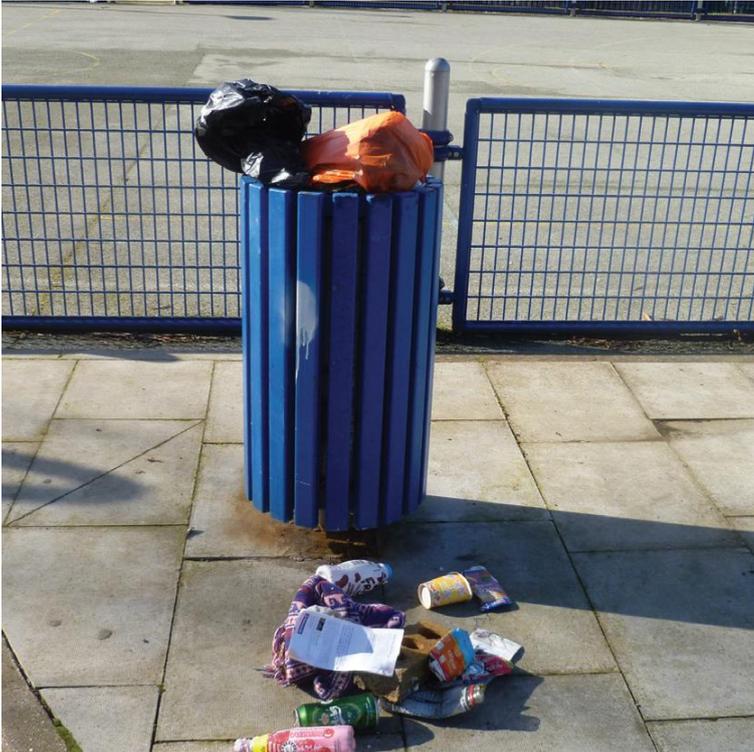
### **Silver standard - Satisfactory**

Well maintained but single large item of litter.



**Bronze standard - Poor**

Bin is overflowing - no evidence that it is emptied regularly.



**Unclassified standard – very poor**

Several large items of litter present in communal areas.



## BLOCK AND ESTATE

### NOTICE BOARDS

The notice board will be found normally, but not exclusively, inside block entrance. It should be in good condition and contain relevant and up to date information.

#### Gold standard – Very good

In order to attract a Gold standard, it should include **at least 4** of the following items:

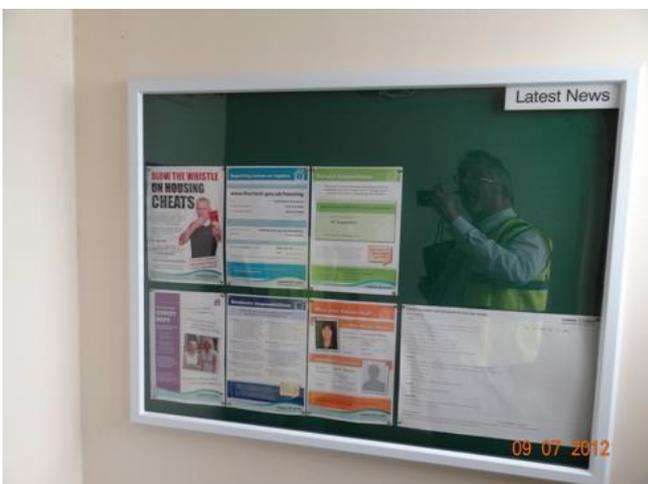
- Details of housing office staff with photos and contact details (phones & e-mail).
- Estate Services schedules, giving dates when cleaning and/or grounds maintenance will be undertaken.
- Tenant or resident association details (officers and events etc).
- Repairs reporting details (phone numbers & e-mail address if appropriate).
- Out of hours contacts details (repairs, ASB, fly tipping etc).
- Action to be taken in the event of fire.



#### Silver standard – Satisfactory

In order to attract a Silver standard, it should include **at least 3** of the following items:

- Details of housing office staff with photos and contact details (phones & e-mail).
- Estate Services schedules, giving dates when cleaning and/or grounds maintenance will be undertaken.
- Tenant or resident association details (officers and events etc).
- Repairs reporting details (phone numbers & e-mail address if appropriate).
- Out of hours contacts details (repairs, ASB, fly tipping etc).
- Action to be taken in the event of fire.



## Bronze standard – Poor

In order to attract a Bronze standard, it should include **at least 2** of the following items:

- g) Details of housing office staff with photos and contact details (phones & e-mail).
- h) Estate Services schedules, giving dates when cleaning and/or grounds maintenance will be undertaken.
- i) Tenant or resident association details (officers and events etc).
- j) Repairs reporting details (phone numbers & e-mail address if appropriate).
- k) Out of hours contacts details (repairs, ASB, fly tipping etc).
- l) Action to be taken in the event of fire.



## Unclassified standard – very poor

If there is no evidence of a notice board or if it is of a lower standard than the Bronze standard, then the Unclassified standard should be scored.



## FLY TIPPING

***Removal of bulk refuse and fly tipping from all internal and external areas.***

### **Gold standard – Very good**

The areas inside blocks and around the estate are completely clear of lumber and there is no evidence of fly tipping or bulk refuse.



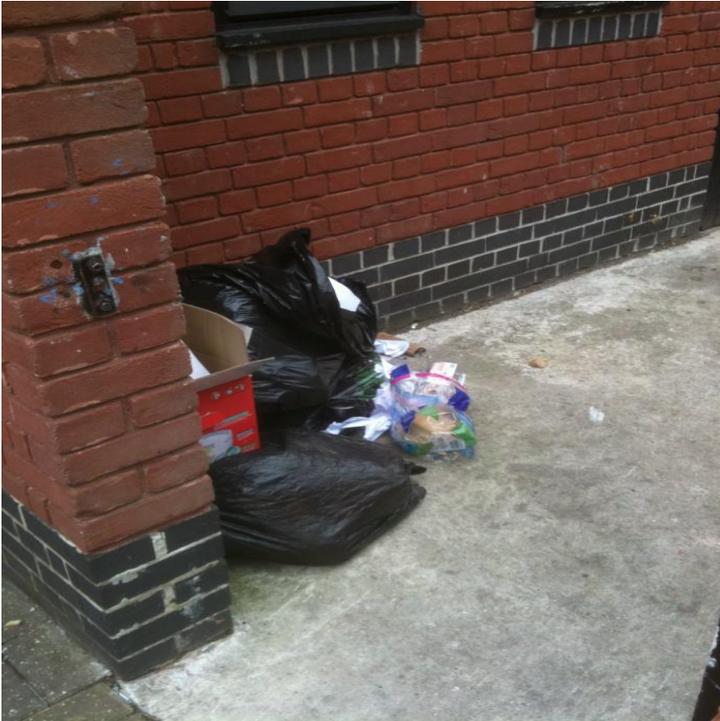
### **Silver standard – Satisfactory**

A single item on a single landing or communal area has been noted which is not obstructing the way or causing a hazard. Generally the internal and external areas are free of fly tipping and bulk refuse items.



### **Bronze standard – Poor**

The internal areas within blocks and external areas around the estate have more than a solitary item of fly tipping or bulk refuse. There may be black bags or packaging in communal areas, items of furniture in the landing corner, shopping trolley in the corridor or rubbish deposited in chute area. Generally, there are more items than would be acceptable.



### **Unclassified standard – very poor**

There are multiple items of fly tipping or bulk refuse in internal areas of blocks or the surrounding areas around estates. There may also be unsecured white goods on a communal landing or items of furniture just left in a communal area. Lumber may have been moved to a single location but is left unsecured and could cause injury or potential fire hazard.



## GRAFFITI

### *Removal of graffiti from communal areas (both internal and external areas)*

#### **Gold standard – Very good**

These areas typically do not have **any graffiti** and no graffiti can be found anywhere within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



#### **Silver standard – Satisfactory**

There may be an area with a very small and isolated area of **graffiti** within in the building/block, on the outside walls or anywhere in the surrounding/communal areas.



**Bronze standard – Poor**

There are at least two areas with **graffiti** found in different places within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



**Unclassified standard – very poor**

This is when the levels of graffiti within the area are totally unacceptable and would constitute an immediate service failure. This would automatically be the case where excessive and offensive levels of **graffiti** are found either within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



## CAR PARKS

### Gold standard – Very good

These **car park areas** have no litter or tree leaves, are well marked out and provide an acceptable and safe area for residents to park their cars.



### Silver standard – Satisfactory

During certain times in the year an amount of leaves within these **car park areas** could be seen as acceptable if they appear not to have been there very long (i.e. a small build up in October could be acceptable but in May it wouldn't). There may be a small amount of litter but investigation into when the most recent clean took place, would determine if it is acceptable. The white parking lines should be evident even if they are in need of a little attention.



### **Bronze standard – Poor**

These **car park areas** typically have a higher build-up of litter e.g. litter/tin cans, newspaper, old leaves etc. than could be deemed acceptable whatever the cleaning cycle may be.



### **Unclassified standard – very poor**

The cleanliness of the **car park area** is totally unacceptable and would be deemed a failure of service delivery. There will be excessive amounts of weeds, litter, leaves or hazardous materials (e.g. broken glasses sharp objects).



## **GARAGES AND GARAGE AREAS**

### **Gold standard – Very good**

Garage areas should typically be clear of litter, weeds, debris. Garages should be useable, have good access, be free of graffiti, fly-tipping and vandalism and have lockable doors.



### **Silver standard – Satisfactory**

Garage area is reasonably clean and well maintained but may be requiring a little work to bring back to top standard. It may contain small amounts of weed growth or inoffensive graffiti, but generally the garage structure and doors should still be in a good state of repair.



### **Bronze standard – Poor**

Garage areas should be in an acceptable condition but could contain some small amounts of debris and refuse. There may be small amounts of reported but not removed fly-tipping, weed/moss growth, insignificant evidence of inoffensive graffiti and minor vandalism and some evidence of disrepair.



### **Unclassified standard – very poor**

The garage areas would have an excessive build-up of litter and debris; evidence of bulk refuse present that has not been removed, or made safe and/or reported. There will also be evidence of hazardous materials and the garages would perhaps require significant repairs in order to bring them back to a Gold or Silver standard.



## **PATHS, ROADWAYS & COURTYARDS**

### **Gold standard – Very good**

The **paths and roadways and communal** areas, throughout the estate or around the blocks are very well kept and there is no evidence of leaves, litter and sharp objects.



### **Silver standard – Satisfactory**

These **paths, grassed areas and roadways** areas typically have no more litter and detritus than you would expect as the cleaning cycle wears on.



### **Bronze standard – Poor**

These **paths and roadways** around the blocks/estates/areas typically have high build-up of litter and debris (e.g. litter/tin cans, newspaper, old leaves etc.)



### **Unclassified standard – very poor**

The lowest score is given when the cleanliness of the **paths, roadways**, courtyards and communal areas around the block/estate/area is totally unacceptable and would constitute a service failure. On inspection, you may find excessive amount of litter, old leaves or hazardous conditions are found (e.g. broken glasses or sharp objects).



## PLAY AREAS & SEATING AREAS

### Gold standard – Very good

These play and seating areas are typically very good, no leaves, no litter and no sharp objects. All play equipment shall be in working order with no broken seats, safety rails etc. There should also be some seating areas, with the seats in a good condition, within the play area.



### Silver standard – Satisfactory

These **play and seating areas** typically have no more litter than one would expect as the days wears on.



### **Bronze standard – Poor**

These **play and seating areas** are typically with high and with an unacceptable build-up of litter e.g. litter/tin cans, newspaper, old leaves etc. There may also be slight damage to the play equipment and/or the seating within the play area.



### **Unclassified standard – very poor**

These **play and seating areas** are totally unacceptable, with excessive amount of litter or hazardous conditions are found (e.g. broken glasses or sharp objects). Any serious damage to play equipment should also result in an immediate service failure. Any such damaged play equipment should be immediately reported.



## GROUNDS MAINTENANCE

### GRASS AREAS

#### *The cutting and maintenance of all grassed areas*

##### **Gold standard – Very good**

The grassed areas look as though they have been recently cut and are well maintained, with **little evidence of weeds and good quality grass**. The edges of the grassed areas should be cut back to their original line and not spreading over pathways and flower and shrub beds.



##### **Silver standard – Satisfactory**

The grassed areas are in need of some minor attention but are likely to be restored with routine maintenance or maybe more frequent cutting. The grass is reasonably well maintained and has little evidence of weeds. There should be evidence that an attempt has been made to cut the grassed areas back to their original line and they are not spreading over pathways and flower and shrub beds.



### **Bronze standard – Poor**

Grassed areas are overgrown, do not appear to have been cut as per the programme or to meet the service standards. The grass is generally in poor condition and needs to be cut back or trimmed. There may also be transgression of grass away from its original line, onto footpaths and into flower and shrub beds.



### **Unclassified standard – very poor**

The grassed areas appear to have not been attended to for some time e.g. growth of grass onto footpaths, and length of grass. The grassed areas are also of an unacceptable quality and although 'green' consist mainly of weeds.



## WEED CLEARANCE

*When judging weed control the person carrying out inspections should enquire as to what the weed control cycle is for the organisation. Most organisations have weed control carried out 2 or 3 times a year but best practice dictates that attention should be paid to control weeds between the carrying out of programmed annual work to ensure no build-up of weeds happens during the growing season or throughout the summer.*

### **Gold standard – Very good**

The area is completely free of weeds. Evidence suggests that any weeds that have existed have been killed and all dead weeds removed.



### **Silver standard – Satisfactory**

The area is generally free of weeds. Any weeds that are evident will be dealt with by seasonal maintenance or a little attention from caretakers.



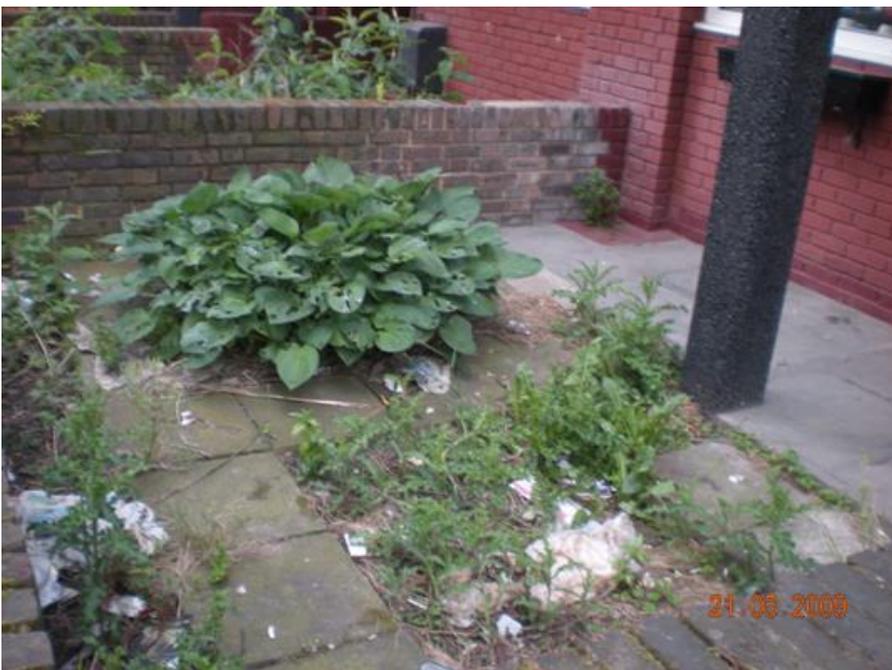
### **Bronze standard – Poor**

As well as weeds that are still alive there is evidence of weeds that appear to have been sprayed but have not been removed or not sprayed for a long period. Weeds in this category will appear to have been there for some time and there is little evidence that annual or routine maintenance has taken place.



### **Unclassified standard – very poor**

There is evidence of large amounts of well established, as well as new weeds that appear to have never been attended to. There will be no evidence that any annual or routine maintenance has taken place or that any other weed control has been carried out. There may also be evidence of weeds that have been sprayed a long time ago and have not been removed.



## SHRUB BED AND HEDGE MAINTENANCE

### Gold standard – Very good

Shrub beds and hedges are well maintained, they have been attended to by annual maintenance, have been cut back and are attractive to the eye. There should be no shrubs or hedges that have overgrown footpaths, grassed areas and parking or seating areas.



### Silver standard – Satisfactory

Shrub beds and hedges are generally well maintained, but there is evidence of both new and established growth that requires routine attention. Shrubs or hedges should not yet be overgrowing footpaths, grassed areas and parking or seating areas.



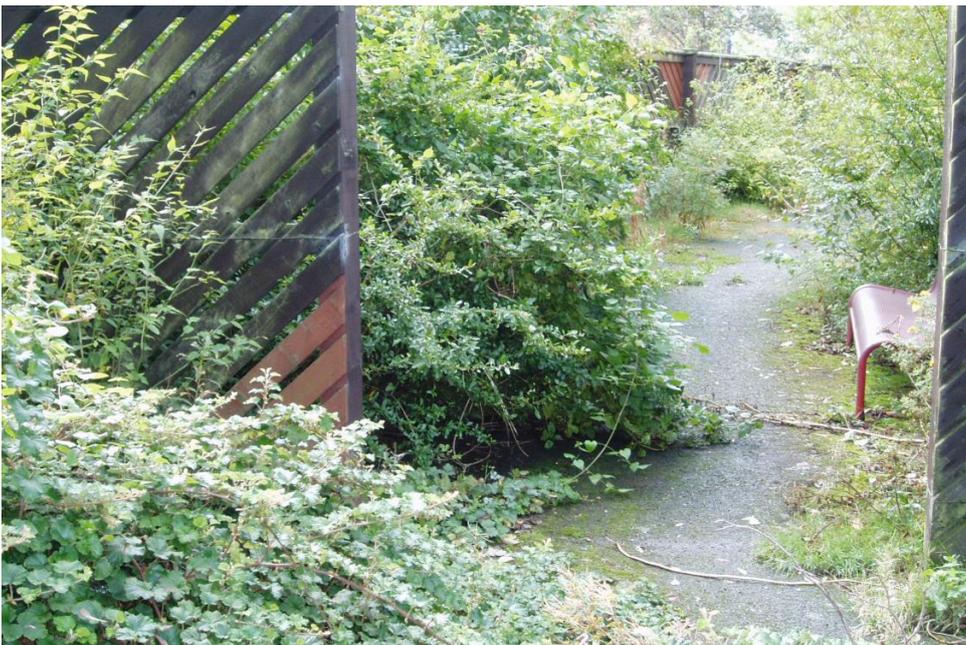
### **Bronze standard – Poor**

Shrubs or hedges are generally in need of some immediate attention. They are overdeveloped and look like annual maintenance has not been adequate and attention should be paid to them as soon as possible. Shrubs or hedges may have started to overgrow footpaths, grassed areas and parking or seating areas but are not making them impassable or constituting a hazard to residents.



### **Unclassified standard – very poor**

There is evidence that in a number of areas shrub beds or hedges are overgrowing footpaths, grassed areas and parking or seating areas. Shrubs and hedges look to have not been attended to for a long period of time and have the potential to be a hazard or risk to residents. Shrubs and hedges in this condition would be considered a service failure and would require immediate attention.



## TREES

### Gold standard – Very good

These trees will have an upright structure with no lean, no structural weaknesses and shall have a crown that is of a healthy green colour. There should be no deadwood or diseased limbs. These trees should not be blocking light from resident's windows or causing a hazard to pavements, walkways, car parking areas or other communal areas.



### Silver standard – Satisfactory

These trees will have an upright structure or minimal lean, may possess minor structural weaknesses and generally have a crown that is of a healthy green colour. There should be no major deadwood or diseased limbs. These trees should not be blocking light from resident's windows or causing a hazard to pavements, walkways, car parking areas or other communal areas.



**Bronze standard – Poor**

These trees will be medium leaning, show signs of some structural weaknesses and/or have some deadwood within the crown. They may also, without some attention, in future potentially block light from resident’s windows and overhang or cause a hazard to pavements, walkways, car parking areas or other communal areas unless attention is paid to them.



**Unclassified standard – very poor**

These will be trees that are heavily leaning, have major structural weaknesses and/or have major deadwood within the crown or show signs of disease (yellowing of the foliage). They may also be seriously blocking light from resident’s windows and overhanging or causing a potential hazard to pavements, walkways, car parking areas or other communal areas.

