



Feedback & grade your estate standards by scanning the QR code or visiting

<https://forms.office.com/e/uHGjuhtKSm?origin=lprLink>



# Estate Operations Caretaking Service

*Your daily service offer for includes:*

Cleaning	
Area	Helpful Guidance
<ul style="list-style-type: none"> <li>Communal entrances</li> <li>Balconies (where applicable)</li> <li>Internal communal stairwells</li> <li>Doors including handles, push plates and kick plates</li> <li>Communal Landings</li> <li>Walls</li> <li>Fixtures and fittings</li> <li>Railings</li> <li>Glass and internal windows (within reach)</li> <li>Vacuum carpeted walkways or stairwells (where applicable)</li> <li>Lifts (where applicable)</li> </ul>	<p>Full clean (sweep, mop, vacuum <i>(where applicable)</i> spray and wipe) of internal communal areas. <b>Where required scrub clean hard soiled areas</b></p> <p>Removal and disposal of all papers, junk mail, leaflets, litter, etc.</p> <p>Regular spot clean of communal areas (removal of bodily fluids and hazardous deposits)</p> <p>Disinfection of door handles and push plates</p> <p>Removal of marks, cobwebs and dust (fixtures/fittings, ledges, balustrades, ledges and skirting)</p> <p>Removal of offensive graffiti (as required)</p>
Bin rooms/areas	<p>Weekly full clean (disinfect hard standing areas)</p> <p>Regular spot clean of the bin rooms/refuse areas</p>
<ul style="list-style-type: none"> <li>External hard and gravel areas</li> <li>Horticultural areas (hedges, shrubs and grass areas)</li> <li>Play areas</li> </ul>	<p>Weekly litter pick of all external areas</p> <p>Removal of self-sets and ivy from perimeter of the block</p> <p>Sweep kerb lines and pathways</p> <p>Remove hard surface weeds (as required)</p>

*Internal cleaning is based on a daily visit.*

*External full clean (including bin stores/ areas) is based on a weekly visit.*



## Waste Enforcement

*Please report evidence of fly tipping via email to [councilhousingwasteenforceme@enfield.gov.uk](mailto:councilhousingwasteenforceme@enfield.gov.uk)*



## Caretaking Services

*To raise concerns about your cleaning standards scan the QR code above or visit <https://forms.office.com/e/uHGjuhtKSm?origin=lprLink>*

