



Estates Caretaking Service

We provide a caretaking cleaning service for the internal communal areas at many of our properties. Customers pay for this service through a weekly service charge. We carry our regular visits throughout the year (a minimum of 46 visits for those with a weekly service and a minimum of 17 visits for those with a three-weekly service).

Below, we outline what customers can expect from our service:

Main entrance - Each time we visit, we'll remove any litter or rubbish, including junk mail from the main entrance and clean the main doors, inside and out. We'll wipe all the ledges, signage, and intercom panels. And we'll remove any cobwebs and Vacuum.

Hallways and stairwells - Each time we visit, we'll remove any litter or rubbish from the hallway and stairwells and vacuum carpets or vacuum and mop hard floors. We won't sweep to avoid creating dust. We'll wipe skirting, handrails, balustrades, and ledges, and remove cobwebs from the ceilings and around lights. For fire safety, please ensure that no items are stored in communal areas.

Doors - Once a month, we'll wipe down the internal communal doors, inside and out, including the frames, architraves, and ledges.

Lifts - Each time we visit, we'll remove any litter or rubbish from inside the lift and vacuum or mop the lift floor. We'll wipe the panels and surrounds inside and out and remove cobwebs. Periodically we'll clean the thresholds to remove any build-up of dirt and grime.

Bin areas - Each time we visit, we'll sweep out the bin area and put any loose bags of rubbish into the bins. We'll report contaminated bins, bulk rubbish and fly tipping or excess waste for collection. We'll wipe any ledges and remove cobwebs.

Lighting - Each time we visit, we'll check and change lamps, unless it's a specialist fitting or requires specialist access equipment. We'll report any faulty or defective lamps for an electrician to repair or replace. We'll remove insects from lamp shades when the lightbulb needs changing, or sooner if it's noticeable.

Windows and canopies - We'll clean the communal windows every three months inside and out and we'll clean the communal canopies every six months.

Please Note: During cold, wet, and damp weather, mopping may not be possible for Health and Safety reasons.