



CLEANING & CLEANLINESS POLICY (LSM) 2018

1. PURPOSE

- 1.1 The aim of this policy is to outline the Association's responsibilities with regards to the cleaning and cleanliness of common areas of tenanted properties, as well as the hand-over stage of new lets.
- 1.2 The procedures detailed within this section have been written to ensure all properties are fit for human habitation, to ensure tenants are not faced with health risks due to the cleanliness of their property, and to comply with the requirements set out in the Environmental Protection Act 1990 and other relevant legislation.

2. REFERENCES

- The Environmental Protection Act 1990
- Crime and Disorder Act 1998
- Antisocial Behaviour etc. (Scotland) Act 2004

3. PROCEDURES

- 3.1 The Association's duties regarding the cleaning and cleanliness of domestic properties are outlined below:
 - The Association will ensure all properties, including gardens, are clean and tidy before a tenant moves in;
 - Where tenant's consent, an external contractor will be used to clean all communal stairs on a weekly basis and communal windows bi-monthly which tenants will be charged for. Otherwise tenants will be responsible for the cleaning of communal areas as a condition of tenancy and the Association will monitor their compliance with this requirement, taking appropriate action as necessary.
 - Tenants will be made aware of the cleaning schedule;
 - Contract cleaners will carry out general housekeeping inspections weekly;
 - Housekeeping inspections will be carried out in accordance with the Association's published schedule which will be at least 3 times a year;
 - Tenants will be asked to immediately move any personal belongings that are obstructing corridors, stairways and doors;
 - Adequate storage for rubbish will be provided by means of wheelie and recycling bins;
 - Tenants will be made aware at the start of their tenancy what day(s) the bins will be emptied;
 - Reasonable steps will be taken to identify any tenants who do not dispose of rubbish/ household items appropriately;
 - The Association may recharge a tenant for the cost of disposing any rubbish/household items where the tenant has failed to do so correctly.

4. TENANT RESPONSIBILITIES

4.1 Tenants are also responsible for looking after their own health and safety. Occupants can face many health risks if they fail to maintain a clean and tidy property. The responsibilities of tenants are listed below:

- Tenants must ensure their homes and garden are kept clean;
- Corridors, stairways, landings and doors must be kept clear (failure to do so can hinder an occupant's ability to exit the premise in the event of an emergency safely, can impede access by the Fire Brigade and can act as fuel for a fire);
- Wheelie bins must be put out on the correct day for refuse collectors;
- Rubbish and household items must be disposed of correctly;
- Tenants must notify the Association if any structural defects appear (i.e. cracks on the floor or walls).

4.2 The Association will make all tenants aware of their responsibilities at the start of their tenancy through the Tenancy Agreement, information packs and leaflets.

5.0 POLICY REVIEW

This policy will be subject to review at least every 3 years and this will be undertaken in conjunction with other related policies including the Estate Management Policy and Void Management Policy.

George Tainsh
Director

22nd March 2018

Policy Review Process and Consultation

Reviewed by the Management Team	March 2018
Considered by the HSEHR Committee re LSM	21st March 2018
APPROVED BY MANAGEMENT COMMITTEE ON	29th MARCH 2018
Date of Next Review	March 2021