

WINDOW AND CLOSE CLEANING SERVICE

This Schedule outlines the Quality Standard to be achieved in, and the special requirements of, the Window and Close Cleaning Service.

1. SERVICE REQUIREMENTS

- 1.1 Each window shall be cleaned to the Contract Standard every month, i.e. 12 times annually during the contract period.
- 1.2 Each close shall be cleaned to the Contract Standard weekly i.e., 52 times annually during the contract period.
- 1.3 The Contractor shall at all Buildings specified, clean internally all glass in close and stair windows, exterior doors, fan lights, and screens in any position and including any which are provided with guard bars of any kind.
- 1.4 On some occasions it may not be possible to clean windows externally due to adverse weather conditions. In that event the exterior will be cleaned upon the next available day when the weather permits a clean.
- 1.5 The cleaning of external surfaces shall not take place at times when the weather is such that any clean would not effectively improve the condition of the window.
- 1.6 The contractor must remove any rubbish within stairwells prior to cleaning and dispose of it. This refers specifically to rubbish, food waste, boxes or any other loose items that have clearly been dumped. Larger items (chairs, units, white goods, sofas etc.) must be immediately reported to the Supervising Officer.
- 1.7 All communal closes, stairs and common areas to be swept and then wet-mopped: this includes all balustrades, ledges, cills, skirting's etc. which are to be dusted. Mopped surfaces must be dried down to remove all excess surface water, leaving a dry surface.
- 1.8 The contractor must refresh the water used for mopping down stairs regularly, and dependant on the amount of stairs within a block. This also includes for cleaning mop heads and their replacement when they become excessively dirty.
- 1.9 The walls in all communal closes, stairs and common areas must to be spot cleaned during every visit to remove any marks (i.e. blood, general traffic marks, and graffiti).
- 1.10 Light fittings are to be cleaned and cobwebs are to be removed at wall and ceiling junctions and from any windows at all levels during every visit.
- 1.11 Upon completion of the cleaning operation the surfaces shall be left free from all dust, dirt, debris, marks, and streaks and specifically for floors, excess water must be removed. All framing must be clean of excess cleaning solution.
- 1.12 Where a surface is found to be painted or otherwise decorated by the building user the Contractor shall, prior to commencement of the cleaning operation, verify with the Supervising Officer whether the surface is to be cleaned and proceed on that basis. Where the surface is requested to be left not cleaned, no amendment to the price tendered for the work shall be made.
- 1.13 The Contractor shall specify all equipment he proposes to use in the provision of the Service in the nature of safety tackle, harness, ladders, cradles, scaffold, mobile platforms and other such specialist access or cleaning equipment.
- 1.14 The Contractor shall specify the materials they propose to use in the provision of the Service.

- 1.15 Contractors are required to specify their cleaning methodologies in the form of method statements as to general window cleaning operations and particular operations designed to cope with specific types or situations of windows. For example, leaded glazing, double glazing, secondary glazing, external surfaces inaccessible from the inside or from the ground, barred windows, windows secured by wire guards (both fixed and lockable).
- 1.16 Wash feathers, scrim, squeegees, or any other types of cleaning cloths will not be washed out in the toilet pans or wash hand basins. Paraffin or paraffin cloths must not be used. Neither shall dirty water be emptied in the toilets or wash hand basins.
- 1.17 The Contractor shall at all times supply his own hot and cold water for cleaning purposes.
- 1.18 Window and/or main door keys issued to the Contractor must be kept in a safe place and must not be left in unattended rooms or for any reason passed to persons not in the employ of the Contractor. It is the responsibility of the Contractor to ensure that all windows and doors are securely fastened and locked after cleaning.
- 1.19 All door/window/lock defects must be immediately reported to the Supervising Officer.
- 1.20 The Contractor shall submit an Annual Programme of Window and Close Cleaning for approval by the Supervising Officer. The Contractor shall also provide a detailed monthly programme for the duration of the contract and thereafter all for approval by the Supervising Officer.
- 1.21 The available cleaning hours in respect of Window and Close Cleaning shall be between the hours of 9.00am to 5.00pm, Monday to Friday. Cleaning out with these times must be agreed with the Supervising Officer.
- 1.22 A copy of the above quality standard will be placed within each stair at the start of the contract as notification to the tenants of the standards they should expect when the Contractor carries out the close and window cleaning.