



LYHA Estate services: Cleaning service standards

This document outlines the service level agreement for cleaning services provided by LYHA:

1. **Cleaning of communal areas and stairs:**
 - a) Vacuuming of communal area carpets and stairs where carpet is provided;
 - b) Washing down hard floor areas and stairs where no communal carpet is provided.

2. **Wiping down:**
 - a) Banisters/handrails;
 - b) Door entry hardware;
 - c) All flat surfaces, including window ledges, skirting and light switches;
 - d) Spot clean marks or graffiti on walls; reporting back to LYHA if the graffiti cannot be removed;
 - e) Wipe down communal entrance doors and internal communal doors, cleaning both sides of glass panels (if provided);
 - f) Remove cobwebs in all communal areas, including entrance halls, stairwells, corridors, internal window frames and bin stores.

3. **All litter to be removed from internal and external communal area, including:**

Drying areas to be checked and any litter to be removed.

4. Bin stores:

- a) Sweep bin rooms and bag up loose rubbish ready for the next Local Authority collection;**
- b) Remove cobwebs and dust from ceilings and wall areas.**

5. Lifts:

If provided, lift control panels will be wiped down, floors swept or vacuumed and walls kept clean and presentable.

If you feel the above standards have not been delivered or you have any comments on our service, please contact our Customer Service Team at info@lyha.co.uk or Tel: 0113 278 3335.

