

## Wherry Housing Association

### Output specification for the provision of estate services

#### Part three – external cleaning of estates

##### 1) Overall scope of the specification

The scope of the service in broad terms is as follows:

- a) The removal of litter, debris and rubbish from the external communal parts of estates including both hard surface areas and soft landscape areas;
- b) Removing bulk refuse where this has been abandoned on the estate within 5 working days of report or identification and within 24 hours if the refuse is a fire risk (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of bulk refuse and that the 24 hour standard applies throughout the year including weekends and bank holidays)
- c) The removal of fly tips comprising builders' waste and other loose bulk materials from external parts of the estate;
- d) Removal of hazardous waste within 24 hours of report or identification (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of hazardous waste and that the 24 hour standard applies throughout the year including weekends and bank holidays); in addition see requirements in part five covering dealing with risks to health, safety and welfare which may require a more rapid removal where necessary to manage such risks; the requirement requires the disinfection of areas from which wastes involving bodily emissions, animal faeces or other matter giving arise to the risk of infection have been removed;
- e) Removal of graffiti, flyposters and handbills; the removal of offensive graffiti and flyposters must be carried out within 24 hours of identification or report and the removal of other graffiti and items within 5 working days (note that this standard is the standard to be assumed throughout all parts of this specification with regard to the removal of graffiti and handbills etc and that the 24 hour standard applies throughout the year including weekends and bank holidays);
- f) Application of an agreed salt / grit mix to designated access routes in anticipation of icy weather conditions;
- g) Removal of cigarette debris from purpose designed bins fixed to the outside of blocks normally adjacent to the main entrance doors;

- h) Removal of weeds and moss from hard areas including gutters and steps.

## 2) Constraints

In the performance of the Services, the Contractor will need to note that:

- a) water and power supplies may not be readily available, and the Contractor will have to bring such supplies as are needed to the site where these utilities are not present;
- b) except for sheltered blocks there is no storage for equipment and cleaning materials or storage for grit and salt;
- c) keys will be required for access to secure areas;
- d) there are high volumes of arisings to be disposed of in leaf-fall season which may be blown into large drifts;
- e) availability of vehicle parking spaces cannot be guaranteed;
- f) some hard surfaces may be degraded making sweeping difficult;
- g) group working may occasionally be necessary in a few locations for security reasons;
- h) residents may hold festivals, fetes, etc on estate areas which may generate large quantities of litter which require clearance on the day of the event.

## 3) Key performance standards applicable to the service

The Services shall be performed:

- a) at the frequencies set out in the Contractor's Method Statement and Operating Procedures approved by the Association;
- b) using the methods and resources set out in the Contractor's Method Statement and Operating Procedures approved by the Association;
- c) in compliance with health and safety requirements;
- d) in compliance with requirements for the use of chemicals;
- e) in compliance with agreed Customer Service Code;
- f) in compliance with the equal opportunities requirements;
- g) without damage to property;
- h) so that obstacles to residents do not arise;
- i) so that access is maintained for emergency service and other Association personnel and their vehicles.

The Contractor shall use its best endeavours to achieve the following outcomes:

- j) residents are satisfied with cleaning services;
- k) no Default Points served by the Association's monitoring officers; [whether term Default points is right here depends on the default scheme applied to the contract]
- l) all emergencies dealt with within the terms of the Association's requirements;

Without prejudice to the generality of paragraph 3 a) to l) above, the Contractor shall perform the Services so that for each of the activities listed from para 4 to para 8 below, the required outputs shall be achieved.

#### **4) Estate roads and courtyards and other external hard surface areas**

- a) All defined access and service roads, courtyard areas and amenity, access or circulation areas with hard surfaces, including marked car-parking areas, drying areas, cycle storage areas, forecourts to shops, footpaths, alleys and areas serving or adjoining garages, have:
  - (i) gulley grids and rainwater runnels clear of soilage, rubbish and impacted soilage; no ponding or other failure of surface water drainage due to blocked yard gulley traps;
  - (ii) areas free of established litter and soilage;
  - (iii) areas free of hazardous deposits or hazardous deposits being responded to;
  - (iv) threats to pedestrians and vehicles created by weather and seasonal conditions including leaf fall under control and risks minimised;
  - (v) no weeds above 50 mm in extent, or if above 50 mm under treatment with herbicide;
  - (v) whole area free of bulk refuse and fly tips, or refuse and tips reported for further action pending removal (the Contractor shall ensure that its staff record the registration numbers of flytippers and report them with full details of the incident to the Technical Client Manager);
  - (vi) all vertical and horizontal surfaces including walls & doors to all buildings within curtilage of estate, fences, signs and plans free of graffiti and fly-posters likely to be offensive to individuals, or reported for further action;
  - (vii) all vertical and horizontal surfaces including walls & doors to all buildings within curtilage of estate, fences, signs and plans free of graffiti and fly-posters or action pending.

#### **5) Play areas (with and without equipment)**

- a) All play areas including non-equipped ball game areas are cleaned and maintained so that:
  - (i) gulley grids and rainwater runnels are clear of soilage, rubbish and impacted soilage;
  - (ii) there is no ponding or other failure of surface water drainage due to blocked yard gulley traps;
  - (iii) areas are free of established litter and soilage;
  - (iv) areas and equipment are free of hazards & hazardous deposits, or hazards under report;
  - (v) there are no weeds above 50 mm in extent, or if above 50 mm under treatment with herbicide;
  - (vi) whole area free of bulk refuse and fly tips, or refuse and tips reported for further action

- pending removal;
- h) all vertical and horizontal surfaces including signs and plans free of graffiti and fly-posters likely to be offensive to individuals, or reported for further action;
- i) all vertical and horizontal surfaces (including signs and plans) free of graffiti and fly-posters, or action pending;
- j) broken or defective equipment is under report to the Association and where practicable such areas are secured.

## **6) Boundary walls, fencing and railings**

- a) All estate boundary walls and fences and all railings are to be maintained so that they have all vertical and horizontal surfaces (including signs and plans):
  - (i) free of graffiti and fly-posters likely to be offensive to individuals, or reported for further action;
  - (ii) free of graffiti and fly-posters, or action pending;
  - (iii) free of hazardous deposits or such deposits are under report;
  - (iv) free of removal stains and deposits including paint and grease, and irremovable stains and deposits are under report.

## **7) Designated high risk access routes to blocks**

- a) All designated high risk access routes to blocks of flats are maintained so that:
  - (i) On notification from the Technical Client Manager that freezing weather conditions are predicted, there is a sufficient spread of a salt-grit mix to facilitate safe access for residents should such conditions occur;
  - (ii) On notification from the Technical Client Manager that the freezing weather conditions are over or that the prediction has changed, any residual salt-grit mix is removed from the surfaces and safely disposed of.

## **8) Cigarette disposal bins**

- a) All cigarette disposal bins fixed to any external part of the block or estates are maintained so that:
  - (i) Contents are removed with sufficient frequency to ensure no bin overflows or bins become unusable;
  - (ii) There is no evidence of impacted soilage or debris to any internal or external surface;
  - (iii) The external surface of the bins have an overall even appearance free of smears, sticky labels and excess loose ash or other debris.

## **9) Soft landscape areas**

- a) All lawns and other grass areas are maintained so that they:
  - (i) are free of established litter and impacted debris;

- (ii) are free of hazardous deposits or hazardous deposits are being responded to;
- (iii) are free of bulk refuse and fly tips, or refuse and tips reported for further action pending removal.

- b) All shrub and decorative beds (whether planted or not) are maintained so that:
- (i) all parts which can be reached from outside the bed by hand or with a mechanical arm are free of established litter and impacted debris;
  - (ii) they are free of hazardous deposits or hazardous deposits are being responded to;
  - (ii) they are free of bulk refuse and fly tips, or refuse and tips reported for further action pending removal.

- c) All hedges, tree pits and brick, concrete or timber plant containers and raised beds are maintained so that:

- (i) all parts which can be reached from outside the area by hand or with a mechanical arm are free of established litter and impacted debris;
  - (ii) they are free of hazardous deposits or hazardous deposits are being responded to.
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