

S15 Cleaning Specification

The objective of this contract is that all the internal common parts of buildings, and all communal windows are kept clean and tidy to residents' satisfaction in a safe and efficient manner.

In delivering this objective, the Services shall be to the highest levels of resident satisfaction, to the highest professional standards and cost effectiveness, with continuing improvements in value for money and services and shall comply with the Contract Standard.

The Contractor will be required to provide an exemplary and responsive service to Orbit Group's tenants and lessees under close scrutiny by a wide range of audiences such as councillors, politicians, the media, peer authorities, Orbit Staff and of course, residents themselves.

The Contractor is expected to identify and escalate management issues that they become aware of such as outstanding repairs, lifts out of order, crime and anti-social behaviour and vulnerable residents in need, and help in identifying solutions. We would also request that the contractor reports any incidents of Damp, Mould or Condensation, (DMC) as a matter of urgency to the Authorised Officer.

The Contractor is expected to use using all reasonable endeavours including the introduction of new cleaning methods and materials to achieve the Contract Standard. Any room types not defined in the specification are to be included as per the normal cleaning requirement of the fixtures, fittings and surfaces described in the specification.

S16 Contract Standard and Standard of Cleanliness

The Contractor is responsible for carrying out all of the functions detailed in this specification together with all other services ancillary thereto to maintain the Contract Standard.

The Contractor shall ensure that on completion, the surface concerned shall be clear of deposits, dust, cobwebs, litter, loose paint, smears, dirt, moss and other vegetation, or other waste material and (except in the case of dusting and sweeping) free of any marks or stains. There shall be no water or other liquid left on the surface. All fouling shall be removed.

For the avoidance of doubt where any disputes arises with regard to what is or is not 'clean', 'fouling', 'litter', 'a deposit', 'waste material', or whether or not an area has been 'cleaned' or left in a 'clean state' in accordance with the Contract Standard, the decision of the Authorised Officer shall be final and binding.

The appearance of the cleaned surface shall be as attractive as possible given the age and condition of the surface.

S17 Acceptable Cleaning Chemicals

All cleaning products used by the contractor should comply with BS EN 1276 and or BS EN 14476 and be covered by a current COSHH DATA sheet. In all circumstances a copy of these should be available to the operative at all times.

S18 Waste Clearance

All general waste and litter collected should be disposed of by the contractor off site at their designated disposal point. Any bulk waste if dispersed around the site, should be taken to an appropriate collection point, and reported to the Authorised officer to arrange collection.

S19 Reporting of Refuse/Bulk Refuse

The Contractor will move general refuse located inside any premises to the bin store. Where practicable, items will be placed in refuse sacks and sealed before removal to the bin store or designated area as specified by Orbit.

Should the Contractor be in any doubt as to whether an item fits the definition of bulk refuse, the Contractor shall have the item verified by the Authorised Officer. Failure by the Contractor to make reasonable attempts to do so will be considered as non-performance if that item is subsequently not removed.

Once the Authorised Officer has identified the item as bulk refuse, the Contractor shall remove it to the appropriate and agreed designated location for collection. The Contractor shall ensure all bulk refuse is stored neatly and safely in the refuse store to await collection.

Where an item may be causing an odour or be likely to contaminate neighbouring areas (e.g. vermin infestation) the Contractor shall remove it immediately or if unsafe to do so advise the Authorised Officer who shall make arrangements for its removal. Upon completion of this task the Contractor must notify the responsible person as instructed by the Authorised Officer immediately after the visit.

S20 Sharps

The Contractor shall at all times ensure that any Sharps or any other drug paraphernalia found in any communal areas of any sites, is carefully collected and removed from site. In all cases, the Contractor is required to report these instances to the Authorised Officer. All such material shall be safely collected and placed in sharps containers and removed from site for the correct disposal methods.

S21 Core Tasks – All Sites

It is expected that the below tasks will be carried out at each and every standard site visit to all sites, whether General Needs, Independent Living, or any other type. The tasks are expected to be carried out in line with the general contract standard and the specific requirements set out later in this document.

- Litter Pick
 - Empty Litter Bins/Dust Bins/Insert New Bag
 - Clean Bin Store
 - Reporting of Refuse/Bulk Refuse
 - Dust Ledges/Railings/Skirtings
 - Wash Ledges/Railings/Skirtings/Fixtures/Surfaces
 - Wipe Down and Spot Clean Walls - Dust/Wipe Communal Lighting - Clean Glass Partitions and Barriers – Clean Doors - Cleaning of Block Signage & Noticeboards – Internal & External - Wash External Ledges/Railings/Gates - Sweep Floors/Ground Surfaces - Vacuum - Mop Floors
- Alongside the above, where relevant, the below core tasks will be carried out on each and every standard site visit to all sites, whether General Needs, Independent Living, or any other type. The tasks are expected to be carried out in line with the general contract standard and the specific requirements set out later in this document:
- Lifts – Sweep - Lifts – Wash External Parts - Lifts – Wash Internal Parts - Chutes – Keep Clear - Chutes – Unblock and Clean - Chutes – Clean Hoppers & Surrounds - Chutes – Clean Shutter - Clean Common Room - Clean Store Room/Electrical Intake Room - Clean Laundry/Drying Room

S22 Litter Pick -The Contractor will pick all litter within a 10m boundary of the block and clean up any fouling, hazardous spillages and any sharps identified from all the specified areas, regardless of the degree of difficulty, all in accordance with the Health and Safety at Work Act 1974 and any amendments and any other relevant legislation or safety standards in force at the time. The Contractor will place all litter and fouling into refuse sacks which should be sealed and placed into the domestic refuse system or removed from site as necessary. The Contractor shall remove any residue or staining left by any litter or fouling with an approved anti-bacterial solution. **S23 Empty Litter Bins/Dust Bins/Insert New Bag** -The Contractor shall remove the existing refuse sack within each bin and seal it before placing it in the waste disposal system. Where there is no refuse sack present, a refuse sack will be provided by the Contractor to decant the litter bin contents before disposal into the refuse system. The Contractor will place a clean refuse sack securely inside each container after removal of the used refuse sack. Where no refuse sack has been present the Contractor shall clean the inside of the bin using an approved anti-bacterial solution and cleaning agent. On completion the inside of the container is to be wiped dry. Litter bins shall also include internal dust bins. **S24 Clean Bin Store** -The Contractor shall sweep floors, rinse and wipe walls and surfaces using a disinfectant cloth ensuring that the bin store is free of waste (save as for that contained within the bins) and in a clean condition. The Contractor will ensure that any waste / litter in the Bin Store is bagged and removed to the bins. The Contractor shall ensure upon cleaning the store that no excess water or waste is swept or washed out into the external parts of the chamber without a clear drain route being available. The Contractor shall take all reasonable steps to ensure that odours emanating from the bin store are neutralised and limited. **S25 Rotate and/or Move Refuse Containers** -The Contractor will be responsible for the rotations of refuse containers to ensure even filling of containers. Refuse containers may also be moved/rotated at the discretion and upon the instruction of the Authorised Officer. This task shall include the collection and disposal of any litter or refuse within the refuse chamber, items should be placed in the bins within. The Contractor shall bear any costs associated with the clearance of refuse spillage. The Contractor is to note that bin containers may change from time to time. In the event of this occurring the Contractor may be required to change working practices accordingly. **S26 Dust Ledges/Railings/Skirtings** -The Contractor shall dust all internal and external ledges and sills, railings, banisters handrails & skirtings at each visit to the whole building. The Contractor should wipe clean any marks appearing on any areas including but not limited to Stair nosing's, kick plates, and any other internal or external surfaces subject to requirement. This should include all high-level areas to remove dust webs and cobwebs, egg pouches, dead flies etc at every visit to the whole site, with long reach equipment.

S27 Wash Ledges/Railings/Skirtings/Fixtures/Surfaces

The Contractor shall clean all ledges, railings and skirtings including without limitation stair and balcony railings including external balcony areas accessible from communal areas, concrete ledges on balcony walkways and glass balustrade panels in the common parts of each block.

Where necessary, the Contractor will wipe each ledge and/or railing and/or skirting dry with a lint free absorbent cloth at completion.

This item shall include (but not exclusively) the wiping/dusting of any item fixed to the surface to include fire hydrants, meter cupboard doors switches, sockets and communal doors.

S28 Dust/Wipe Communal Lighting

The Contractor must be especially careful to provide a safe environment for their staff whilst carrying out this particular task.

The Contractor will damp wipe each light cover and casing including removal of any graffiti.

S29 Wipe Down and Spot Clean Walls

All sites will require the wall areas to be damp wiped to remove dust and particles, including webs and bugs and any insect egg pouches etc.

The Contractor shall in the normal course of their duties ensure that walls are kept free of marks, stains, scuff marks smears and dirt where these can be removed easily with an appropriate cleaning cloth and solution. This should include all fixtures and fittings on the wall areas, such as light switches, sockets, access panels vents and heaters.

Graffiti removal is included in this if it is identified upon carrying out the task. Racist or offensive graffiti must be reported to Orbit immediately.

Following washing, the Contractor shall wipe walls, light switches, power points/sockets and window frames dry with a lint free absorbent cloth.

S30 Clean Glass Partitions and Barriers

Where there are glass partitions, glass barriers, these should be wiped clean with a suitable glass cleaning solution to all sides and edges, leaving the smear free. Any stickers or any other attachments not part of the panel should be removed along with any residue.

S31 Clean Doors

The Contractor shall use whatever method he deems necessary to clean doors.

Cleaning doors shall include external and internal frames, door furniture (including brass furniture), and any glazing or panel, forming part of each door. Glazed partitions adjacent to doors are to be included. Following washing, the Contractor shall wipe doors and dry with a lint free absorbent cloth

S32 Cleaning of Block Signage & Noticeboards – Internal & External

Block signage represents both signage on the building such as name plates and block numbers plates and boards at the entrances and exits, speed and direction signs within all schemes

The Contractor shall wash all communal block signs and ensure they are free of marks, smears, graffiti and chewing gum (block signs, map boards etc).

Particular caution should be shown when cleaning electronic noticeboards.

Following washing, the Contractor shall wipe each sign, map board etc. dry with a lint free absorbent cloth.

S33 Wash External Ledges/Railings/Gates

All railing and gates within a 10m perimeter of each building should be wiped clean of all build up of dirt, dust or any other material that is found on them, leaving them clean on completion.

Following washing, the Contractor shall wipe each ledge or railing dry with a lint free absorbent cloth.

S34 Sweep Floors/Ground Surfaces

The Contractor will use a soft broom to sweep floors and common hard surfaces leaving them clean.

This Works Item is to include cleaning of all mats in the area being swept (including dust control mats, door entry mats and any other matting). Each mat is to be removed and cleaned outside the building and returned to its original position. Each mat well is to be cleaned and any litter disposed of.

This Works Item is to include keeping clear all gully gratings in the area being swept . The Contractor shall remove all deposits from each gully grating when a sweep is undertaken. No litter of any kind is to be put down the gullies.

This Works Item is to include removal of all dust web and cobwebs from the part of the building swept regardless of where the cobwebs are located.

Sweeping is required before mopping in all cases, the Contractor must start from the top of the block, removing entrance mats and replacing after cleaning, working down and out of the block.

All debris collected as a result of sweeping should be collected on each landing prior to moving down the stairs, debris must not be swept down the stairs from the above landing. All debris collected should be disposed in accordance with Reporting of Refuse/Bulk Refuse (section "S19").

S35 Vacuum

The Contractor shall vacuum all carpeted floors and leave them clean to the Contract Standard.

This includes for all matting (including dust control, door entry and any other matting) in the area being vacuumed.

The Contractor will remove all litter from all floor areas and dispose of it in accordance with Reporting of Refuse/Bulk Refuse (section "S19").

Each vacuum cleaner is to be regularly serviced and emptied to ensure efficient operation, noise, and dust control.

All Vacuum Cleaners should be fitted with a HEPA filter as standard.

Spot vacuuming will not be accepted in any circumstances and will be judged as a contract failure.

S36 Mop Floors

The Contractor shall use a clean mop appropriate to the surface.

In all instances where water is used on floors and stairs, the correct WET FLOOR SIGNS will be displayed prior to works taking place so as not to create a trip hazard.

On completion of works and/or leaving the site, they will be removed from the work area. Any areas at completion that are still wet will be dry mopped. Spot Mopping will not be accepted as part of the cleaning visits.

It is also expected that any fouling or hazardous spillages in communal areas, reported to the Contractor or noticed by the Contractor's staff will be cleaned up immediately during the normal working day.

The Contractor will mop each designated surface using an approved cleaning solution/agent in water.

The water used for mopping should be replaced during carrying out activities on each floor, or as often as is required to ensure that the mop is cleaning the floor effectively, ensuring that all corners are cleaned during each attendance.

Where it is not possible to mop underneath railings etc, the Contractor must scrub by hand to ensure all areas are cleaned.

The Contractor will dry mop all surfaces to ensure the risk of slippages is minimized on completion.

The Contractor will take care not to pour water so as to drip, cause staining or dampen items or surfaces nearby.

The Contractor will be required to adapt the method for hard to clean surfaces and should always ensure that the finish is the best possible clean given the condition of the surface.

Under no circumstances will more than one block be cleaned with the same container of water and chemical mixture used in another block.

S37 Dust mop usage

An anti-static solution is to be applied to all dust control mops before use. Dust control mops are to be thoroughly cleaned before use and periodically laundered.

S38 Lifts – Sweep (where relevant)

The Contractor shall sweep and/or brush lift cars using whatever method he deems necessary to leave lift cars, guide tracks and door openings free from all litter and clean and smelling fresh.

The Contractor shall inspect the lift for damage or malfunction and report these to the Authorised Officer.

S39 Lifts - Wash External Parts (where relevant)

The Contractor shall wash all accessible external parts of each lift.

After completion, the Contractor shall leave clean all outer door faces, frames surround, indicators, control panels, call buttons and an area of no less than one metre running parallel to each side and top of each edge of the lift door openings and door runners on each floor.

The Contractor will wipe dry all areas including corners with a lint free absorbent cloth.

The Contractor shall apply a light protective sealer coat to each stainless steel and aluminium surface on completion.

S40 Lifts - Wash Internal Parts (where relevant)

The Contractor shall wash all internal parts of each lift car.

At the completion of all inner door surfaces, walls, panels, ceilings and handrails including the selector/alarm control panels and any glazing/mirrors will be free from all streaks, smears, water runs, litter and fouling and be left clean.

The Contractor will wipe all areas dry with a lint free absorbent cloth.

S41 Chutes - Keep Clear (where relevant)

The Contractor shall inspect all chutes, hopper heads and shutters and clear any blockages during each visit.

Any waste material arising from the removal of any blockage will be placed in refuse sacks provided by the Contractor and disposed of in the refuse system

S42 Chutes – Unblock and Clean (where relevant)

The Contractor will unblock chutes as required using whatever method is necessary but must be careful not to damage the chute lining.

The Contractor shall use whatever means necessary to de-grease and clean the trunking, all external and internal parts of shutters and the hopper heads of each chute.

The Contractor shall use water and disinfectant to deal with any badly smelling chutes on an as required basis. Action should be taken during the next scheduled visit if a problem is identified.

S43 Chutes - Clean Hoppers and Surrounds (where relevant)

The Contractor shall clean the hopper head and the surrounding wall surface. The Contractor will include a check of the hopper, casing, rubber seals and chute trunking to ensure all are safe and in good working order.

Any defects found are to be reported immediately and reported again following each visit to the Authorised Officer until the damage is repaired.

S44 Chutes - Clean Shutter (where relevant)

The Contractor shall remove all deposits and obstructions from the chute slide and any trunking within the refuse chamber and shall include for a check of the chute mechanism to ensure it is safe and in good working order.

Any defects found are to be reported or reported again in writing to the Authorised Officer until the damage has been repaired.

S45 Clean Common Room (where relevant)

The Contractor shall inspect each common room prior to carrying out the works to determine the extent of the Services to be provided. The Contractor shall clean all desks, chairs, tables, cabinets, litter bins, telephones, television and audio equipment, chairs, pipe work, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces, partitions, and any other item within or associated with the common room.

The Contractor shall empty all litter from refuse bins and replace refuse sacks.

The Contractor shall place all litter removed from bins into the refuse system. Any bulk refuse identified, should immediately be reported to the Authorised Officer to arrange removal.

S46 Clean Store Room/Electrical Intake Room (where relevant)

The Contractor shall inspect each room prior to carrying out the works to determine the extent of the services to be provided.

The Contractor shall sweep out during each visit

The Contractor shall on each and every visit empty all litter from refuse bins and replace refuse sacks. Each litter/refuse bin is to be cleaned as required.

The Contractor shall dispose of all litter in accordance with Reporting of Refuse/Bulk Refuse (section "S19").

S47 Clean Laundry/Drying Room

The Contractor shall inspect each laundry/drying room prior to carrying out the works to determine the extent of the services to be provided.

The Contractor shall clean all work tops, tables, benches, machine fronts and tops, litter bins, sink units, draining boards, drying racks, soap dispensers, chairs, pipe work, mirrors.

The inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces (including tied walls), partitions and any other item within or associated with the room.

Any scratching of enamelled, steel or aluminium surfaces caused by cleaning will be considered as non-performance by the Contractor, the Contractor will make good any damage using whatever method he deems necessary to return the surface to its original condition.

The Contractor shall empty all litter from refuse bins and replace refuse sacks.

The Contractor shall dispose of all litter in accordance with Reporting of Refuse/Bulk Refuse (section "S19").

S48 Independent Living/Supported & Extra Care Tasks

In addition to the Core Tasks, these tasks are to be completed at each and every standard site visit to all Independent Living/Supported and Extra Care site, as denoted by the Pricing Schedule or otherwise advised by the Authorised Officer. The tasks are expected to be carried out in line with the general contract standard and the specific requirements set out later in this document.

- Clean Common Rooms/Activity Rooms/Guest Rooms

- Clean Office (to include Kitchens)
- Clean Kitchen
- Clean Toilet Room
- Clean Bathroom
- Clean Shower Room

S49 Clean Common Rooms/Activity Rooms/Guest Rooms

The Contractor shall inspect each common room prior to carrying out the works to determine the extent of the Services to be provided. The Contractor shall clean all desks, chairs, tables, cabinets, litter bins, telephones, television and audio equipment, chairs, pipe work, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces, partitions, and any other item within or associated with the common room.

The Contractor shall empty all litter from refuse bins and replace refuse sacks.

The Contractor shall place all litter removed from bins into the refuse system. Any bulk refuse identified, should immediately be reported to the Authorised Officer to arrange removal.

S55 Additional Tasks

Additional Tasks are those to be completed on a frequency other than on each and every visit. This may be a regular frequency to be scheduled by the contractor, or at the request of the Authorised Officer. These are to be carried out to all sites whether General Needs, Independent Living, or any other type. The tasks are expected to be carried out in line with the general contract standard and the specific requirements and frequencies set out later in this document:

- Washing Out of Bin Store Bins – Twice per year
- Scrub Litter Bins/Dust Bins - Monthly
- Shampoo/Clean Carpets - Annually
- Strip and Seal Vinyl/Linoleum - Annually
- Internal Window Cleaning – Six times per year
- Cleaning Communal Lighting – Twice per year
- Bio Waste/Hazardous Waste Clearance – On request
- Drains, Gullies and Grate Cleaning – Twice per year
- Cupboard Cleaning – Four times per year
- Kitchen Clean - Annually
- Laundry Equipment - Monthly

S56 Washing Out of Bin Store Bins – Twice per year

On 2 occasions per year there is a requirement for all bins to be thoroughly washed out and disinfected. This need to take place following the bins being emptied by the local authority.

This will take place in a bunded area to minimise escape of waste and within a distance on a land drain to expel the water. All waste should be collected, bagged and secured and placed back in the bins. Every multi-occupancy block has an external bin store. The Contractor shall establish the locations during mobilisation of the Contract.

S57 Scrub Litter Bins/Dust Bins - Monthly

Bins are to be cleaned on a monthly basis unless they are particularly soiled in which case the bins should be cleaned on each visit.

The Contractor will firstly empty the litter bin/dust bin. The internal and external surfaces of both the bin container and sleeve are to be scrubbed. No damage to the container, sleeve, sign or notice affixed to such container will be permitted. The litter bin/dust bin, container and sleeve are to be dry wiped on completion.

The Contractor shall securely place a clean refuse sack in the litter bin on completion of this task.

S58 Shampoo/Clean Carpets - Annually

The Contractor shall employ extraction shampooing to each carpeted area (bonnet buffing is not acceptable).

For the avoidance of doubt, this item refers to all carpeted areas in all rooms usually serviced by the contractor, to include store rooms, offices, laundry rooms and all others.

At the completion of shampooing the carpet is to be left clean and all stains removed to the satisfaction of the Authorised officer. Spot Shampooing will not be accepted during the annual carpet clean.

This is to take place once per annum inclusive of the contract price. A schedule of dates for this task will be required by 1st April each year to be completed between May and August every year. A schedule of locations where carpet cleaning is required is in Attachment 18 – Measurement Data ('Flooring – All Lots' tab).

S59 Strip and Seal Vinyl/Linoleum (or other hard surface areas) – Annually

The Contractor shall annually, strip and seal all applicable floors using approved methods and products.

The Contractor will ensure there is no damage to the floor after treatment and if any repairs are required this will be at cost to the Contractor.

The Contractor will only use appropriately trained staff for this task. Contractor will need to demonstrate staff have been appropriately trained

This task will be carried out once per year at a period agree with the authorised officer. The Contractor will be required to provide a schedule for these works within an agreed time frame. It is proposed that these works will be completed in totality between April and July each year of the contract.

S60 Internal Window Cleaning – Six times per year

The Contractor shall clean the internal windows, including glass panels and screens, six times per annum with a minimum of six weeks between each clean.

All windows will be cleaned with an appropriate window cleaning solution, to include the internal frame, window furniture and any vents or similar attached vents. High level window will require long reach equipment to be utilised to ensure, the full length of all windows are cleaned. Where the external window sill can be safely accessed through an opening window or windows, these should also be cleaned and wiped dry, including the inner frame.

All insects, dust webs and cobwebs shall be removed at the same time.

In addition to the programmed frequency the Contractor shall remove any mark, stain or stickers on sight to the Contract Standard.

The Contractor shall clean all internal glazing to communal areas of the block including all windows, doors, panels and screens, glass porches and conservatory windows to include sloped panel glass or polyurethane roofs and all associated frames and accessible sills, once monthly, to maintain its appearance and transparency and to leave it free from water marks, streaks and stains and water runs.

All glass surfaces and associated fittings must be kept free of dust, dirt, marks, smears, and deposits.

Following washing the glass is to be wiped dry with a lint free absorbent cloth.

Any cracked or damaged windows, frames and panes are to be reported after each visit, clearly noting the location of the damage with an accompanying picture to the Authorised Officer.

S61 Cleaning Communal Lighting – Twice per year

The Contractor must be especially careful to provide a safe environment for his staff when carrying out this particular task. Staff will be properly trained to carry out the duties listed in this section.

The power supply will be isolated and re-connected by the Contractor before the commencement and following completion.

Using whatever tools and equipment the Contractor deems necessary, each light cover is to be removed and cleaned including removal of any graffiti. Each light bulb/tube is to be lightly dusted. At the completion all covers are to be replaced and fixed securely back into position.

All lights that are found to be defective after a lamp change are to be reported to the Authorised officer immediately so that a repair order can be raised.

If necessary, because of lack of natural light the Contractor shall provide emergency lighting during the period for which the power supply to the communal lighting is disconnected for cleaning.

This should be completed on a 6 monthly basis.

S62 Bio Waste/Hazardous Waste Clearance

On occasion Orbit may require the Contractor to undertake biohazard cleaning and removal. This may include but not exclusively, human bodily fluids and other biohazards such as dead animals and animal faecal matter inside a building.

For each activity there should be the appropriate RAMS in place detailing and PPE and chemical use with appropriate COSHH information. All such works will be subject to an SOR.

All such works will need to be completed within agreed timescales

S63 Gullies and Drain Seats – Twice per year

In addition to the requirements set out under the above section “Sweep Floors/Ground Surfaces”, twice annually, winter and summer, the contractor will be required to remove the gully, grid and grate tops and remove all deleterious material soils and any other debris from these areas, ensuring a free flow of water into and through those catchment points.

The contractor will also ensure that on completion the drain covers are re-seated flat and do not create a lip or trip point and damage should be reported to the Authorised Officer.

S64 Cupboard Cleaning – Four times per year

Four times a year, during spring, summer, autumn and winter, the contractor will be required to carefully remove all items from cupboards and cabinets storing them in a safe place to be replaced on completion of cleaning works.

Both the internal and external surface areas including the tops of the units shall be cleaned with an appropriate antibacterial cleaning chemical, to remove dust dirt stains and any other material from those surfaces. All areas shall be dried before the all the cupboard being careful not to damage items and are tidily replaced.

S65 Kitchen Clean - Annually

In addition to the tasks set out in “Clean Kitchen” above, annually - a deep clean is to be carried out to all kitchen areas that Orbit are responsible for including any catering kitchens to include, oven hobs, grills, fridges and storage cupboards. The timing of this should be agreed with the Scheme Manager. This is to be included in the contract price.

See Appendix H for sites not included where there is a catering company responsible for the kitchen deep clean.

S67 Specialist Tasks

Specialist Tasks are those tasks which apply only to a number of specialised sites as indicated by the Authorised Officer. These are to be carried out to all sites whether General Needs, Independent Living, or any other type. The tasks are expected to be carried out in line with the general contract standard and the specific requirements and frequencies set out later in this document:

- Moving Bins to Collection Point and Return
- Weekend and Bank Holiday tasks

S68 Moving Bins to Collection Point and Return

There are a number of sites where we require the bins within the bin stores to be taken to the refuse collection point and returned before the end of the same day.

Bins should be moved to the designated collection point by 8.00am and returned the same day before 4.00pm. This takes place weekly, with General waste week 1, recyclable waste week 2, General waste week 3, recyclable waste week 4 by example. A schedule of sites and number of bins is within Appendix F.

S69 Weekend and Bank Holiday Tasks

There may be occasions when basic service tasks are required on only some blocks within Bexley on a weekend (Saturday & Sunday) and Bank Holiday. The tasks will only include the lift/s, ground floor lobby or bin room (internal and or external as appropriate) as per the relevant sections above.

APPENDIX E TO SPECIFICATION

Communal Cleaning – Specific Requirements

Lot 1

St Anne's Quarter

Local agreement through Orbit's Property Management team.

1. Full time cleaner required on site to clean in line with the Cleaning Specification ("Schedule 1") on a 2-weekly basis
 2. Required to empty the litter and dog bins on the site daily, litter pick daily and sweep the site weekly and any other tasks requested by the Authorised Officer
 3. In addition, the cleaner is required to bring all the euro bins to the collection point on a weekly basis using the battery powered bin tug, then return them once emptied. That is approximately 40 bins per occasion
 4. They are also required to react to any issues that may occur on the site. For example, the clearing of any dog waste or urine that may be around the site, both inside and within the curtilage of the boundary of the site
 5. As required, and at no additional charge, there may be requests to carry out jet washing around the site and the Contractor should ensure the operative has access to this equipment at all times
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