

# Estate Cleaning Standards Guide



## Introduction

It is important that the appearance of Newlon sites is maintained to a high standard. We should all take pride in our housing and the environment around it.

This guide should be used by staff and residents, every time an estate inspection is carried out, to indicate the standard we hope to achieve in cleaning, gardening and communal repairs. All sites should be aiming for a “good” standard in all areas, in the hope of gradually improving standards across all Newlon sites.

The key actions for block/estate inspection are:

- Inspections should be set in advance and occur at least monthly.
- The standards outlined in this guide should be used against all aspects of sites.
- If in doubt whether something is good, adequate or poor, be challenging.
- Involve residents either formally, or informally, by asking them what they think.
- Take action - if there is something wrong it should be noted and improved.
- Check the last inspection to make sure actions have happened.

There are some issues that we should remedy within specific timescales, these are:

| Issue                                            | Timescale                                               |
|--------------------------------------------------|---------------------------------------------------------|
| Secure communal entrance door                    | Same day (but may require parts which delay the repair) |
| Remove bulk refuse                               | 7 days for non hazardous/24 hours for hazardous         |
| Remove hazardous waste                           | 24 hours                                                |
| Restore lift to working order                    | Same day (but may require parts which delay the repair) |
| Remove offensive graffiti                        | 24 hours                                                |
| Remove non-offensive graffiti                    | 7 days                                                  |
| Restore electronic access gates to working order | Same day (but may require parts which delay the repair) |

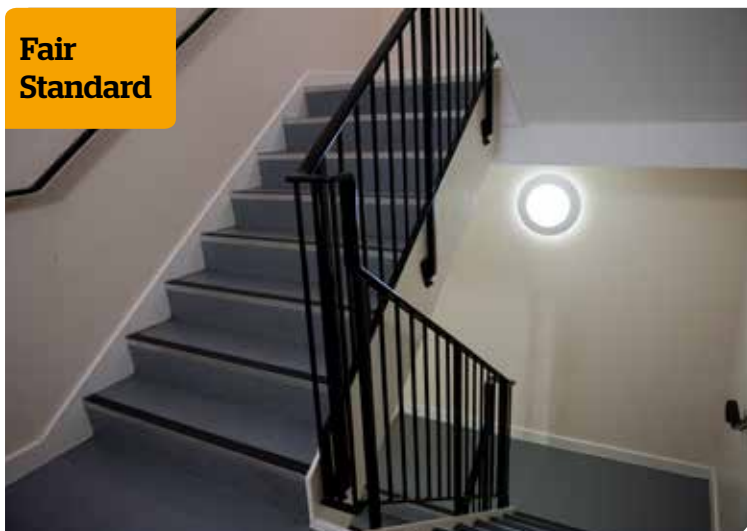
# Internal Communal Areas

## Good Standard



- No graffiti present on walls or ceilings.
- All walls, floors, skirting, bannister, rails and frames are free from dirt, grease, scuff marks, water stains, cobwebs and dust.
- No litter (including cans, bottles, cigarette butts, papers, junk mail, leaflets etc.) refuse, or fouling present.
- The noticeboard is up to date with well-presented and relevant information.

## Fair Standard



- If there is graffiti it has not been present for a long time.
- All walls, floors, skirting, bannister, rails and frames are mainly free from dirt, grease, scuff marks, water stains, and dust.
- Areas are completely free of cobwebs.
- A little litter (including cans, bottles, cigarette butts, papers, junk mail, leaflets etc.) refuse, or fouling may be present.
- The noticeboard is mainly up to date and reasonably well-presented.
- It will be relatively easy to return the area to the required standard.

## Poor Standard



- There is graffiti present and no sign of attempt to remove it.
- Walls, floors, skirting, bannister, rails and frames are marked/covered with dirt, grease, scuffs, water stains, and dust.
- Litter (including cans, bottles, cigarette butts, papers, junk mail, leaflets etc.) refuse, fouling and/or cobwebs are present.
- The information on the noticeboard is not up to date and/or the overall look is shabby.

# Communal Lighting

## Good Standard



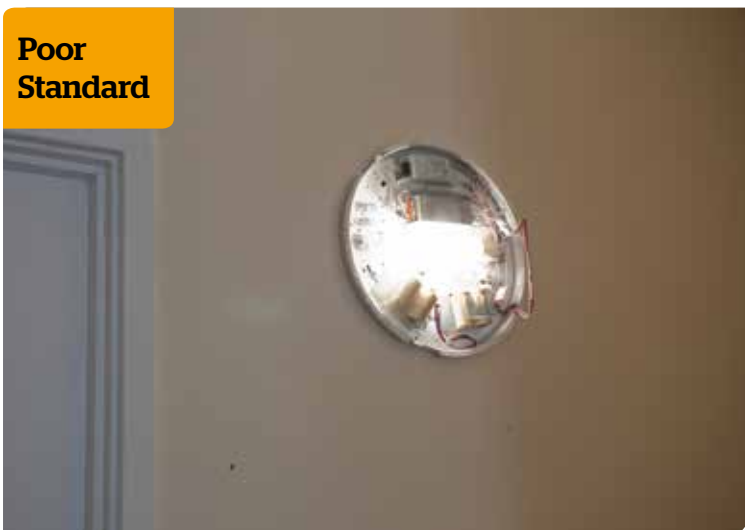
- All bulbs in lights are working.
- Light fitting covers are free from dirt, dust, insects, smears and water stains

## Fair Standard



- Most bulbs are working; with no more than one or two bulbs not working per staircase/landing and overall the area is still well lit.
- Light fitting covers are mainly free from dirt, dust, insects, smears and water stains.

## Poor Standard



- Several light bulbs are not working and, overall, the area is not well lit.
- Communal light fitting covers are covered by dirt, dust, insects, smears and water stains.



# Carpeted Areas

## Good Standard



- Carpets are dirt and dust free.
- There are no stains, scuff marks or chewing gum on carpets.

## Fair Standard



- Carpets are mainly dirt and dust free.
- There are some light/small stains or scuff marks on carpets.
- It will be relatively easy to return the area to the required standard.

## Poor Standard



- Carpets have ground in dirt, and are excessively dusty.
- The carpet is heavily stained, has scuff marks or chewing gum stuck on it.
- The carpet may be damaged or lifting in places.

# Glass and Windows

## Good Standard



- Windows are clean, clear and smear/streak free.
- All window frames are free from grease, dirt, water, rubber marks stains and streaks.

## Fair Standard



- Glass is mainly clean, clear and smear/streak free; and has clearly been cleaned in the recent past.
- Window frames are mainly free from grease, dirt, water, rubber marks stains and streaks.
- It will be easy to return the area to the required standard.

## Poor Standard



- Glass is smeared, dirty, cracked or smashed.
- Window frames are covered in grease, dirt, water, rubber marks stains and streaks.
- There has been no attempt to remove graffiti.
- The area does not appear to have been cleaned in the recent past.

## Good Standard



- Lifts are clean and do not have an unpleasant odour.
- Landing doors, lift floors, walls surrounding lifts, mirrors within and call plates are smear and mark free.
- Lift door runners are clean and free of litter and debris.

## Fair Standard



- Lifts are generally clean and do not have an unpleasant odour.
- Landing doors, lift floors, walls surrounding lifts, mirrors within and call plates may have a few smears/marks.

## Poor Standard



- Lifts have a build up of dirt and have an unpleasant odour.
- Landing doors, floors, walls surrounding lifts, mirrors within and call plates are heavily marked.
- Lift door runners are not clean and contain litter and debris.

## Good Standard



- There is no loose rubbish, excessive dirt or strong unpleasant odour in bin rooms/stores.
- The exterior of bins appear clean and dirt free.
- Bins are of an adequate size.
- There is no bulk refuse left anywhere at the site.
- Litter bins and dog fouling bins are not overflowing, have clearly been emptied recently and do not have unpleasant odours.

## Fair Standard



- There is a little bit of loose rubbish and excess dirt.
- There may be a slight unpleasant, but not overwhelming odour, in bin rooms/stores.
- The exterior of bins may be slightly marked and dirty.
- Litter bins and dog fouling bins are reasonably full.

## Poor Standard



- There is loose rubbish, dirt and a strong unpleasant odour in bin rooms/stores.
- Bins appear dirty.
- There are not sufficient bins and/or they are not of an adequate size.
- There is a build up of waste.
- There is bulk refuse left on site.
- Litter bins and dog fouling bins are overflowing, have clearly not been emptied recently and have a strong unpleasant odour.



# Exterior Entrances

## Good Standard



- The entrance is unobstructed and litter free.
- All surfaces are free of marks, smears, stains, scuffs, graffiti and chewing gum.
- Intercom panels, door frames and signs are clean and polished.
- There is minimal dirt and dust underneath door mats.
- All door entry systems, break glasses and self closing mechanisms are working correctly.

## Fair Standard



- The entrance is unobstructed but has a few pieces of litter.
- All surfaces are mainly free of marks, smears, stains, scuffs, graffiti and chewing gum.
- Intercom panels, door frames and signs are generally well maintained but may have some signs of dirt or abuse.
- There is some dirt and dust underneath door mats.
- There may be a minor fault with the door entry system, break glass or self closing mechanisms but this is a recent occurrence.

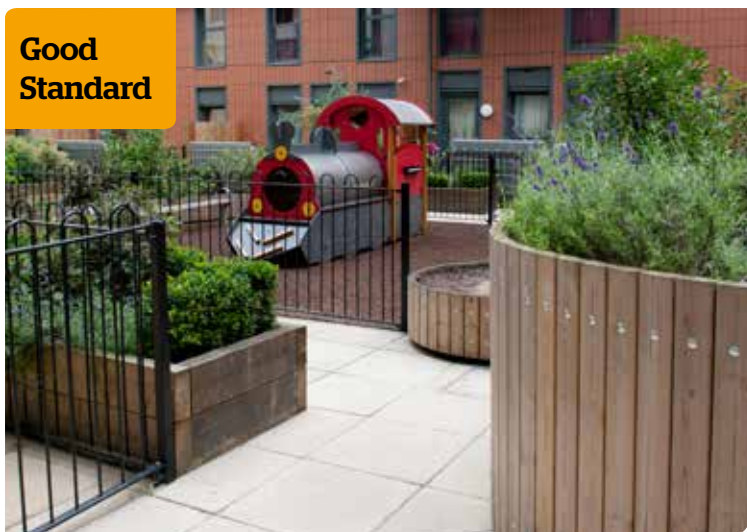
## Poor Standard



- The entrance is obstructed by foliage/refuse and there is a significant build up of litter.
- Surfaces and glass are covered with marks, smears, stains, scuffs, graffiti and/or chewing gum.
- Intercom panels, door frames and signs are missing/broken.
- There is a build up of dirt and dust underneath door mats.
- Several door entry systems, break glasses and self closing mechanisms are not working correctly.
- There is a general impression that the area has not been cleaned in some time.

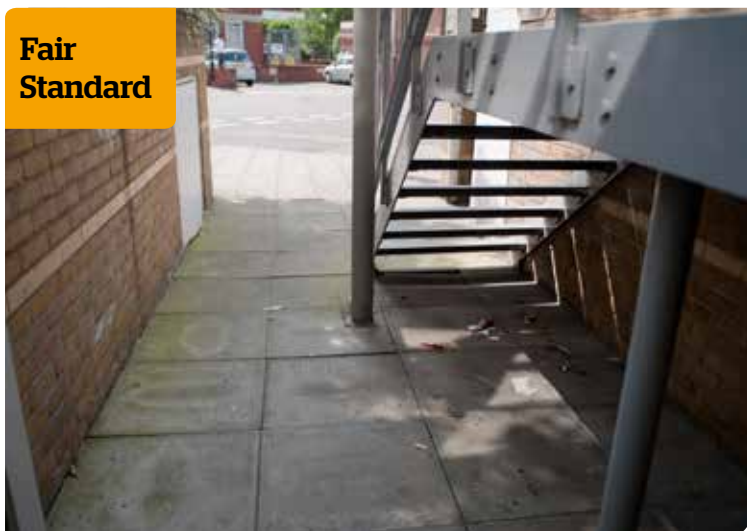
# Exterior Walkways

## Good Standard



- All floor coverings and hard surfaces are free of litter, fouling, graffiti, moss, weeds, leaves and twigs.
- Estate roads, car parks and play areas are free of litter, debris or dangerous items.
- All gutters and drain gully's are free from debris/litter and allow free flowing water.

## Fair Standard



- There may be some litter, fouling, graffiti, moss, weeds, leaves and twigs on flooring or hard surfaces but the area could easily be returned to the required standard.
- Estate roads, car parks and play areas are mainly free of litter, debris or dangerous items.
- There is some debris/litter in gutters and drain gully's causing slight pooling of water.

## Poor Standard



- Floor coverings and hard surfaces are covered by litter, fouling, graffiti, moss, weeds, leaves and twigs.
- Estate roads, car parks and play areas have litter, debris or dangerous items present.
- Gutters and drain gully's are blocked by debris/litter preventing free flowing water and causing severe pooling of water.



## Good Standard



- Grass is well maintained, neat and short; with cuttings evenly spread across grass areas and none on surrounding areas.
- There has been minimal impact from grass cutting on plants/shrubs which adjoin grass areas.
- Manhole covers, stop cock boxes etc. are undamaged.

## Fair Standard



- Grass is fairly well maintained, neat and short; with cuttings not very evenly spread across grass areas and some cuttings on the surrounding areas.
- Slight impact from grass cutting on plants/shrubs which adjoin grass areas.
- Manhole covers, stop cock boxes etc. are slightly damaged.

## Poor Standard



- Grass is overgrown and untidy.
- There may be damage to manhole covers, stop cock or meter boxes.

# Shrubs, Plants and Trees

## Good Standard



- Shrubs and hedges are healthy, in a disease and pest free state. All are well maintained and neat. None should pose a threat to residents (e.g. by providing a hiding place) and there is a clear sight of view between shrubs and walkways and windows.
- Hard areas (paths, play areas, pavements, car parking areas, drying areas, estate roads and footpaths) are completely free of weeds, moss and vegetative growth (including grass cuttings); and in all other areas there are minimal weeds (no more than 5% of areas covered by weeds).
- There is no excessive ivy.
- Dead shrubs, plants or flowers have been removed.
- There are no abnormal, rogue or uncharacteristic plants/shrubs.
- Branches are clear of windows, doors, walkways, play areas and pavements.

## Fair Standard



- Plants are generally well maintained, some maybe slightly overgrown but it is clear the area is not being neglected. None should pose a threat to residents (e.g. by providing a hiding place).
- Some plants/branches may cause a slight obstruction to walkways, windows, doors, play areas and pavements.
- Hard areas (paths, play areas, pavements, car parking areas, drying areas, estate roads and footpaths) are reasonably free of weeds, moss and vegetative growth (including grass cuttings); and in all other areas there are minimal weeds.
- There may be some ivy that needs attention.
- Most dead shrubs, plants or flowers have been removed.
- There are a few abnormal, rogue or uncharacteristic plants/shrubs.
- Branches cause slight obstruction of windows, doors, walkways, play areas and pavements.

## Poor Standard



- Shrubs and hedges are overgrown. Some may pose a threat to residents (e.g. by providing a hiding place) and the path of view between shrubs and walkways and windows is obstructed.
- There are weeds, moss and vegetative growth present on hard areas (paths, play areas, pavements, car parking areas, drying areas, estate roads and footpaths).
- There is excessive ivy.
- There is a build up of dead shrubs, plants or flowers.
- There are abnormal, rogue or uncharacteristic plants/shrubs.
- Branches cause an obstruction to windows, doors, walkways, play areas and pavements.



# Litter/Debris

## Good Standard



- All areas remains free of litter/debris, dog fouling, and most leaves.
- No bulk refuse, abandoned or untaxed vehicles.

## Fair Standard



- All areas are mainly free of litter/debris, dog fouling, and there are some leaves on the ground.
- There maybe a few large items of bulk refuse but nothing that has been there longer than a week.
- There could be an abandoned vehicle in the car park; but it should not be causing a hazard and should not have been there longer than a fortnight.

## Poor Standard



- There is a build up of litter/debris, dog fouling, and leaves on the ground.
- Items of bulk refuse and/or one or more abandoned cars that appear hazardous or that have been there for more than a fortnight.

Newlon Housing Trust

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