



Estate Services Photobook





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We want our customers to be satisfied with the condition of their homes and neighbourhoods.

We work with skilled contractors to deliver services that are consistent, offer our customers value for money, and keep communal areas at an acceptable standard.

This guide has been produced to show how we judge the standards of cleaning and grounds maintenance on your estate, with examples to illustrate what good and bad look like.



Excellent



Satisfactory



Poor



Very poor

Where the standard falls on a scheme to a C or D, we will notify the local contractors and ask them to put it right.

If the service on a scheme continues to fall below C or D standard we will review this with the contractor and ask them to put measures in place to improve the service.

When judging the cleanliness of the staircases, entrance halls and lobbies, we will take account of the age of the building and its internal furnishings. When scoring, please focus on the cleanliness of the area and not any wear and tear due to age.



Car park areas

A



These car park areas have no litter or tree leaves and provide an acceptable and safe area for customers to park their cars.



Grade A - Excellent

B



These car park areas typically have no more litter than you would expect as the days pass on. During certain times in the year an amount of leaves could be seen as acceptable if they appear not to have been there very long (i.e. a small build up in October could be acceptable but in May it wouldn't). There may be a small amount of litter but investigation into when the most recent clean took place, would determine if it is acceptable.



Grade B - Satisfactory

C



These car park areas typically have a higher build up of litter than is acceptable whatever the cleaning cycle may be and include tin cans, newspapers, old leaves for the time of the year.



Grade C - Poor

D



The cleanliness of the car park area is unacceptable and would be a failure of service delivery. There will be excessive amounts of weeds, litter, leaves or hazardous materials (e.g. broken glasses sharp objects).

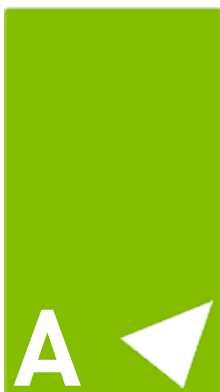


Grade D - Very poor

Grass cutting

Please Note: our schemes have a 'Cut & Mulch' service, but some specialised schemes may receive a 'Cut and Clear' Service.

Grounds Maintenance – the cutting and maintenance of all grassed areas



The grassed areas look as though they have been recently cut and are well maintained, with little evidence of weeds and good quality grass. The edges of the grassed areas should be cut back to their original line and not spreading over pathways and flower and shrub beds.



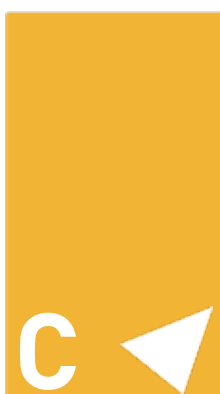
Grade A - Excellent



The grassed areas are in need of some minor attention but are likely to be restored with routine maintenance. The grass is reasonably well maintained and has little evidence of weeds. There should be evidence that an attempt has been made to cut the grassed areas back to their original line and they are not spreading over pathways and flower and shrub beds.



Grade B - Satisfactory



Grassed areas are overgrown; do not appear to have been cut as per the programme or to meet the service standards. The grass is generally in poor condition and needs to be cut back or trimmed. The grass may have grown away from its original line, onto footpaths and into flower and shrub beds.



Grade C - Poor



The grassed areas appear to have not been attended to for some time e.g. growth of grass onto footpaths, and length of grass. The grassed areas are also of an unacceptable quality and although 'green' consist mainly of weeds.



Grade D - Very poor

Removal of litter and leaves from grass/shrubs

A 

The grass area and shrub beds are typically in very good condition, there is no litter, no build up of old leaves or grass cuttings and no sharp objects such as needles or broken glass.



Grade A - Excellent

B 

These grassed areas and shrub beds typically have no more evidence of litter, old leaves or grass cuttings than you would expect depending on the frequency of the litter clearance cycle. There should be no evidence of sharp objects such as needles or broken glass or no large build up of leaves.



Grade B - Satisfactory

C 

These grass areas and shrub beds will typically have a higher build up of litter, leaves, grass cuttings than is acceptable. There should still be no evidence of sharp objects such as needles or broken glass.



Grade C - Poor

D 

These grass areas and shrub bed areas are unacceptable and are a service delivery failure. There would be an excessive amount of litter, leaves, grass cuttings or hazardous conditions.



Grade D - Very poor

Cleaning service

The sweeping and washing of stairs and landings, the washing down of tiles, painted walls and the cleaning of handrails and ledges.



There should be no dirt, dust, debris or litter on the stairs and landings. Generally the handrails, bannisters etc. should be in good condition and are swept and mopped regularly and are clean to the touch.



Grade A - Excellent



The stairs and landings may not be in a condition that warrants an 'A' score, but there is no dirt, dust, or litter. The stairs should be generally clean to the touch and as clean as the cleaning cycle permits.



Grade B - Satisfactory



There may be dust or debris along the edges of the stairs and in the corners of landings etc. There will be little evidence of recent sweeping or mopping.



Grade C - Poor



The staircases and landings are generally very dirty in the corners and on steps. There may be alcohol bottles, excessive litter, advertising flyers and there may be evidence of drug use or other anti-social activities.



Grade D - Very poor

Entrance halls and lobbies

These are very important areas as the entrance halls and lobbies are what you and your visitors see every time you enter and leave your home. It is often these areas that give an overall impression of cleanliness.

A



There should be no dirt, dust or debris in the corners and there should be no dirt or chewing gum stuck on the floor. The floors should appear to be swept and mopped regularly and surfaces should look clean.



Grade A - Excellent

B



There may be small bits of dirt present but at a level which is acceptable. We will investigate the cleaning cycle and this will help determine what is acceptable and what is not.



Grade B - Satisfactory

C



There will be evidence of small amounts of dirt, debris, litter and maybe cobwebs in the corners and dust along the top of the skirting board. There will be little evidence that the floors have been swept and mopped recently.



Grade C - Poor

D



There will be no evidence that the floors have been swept and mopped. There could be dirt, dust, debris and litter, small pieces of glass and other items which have accumulated or been swept or mopped into the corner. Generally the entrance halls and lobbies are in a condition that would be deemed a service failure and lead to a 'D' score.



Grade D - Very poor

Windows

Cleanliness of communal windows on doors/landings and staircases, internal and low level external faces only.



The window has no dirt, no dust, no cobwebs and generally the level of cleanliness is excellent. The condition of the window, it's frame or cill should not affect the judgment of it's cleanliness.



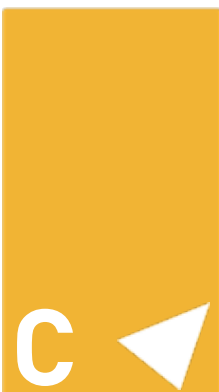
Grade A - Excellent



The window is as we expect it to be, generally in an acceptable condition as the cleaning cycle would permit.



Grade B - Satisfactory



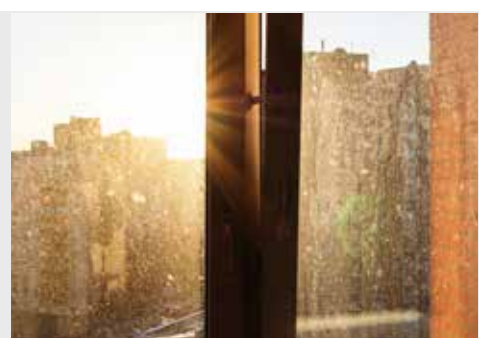
The condition of the window is in poor condition (e.g. water streak on inside of the window). There may also be evidence of dust and dirt on the inside of the window or on the cill or surrounds of the window. Generally it would appear that the window has not been cleaned within the last two months.



Grade C - Poor



This condition of the window is very poor. Generally the window would score a 'D' if there is no evidence that the window has been recently cleaned and is in a condition which would be a service failure.



Grade D - Very poor

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Stonewater Limited, Charitable Registered Societies No. 20558R.

Registered office: Suite C, Lancaster House, Grange Business Park,
Enderby Road, Whetstone, Leicester, LE8 6EP.

