



West Ham Lane Office
 29-35 West Ham Lane
 London E15 4PH
 Tel: 0300 456 9998
 Email: info@lqgroup.org.uk
 Website: www.lqgroup.org.uk

Cleaning Service Rotas
Operating Hours: Monday to Friday from 9am – 5pm

Property Name:	Burnell	Caretakers Name:	Nelson
Tasks to be carried out in communal areas by our General Cleaning Teams:		Frequency:	
Patrol building & Bin Areas and spot clean as required		Monday to Friday	
Clean Lift and Ground Floor area		Monday to Friday	
Litter pick, sweep where required, empty Cigarette Bins & remove dog faeces		Monday to Friday	
Remove Cobwebs		Once a week	
Carry out full clean to all areas		Twice a week	
Dust or damp wipe handrails, balustrades, skirting's', window sills, appliances and other horizontal surfaces		Twice a week	
Spot clean gloss paintwork, walls, switches & sockets to remove impact marks		Twice a week	
Clean lift paying attention to Mirror, control panel & runners (where applicable)		Twice a week	
Vacuum carpeted areas and entrance mats		Twice a week	
Communal entrance area and external cleaning		Monthly or as required	
Clean accessible intake cupboards		Monthly or as required	
All Staff who visit site:		Frequency:	
Report any Anti Social Behaviour		Daily	
Bulky Waste		Daily	
Fly-Tipping		Daily	
Graffiti		Daily	
Carry out minor repairs such as bulbs or door adjustments.		Daily	
Check and raise any repairs for external teams.		Daily	
Tasks to be carried out in communal areas by an external Specialist Cleaning Teams:		Frequency:	
Clean all communal windows inside & out where safely accessible and clean glazed canopies		4 times within a year	
Deep Clean balconies, mechanically where possible		4 times with a year	
Deep clean property including floor coverings		Once a year	

BECAUSE HOMES MATTER

Registered Office King's Hall Mews Lewisham London SE13 5JQ Homes & Communities Agency (L4517) Registered Society (30441R)
 L&Q is an exempt charity