

Cottage Flats - Service standard for cleaning the shared areas

If you live in a cottage flat with a shared entrance, then Eastlands Homes will clean and maintain the shared areas to a high standard. To help us to do this, you can help as a tenant or leaseholder to play your part in maintaining these standards.

We will on a monthly basis;

- Brush floors and stairwells and remove debris
- Mop floors and stairwells to remove dirt and stains
- Wipe down flat surfaces
- Wipe down banister rails
- Remove marks from walls
- Remove cobwebs
- Ensure a warning sign is displayed whilst completing works and until floors are dry
- Check and report any Health and Safety issues
- Keep all communal gardens free from litter
- Cut communal grass and hedges between April and October

You must;

- Keep all stairways free from litter and obstructions
- Always dispose of your household rubbish in the bins provided and make sure it is put out regularly for collection
- Keep communal doors closed at all times for security reasons
- Report any concerns about security

Our staff will carry out regular checks of your block to make sure these standards are being met. We will contact you by survey at least once a year asking for your comments and feedback on the cleaning standards.

If you have any comments on the standard of cleaning in your block please contact Eastline on 0161 274 2390.

Contacting **Eastlands Homes: Call Eastline** (0161) 274 2390, **8.00am – 5.30pm weekdays**

Write or visit: Eastlands Homes, Eastlands House, Victoria Street, Openshaw, M11 2NX

Reception open 8.45am – 4.30pm weekdays

Fax (0161) 274 2133 • www.eastlandshomes.org