

Block Cleaning Handbook



Blackpool Coastal
Housing



Blackpool Coastal Housing (BCH) is committed to keeping communal areas clean, safe and well maintained. This booklet has been designed to provide information on the block cleaning service you should expect from our partnering contractor.

Partnering Contractor Information

Our block cleaning is completed by 5-AM Contract Cleaning.



BCH's partnering contractor, 5-AM, complete the internal and external cleaning of communal spaces in blocks managed by BCH.

5-AM are responsible for cleaning the communal areas within your blocks, including entrances, hallways, landings, stairwells, lifts, and bin stores.

A system called i-Auditor is used by 5-AM to produce automated reports for BCH which includes cleaning, health & safety and fire safety checks. Cleaning Operatives will include before and after photographs and work through a thorough checklist of tasks to ensure all standards are met. Such tasks include internal cleaning, removal of litter and bulky items internally and externally, identifying and reporting damage to blocks and ensuring escape routes are free from obstruction.

As part of your tenancy agreement, you are required to keep your shared areas clear and free from obstruction. This is for the safety of you and your neighbours.

Making a positive contribution to your neighbourhood

Our Environmental Contracts and Projects Officer works closely with 5-AM Contract Cleaning to keep your communal areas clean and well-maintained.

“

My name is Steve, I am the Environmental Contracts and Projects Officer for BCH. I lead on the development and procurement of BCH environmental contracts including 5-AM. I have responsibility for ensuring the effective delivery and day-to-day running of the contracts covering grounds maintenance, block building cleaning, supported housing cleaning, window cleaning, travellers site and any other projects related to neighbourhood management.

I work closely with 5-AM to ensure that the services are delivered to a high standard, any issues are resolved effectively and to ensure value for money for customers.



Your feedback is important in my role so I can feed this back to 5-AM and let them know when they do well and discuss amendments in their service if required.

To contact me please call our
Neighbourhoods Team
on 01253 477900 (option 3)

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What to expect in your block

Floors

Carpeted areas are to be vacuumed at every visit. Hard floors are to be swept throughout and mopped ensuring the area is dry before leaving. External entrances are to be swept to remove debris.

Ceiling, stairwells and corridors

Dust, cobwebs, and unwanted debris in accessible areas are to be removed at each visit. This includes dusting railings and removing leaflets and newspapers.



General cleaning

Each visit is to include wiping down of the following:

- ◆ Skirting boards
- ◆ Handrails
- ◆ Window ledges
- ◆ Accessible walls
- ◆ Light switches
- ◆ Noticeboards
- ◆ Communal doors



All litter is to be removed at each visit

Bin areas

The bin/s are to be removed at each visit to gain access to clear illegally dumped rubbish, brush the concrete floor and, where spillages have occurred, disinfectant is to be used to clean the floor.

Check the noticeboard in your block for the cleaning schedule in your area

Lift cleaning

Each block that has a lift is to have the following at each visit:

- ◆ Unwanted debris to be removed from the lift
- ◆ Floors inside the lift are to be mopped or vacuumed
- ◆ Walls inside the lift are to be washed and polished



Fly tipping or illegally dumped waste

Items will be removed immediately if feasible or reported to BCH for investigation. Fire hazards will be promptly taken away, while all other items will be cleared within five working days.

For the safety of all within your block, please report any fly tipping immediately to the Neighbourhoods Team

Graffiti

Graffiti will be removed promptly; offensive graffiti immediately and other types within 5 working days, possibly longer if specialised treatment is needed. Please report any graffiti around your block to the Neighbourhoods Team.



Please report any fly tipping or graffiti to the Neighbourhoods Team:



01253 477900 - Option 3



asb@bch.co.uk



www.my.bch.co.uk



Noticeboards

Each three-storey* block has information within a noticeboard. Your noticeboard should have the following documents displayed:

- ✓ Contacting BCH/Your Feedback Matters
- ✓ BCH Neighbourhoods Team Information
- ✓ Anti-Social Behaviour Information
- ✓ Fire Safety Advice
- ✓ Mobility Scooters Information
- ✓ Resident Safety in Communal Areas
- ✓ Volunteer With BCH Information
- ✓ Block Cleaning Information & Record

For more information on fire safety, anti-social behaviour, volunteering and more, scan this QR code to visit our website.



*Two-storey blocks do not have noticeboards

Please let our Neighbourhoods Team know if any of these items are missing

Help us to keep your communal areas clean and well maintained by becoming a Clean Warden.

Clean Wardens fill in a survey on a monthly basis, either online, by post or by telephone if required. The survey rates the shared areas where you live using a Red (poor) Amber (ok) Green (good) scoring system.

Surveys are sent at the beginning of each month and should be completed after your block has been cleaned that month. The pictorial guide is subject to different works depending on multiple factors and should only be used as a reference.

Following each set of scores being received, relevant issues will be raised and feedback will be produced.

Scores are for contractors works only. External factors, such as neighbourhood issues for instance, should not influence a score.

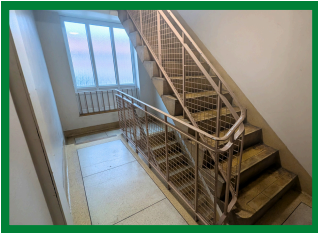


You can be a Clean Warden from the comfort of your own home

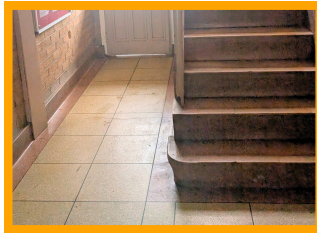
Photo references

Clean Wardens provide feedback using the following photo references. If you want to provide your feedback on a monthly basis then get in touch!

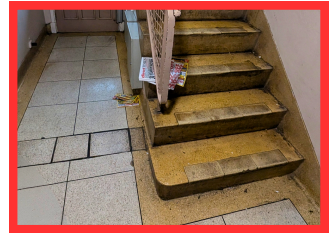
Hard Floors: Should be swept and mopped at every visit



Good Standard



OK Standard



Poor Standard

Stairwells: All cobwebs, dust and debris should be removed at every visit



Good Standard



OK Standard



Poor Standard

Handrails and window ledges: Should be clean and free from any debris



Good Standard



OK Standard



Poor Standard

For information on how to be a Clean Warden please contact the Involvement and Communications Team:

 **01253 477911**

 **customerinvolvement@bch.co.uk**

Litter: All litter internally and externally should be collected



Good Standard



OK Standard



Poor Standard

Bin Stores: Should be kept neat and tidy and cause no obstruction



Good Standard



OK Standard



Poor Standard

Please let our Repairs Team know of any repairs within the communal areas:

 **01253 477900 (option 2)**

 **repairs@bch.co.uk**

 **www.my.bch.co.uk**



Frequently Asked Questions



What products do you use to clean the communal areas?

The cleaners use professional, commercial-grade cleaning products supplied by established manufacturers. These are selected to be effective, appropriate for communal environments, and safe when used as directed. Specific products vary depending on the area being cleaned (for example, general communal areas or bin stores).



Hot Cold

Do you use hot water to mop the floors?

Our cleaning systems and chemicals are designed to be effective using cold or warm water, in line with manufacturer guidance and industry best practice.

How often is the mop water changed?

Mop water is changed as required throughout the clean. This depends on factors such as the size of the area, floor type, and level of soiling, to ensure cleaning remains effective and hygienic.



Do you remove cobwebs?

Cobwebs in communal areas are removed as part of routine cleaning using appropriate tools, with attention to health and safety considerations.



What should I do if I am unhappy or happy with the cleaning service?

Providing your feedback is a great way for us to monitor how we are performing but if you do want to approach a cleaner then please do. Our cleaners are all approachable and take pride in their work. You are welcome to raise issues or share positive comments with them or contact us and we will liaise with the cleaning contractors promptly. All feedback is taken seriously and helps us to maintain and improve standards.

Your Feedback Matters

Each month, the Environmental Contracts and Projects Officer will review feedback with 5-AM to assess levels of service and make any necessary changes. Everyone is encouraged to provide feedback, not just Clean Wardens.

We're committed to listening to your views and acting on them...

Here are a couple of examples of how feedback from our Clean Wardens has helped to improve the service:

- ✿ Additional Wet Floor signs were purchased to ensure that there is sufficient signage to inform residents when cleaning is in progress.
- ✿ Following feedback of lifts being missed during cleaning, 5-AM changed their reporting process to include lifts being documented.

If you have any specific issues relating to the neighbourhood management of your area please contact :

Neighbourhoods Team



01253 477900 - option 3



asb@bch.co.uk



www.my.bch.co.uk



Fly Tipping:

Please report any fly tipping you see to us as soon as possible. You can also report fly tipping through your MyBCH portal

Walkabouts:

If you would like more information on walkabouts in your area, please contact the Neighbourhoods Team

Useful contacts...

Highways



01253 477477



highwaysandtraffic@blackpool.gov.uk

Blackpool Council (inc. Bulky Matters)



01253 477477



customer.first@blackpool.gov.uk

Dog Warden



01253 477477



dog.enforcement@blackpool.gov.uk

Enveco Blackpool



01253 477477



enquiries@enveconw.co.uk