

Communal Area Cleaning Service



Your cleaning service

We provide you with a communal area cleaning service which you pay for through your service charge. We employ a contractor to clean the areas around your home and have agreed the standard and frequency of work needed whilst aiming to keep service charges to a minimum. The contractor will complete a basic clean of your stair, communal bin store and courtyard (if you have one). The table overleaf shows how often this cleaning takes place.

Our Estates Assistant will regularly check communal areas to make sure cleaning is done to the service standard we have agreed and is your first point of contact if there are any problems with the service. If you would like more than a basic service, you are free to arrange additional cleaning with your neighbours, but we would not normally get involved in arranging this.

The cleaning contract is put out to tender regularly to make sure you are getting the best value for money. We will let you know who your contractor is, and cleaners will always carry identification.

You can find the dates your communal areas are due to be cleaned by logging into your **My Home** account and checking your calendar, which can be found in your My Tenancy box.

Tenant Reference:
1234567

Address:
18 Market Street
Haddington
East Lothian
EH41 3JL

Email Address:
enquiries@elha.com



Tenancy Type:
Scottish Secure Tenancy

Tenancy Start Date:
1 January 2020

 **My Calendar**

 **Paper Free:** ON

Moving Home

Making Changes



We want you to know what to expect from the service, so if it is not satisfactory you can tell us. You can contact us through your **My Home** account, by clicking on any of our Live Help buttons, by calling us on **01620 825032**, or visiting our offices at 18-20 Market Street, Haddington.

Area	Standard	Frequency of Clean
Floors	Floors and steps should be swept & litter removed. Mat/ carpets should be vacuumed. All floors and entrances washed and floors free of excess water	Fortnightly
Doors	Communal doors washed inside and out	Monthly
Windows	Windows washed inside and out	6 Monthly
Walls	Internal walls washed	6 Monthly
General	Lights, railings, skirtings, risers and tramlines cleaned	Monthly
Bin Stores*	Rubbish removed, swept out and washed	Monthly
Courtyard	Swept	Monthly
	Power washed	Twice yearly
Deep Clean**	The hard floors will be pressure and/or chemical cleaned, and a sealant will be applied to protect the floor	Annually

- * *The contractor will only remove small pieces of litter left after the bins have been emptied. If large items of household rubbish have been left in the bin store, the bin store will not be cleaned.*
- ** *You will be given notice of when a deep clean will take place as you will be asked to stay out of the communal stair for several hours. It is very important that you make sure you are out of your home before the cleaning starts if you have an appointment during the time the stair will be treated. For your own safety, you will not be allowed in the stairwell during the process.*

What we need you to do

Please keep stairwells free of all items. If anything is left or stored in the communal stair, we will ask you to remove it, and if you don't, we may remove it and charge you the cost of storing it if you want it back, or the cost of disposing it if you don't.

If you need to dispose of large items like furniture or kitchen appliances and are unable to do this yourself, you can arrange for these items to be uplifted by calling Waste Services on **01875 824305**. This is a free service, but there is a waiting period. You must not put large items out until the evening before the uplift date, and they must not be kept in the bin store. If you leave large household items in the bin store, we will ask you to remove them, and if you do not, we will arrange to have them removed and charge you for this service.

If you are disposing of furniture in good condition, please consider donating it to local charities. You can get more information on these from Recycle for Scotland's website: www.recycleforscotland.com.

Satisfaction Survey

Satisfaction surveys help us to shape the services we provide. Every year we write to all of our tenants who receive a cleaning service and ask that they complete a short questionnaire. This is so we can find out how satisfied everyone is with the service and if any improvements are needed. When you receive the survey, please take the time to complete it in **My Home** (or return a paper form) so that we can make sure you're receiving the service you're paying for.



Our Contact Details

Through your My Home account:

<https://myhome.elha.com>

Website: www.elha.com

E-mail: enquiries@elha.com
(general enquiries)

By post or in person:

East Lothian Housing Association
18-20 Market Street
Haddington
East Lothian
EH41 3JL

Telephone: 01620 825032 (Main switchboard)
03000 999 247 (Repairline)

SMS: 'elha' and then your message to 88222 (message charged at standard rates)

Office opening hours:

Monday, Wednesday & Thursday:
9am to 4.30pm

Tuesday: 10am to 4.30pm

Friday: 9am to 4pm

Live Help opening hours:

Monday, Wednesday & Thursday:
9.30am to 12 noon and
2pm to 4.30pm

Tuesday: 2pm to 4.30pm.

Friday: 9.30am to 12 noon and
2pm to 4pm

elha.com
east lothian housing association



18–20 Market Street, Haddington, East Lothian EH41 3JL

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W: elha.com E: enquiries@elha.com

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