



OCTAVIA



CLEANING AND
GROUNDS MAINTENANCE
STANDARDS
PHOTO BOOK

This photo book gives guidance on the standards that can be expected at Octavia's block, properties and estates following a cleaning or grounds maintenance visit, or a weekly caretaker service.

A rating of '3' is the desired rating following cleaning of a particular area, however a rating of '2' is deemed to be of an acceptable standard.

It should be taken into account that some tasks are carried out at an agreed frequency (for example fortnightly, monthly) and this should be stated in communal notice boards.

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CLEANING

A. Sweeping and washing of stairs and landings (hoovering if carpet)

Note

When judging cleanliness of these areas, consideration should be given to the age of the building and internal furnishings (such as floor coverings etc)

Flooring that has been in use for 30/40 years may look old and worn, but is still perfectly clean. There may be evidence of staining, or water shadows, however a lower score should not be awarded due to these factors, as regular cleaning or scrubbing is unlikely to remove these.

The finger test (or using a wet wipe) is an effective way to test cleanliness.

Score	Comments	Examples
3	<p>Very good Stairwells and landings: No dirt, dust, litter or other debris on the stairs or landings. Generally handrails, bannisters should be in good condition and there should be evidence of regular sweeping and/or mopping, and clean to the touch.</p> <p>Entrance halls: No evidence of dirt, dust or other debris in the corners and there should be no dirt or chewing gum stuck on the floor. Floors should appear to be swept and mopped regularly, and linoleum / vinyl surfaces should look clean and 'gleaming'.</p>	

3



2

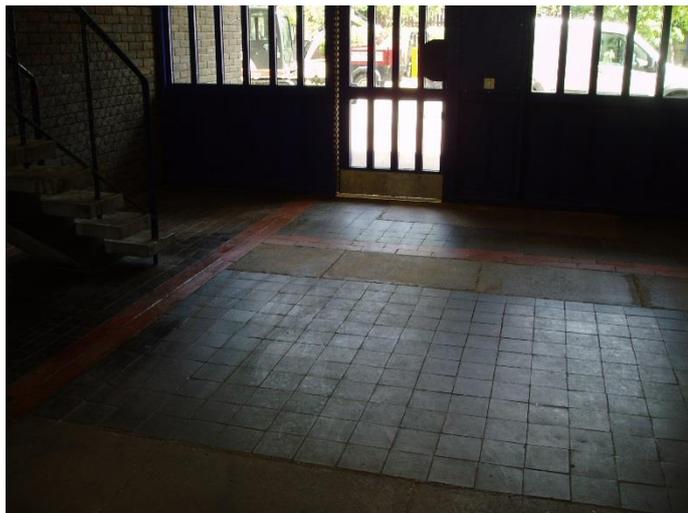
Satisfactory

Stairs and landings: Little evidence of dirt, dust, litter or other debris. Generally clean to touch, taking into account frequency of cleaning.

Entrance halls and lobbies: There may be some small amounts of dirt present, but at a level which is deemed acceptable. Frequency of cleaning will help determine what is acceptable in the course of time.



2



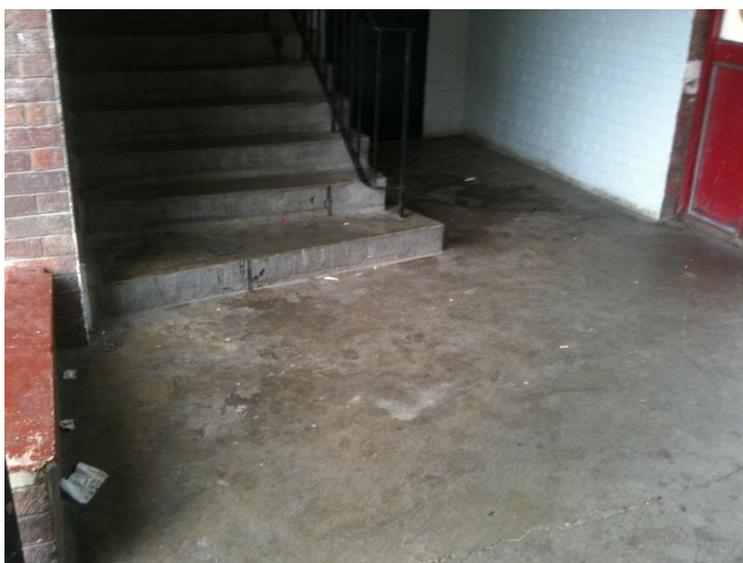
1

Poor

Stairs and landings: Evidence of dust, litter and other debris along edges of stairs, in corners and on landings. Little evidence of recent sweeping, mopping (or hoovering where carpets)

Entrance halls and lobbies:

Evidence of small amounts of dirt, litter and other debris, cobwebs in corners and dust along the top of skirting boards. Little evidence of recent cleaning, sweeping (or hoovering if carpet).



1



0

Very poor

Stairs and landings: Very dirty in corners and on steps/ Evidence of items such as alcohol bottles, excessive litter, advertising flyers and there may also be evidence of drug use or other anti-social behaviour.

Entrance halls and lobbies: This is when the levels of graffiti within the area are totally unacceptable and would be deemed a service failure. This would automatically be the case where graffiti is excessive or offensive, and found within the building/block, outside walls or anywhere else in the surrounding communal areas.



0



B. Roads and pathways

Note

When judging cleanliness of these areas, consideration should be given to the age of the building and internal furnishings (such as floor coverings etc)

Flooring that has been in use for 30/40 years may look old and worn, but is still perfectly clean. There may be evidence of staining, or water shadows, however a lower score should not be awarded due to these factors, as regular cleaning or scrubbing is unlikely to remove these.

The finger test (or using a wet wipe) is an effective way to test cleanliness.

Score	Comments	Examples
3	<p>All Clear</p> <p>The paths and roadways throughout an estate or around blocks are very well kept and there is no evidence of leaves, litter or sharp objects.</p> <p>Garage areas: Garage areas are clear of litter, weeds and other debris. They should be useable, have good access, free from graffiti, fly-tipping and signs of vandalism.</p> <p>Car park areas: There is no litter or tree leaves, bays are well marked out and provide an acceptable and safe area for residents to park their cars.</p>	 

2

Satisfactory

These paths and roadways typically have no more litter and debris than you would expect as the cleaning cycle wears on.

*Investigation as to the cleaning frequency and cycle will determine if the level of litter or debris is acceptable.

Garage areas: Garage areas are reasonably clean and well maintained, but may be requiring a little work to bring up to higher standard. They may be some weed growth or inoffensive graffiti, but generally will be in a good state of repair.

Car park areas: Typically no more litter than you would expect as the days pass on. During certain times in the year an amount of leaves can be seen as acceptable if they appear not to have been there for long (ie small build up in October would be acceptable, but not in May). There may be a small amount of litter, but investigation into when the most recent clean took place would determine if it is acceptable. Parking lines should be evident even if they are in need of some attention.



1

Poor

These areas have a high build up of litter and debris (eg. Litter, tin cans. Newspaper, old leaves etc)

Garage areas: There may be small amounts of debris, litter, old leaves and refuse, and small amounts of fly-tipping which may have already been reported.

Car park areas: Typically a higher build up of litter eg. tin cans, newspaper, old leaves etc that can be deemed acceptable.



0

Very poor

Cleanliness of the paths, roadways and courtyards is totally unacceptable. On inspection, there may be an excessive amount of litter, old leaves or hazardous conditions are found (eg broken glass or sharp objects)

Garage areas: There will be an excessive build-up of litter and debris, evidence of bulk refuse that has not been removed for some time. There will also be evidence of hazardous materials, and garages would perhaps require significant repairs to bring them up to the

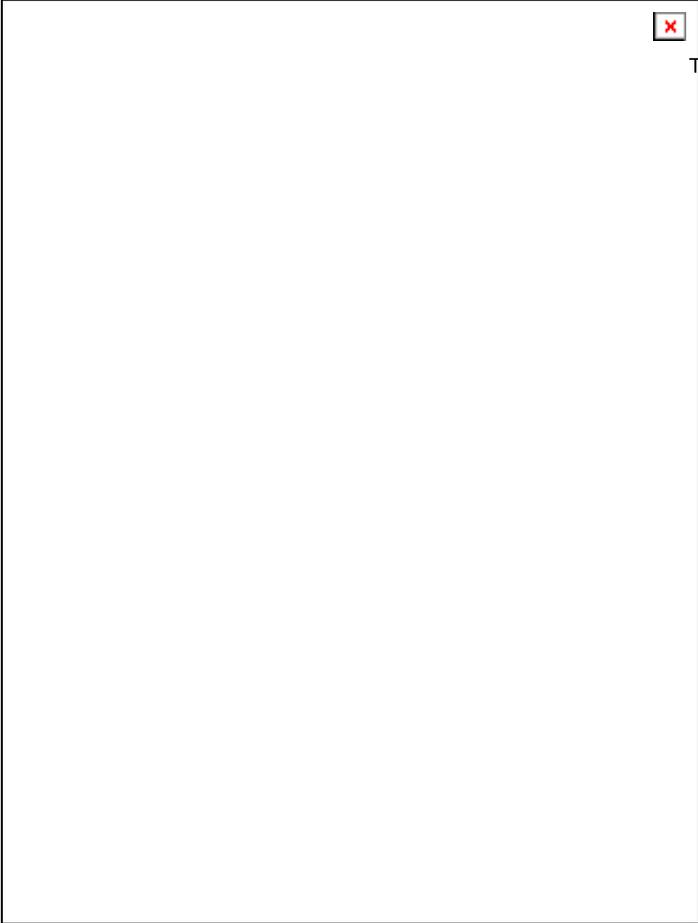


desired standard. There may also be offensive graffiti which has not been dealt with or reported.

Car park areas: Cleanliness of the paths, roadways and courtyards is totally unacceptable. On inspection, there may be an excessive amount of weeds, litter, old leaves or hazardous materials are found (eg broken glass or sharp objects)



C. Doors

Score	Comments	Examples
3	<p>Very good</p> <p>Ledges and door closers are in excellent condition, with no dust or dirt. Handles are clean to the touch.</p>	
2	<p>Satisfactory</p> <p>Ledges and door closers are in good condition, with no significant build up of dirt or dust (taking into account the frequency of cleaning)</p>	 <p>This image cannot be displayed.</p>

1

Poor

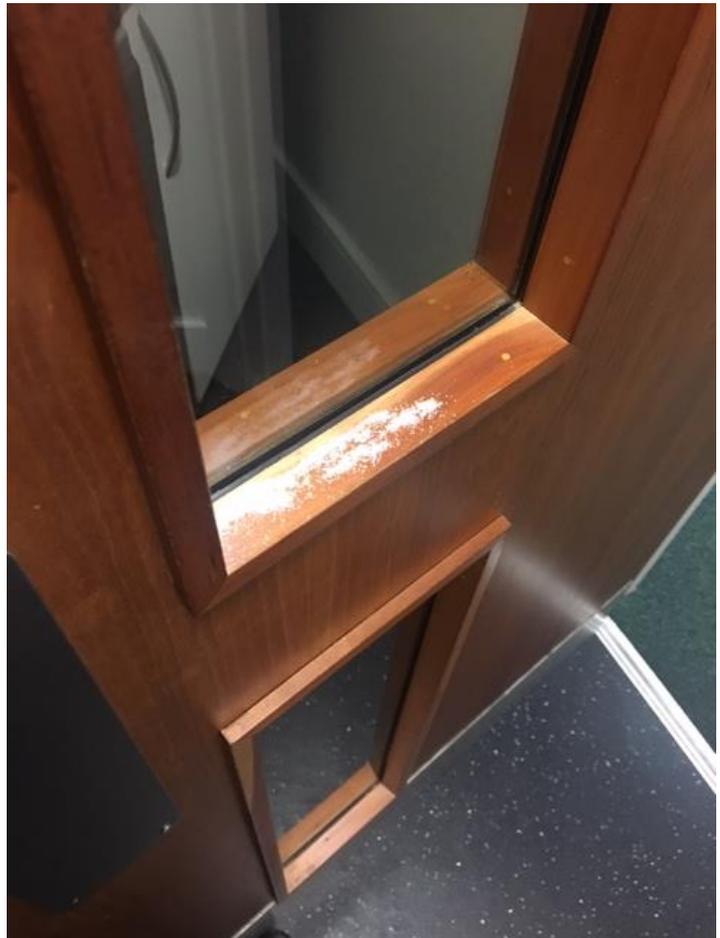
High build up of dust and dirt on ledges and overhead door closers, evidence of old cobwebs, insects. Door handles are sticky to touch.



0

Very poor

Condition of ledges is totally unacceptable, with excessive amount of dirt, dust and grime. Door handles extremely sticky to touch, and overhead door closers with high build up of dirt, dust and grime.



D. Walls (including skirting, handrails and banisters)

Note

When judging cleanliness of these areas, consideration should be given to the age of the building, or time elapsed since last cyclical decorations have taken place. Type of wall covering should also taken into account, as removal of some marks may remove paint.

Score	Comments	Examples
3	<p>All Clear</p> <p>Walls: Walls are very clean, and no scuff marks or other dirt on them.</p> <p>Handrails, skirting and banisters: All surface areas of handrails, bannisters, skirting boards and ledges are very clean and dust free. Evidence that they have been recently wiped and dusted.</p>	 <p>The top photograph shows a close-up of a white wall with a decorative diamond-patterned relief. To the right, a staircase with red carpeting is visible. The bottom photograph shows a long, brightly lit hallway with light green walls, white doors, and a polished floor. The hallway leads to a bright window at the far end.</p>

3

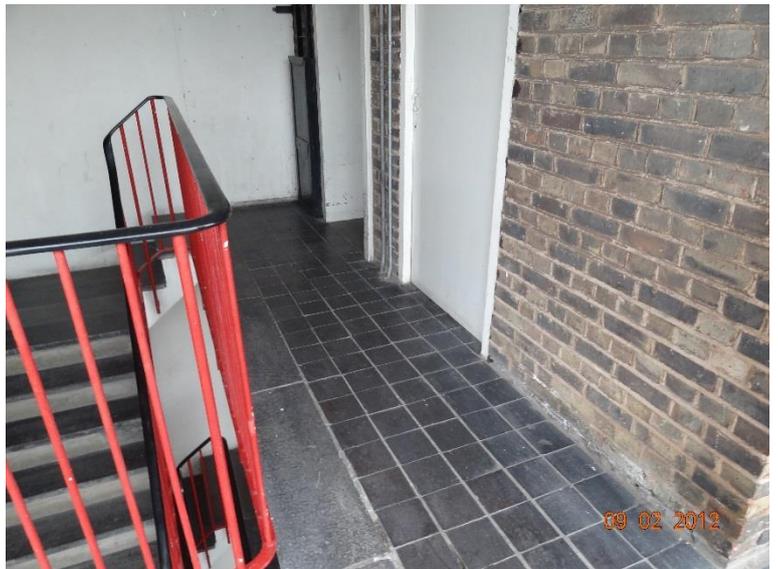


2

Satisfactory

Walls: Walls are generally clean, but have a few isolated dirty marks, or scuff marks on them.

Handrails, skirting and banisters: Handrails, bannisters, skirting boards and ledges are a little dusty, with other small amounts of dirt present.



2



1

Poor

Walls: The walls in the communal areas have more than an acceptable level of dirt and scuff marks on them. Examples of such marks could be pram tyre marks, dirty stains or evidence of food etc.

Handrails, skirting and banisters: Handrails, bannisters, skirting boards and ledges have dirty lower sections, and also evidence of old cobwebs, dust and litter.



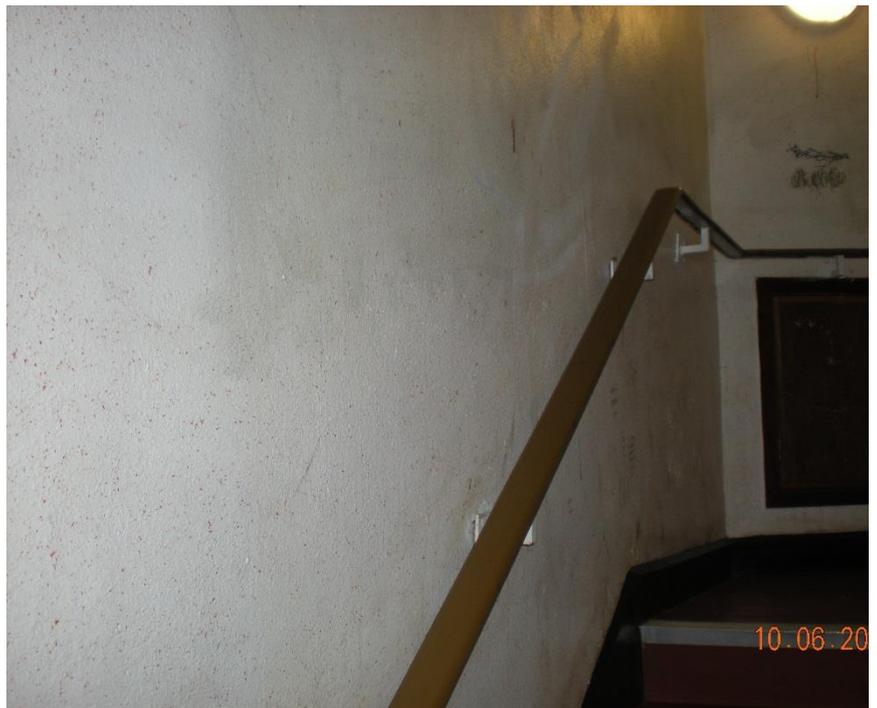
0

Very poor

Walls: Walls are dirty throughout, and no evidence of attempts to remove any marks or dirt recently.

Handrails, skirting and banisters:

Hand rails, bannisters are too dirty to be used. There is no evidence that any surfaces have been wiped, dusted or cleaned for a significant period of time.



0



E. Light covers (internal / external)

Score	Comments	Examples
3	<p>All Clear Light bulbs, shades and covers are in excellent condition and show signs of recent cleaning.</p>	 

2

Satisfactory

Light bulbs, shades and covers in reasonable condition. Light appears to be working and the general area around the light is clean. It will typically have no more dirt and dust than you would expect taking into account the cleaning frequency, and we may expect to find a small number of cobwebs, but very few. There should be signs of recent cleaning.



1

Poor

Dirty / dusty casings and surfaces, and evidence of old cobwebs.



0

Very poor

Casing and shades in very poor condition throughout the building, and show no signs of recent cleaning. Covers may be broken, evidence of dead insects, and a significant number of old cobwebs.



F. Lifts

Score	Comments	Examples
3	<p>Very good</p> <p>Floors: No dirt in corners, and no dirt stuck to the floor. Evidence of recent cleaning, sweeping and mopping. There should be a fresh smell, which may evidence that disinfectant has been used if needed.</p> <p>Doors Panels and frames: Door is clean, with no mud or dust marks evident. Lower area has no foot prints and the door is clean to the touch. There should be no evidence of loose dirt or debris in the lift door gullies, and the frame should be clean and dust free.</p>	

2

Satisfactory

Floors: Some small amounts of dirt may be present. Corners are generally clear, and floors show evidence of recent cleaning.

Doors, panels and frames: The lift door, panels and sides are generally clean, but have some marks that do not appear to have been there for a significant amount of time. Overall appearance is good, and acceptable.



1

Poor

Floors: Lower walls, floors and corners are generally more dirty than would be expected.

Doors, panels and frames: The doors, panels and frame are not clean and have dirt which come off on your hands or fingers. This may be only on one lift door, while others are comparatively clean, however this would not warrant a higher score.



0

Very poor

Floors: Little evidence that the lift floors and sides have been cleaned recently. There is a significant amount of dirt, dust, and pieces of broken glass have been mopped or swept into the corner.

There may also be unpleasant smells such as urine, vomit, excreta, and generally the lift floors are in an unacceptable condition.

Doors, panels and frames: No evidence of cleaning for a significant period of time. Significant amount of dirt swept into corners, and potential hazards including body fluids.



G. Internal communal windows (sills, frames and ledges)

Score	Comments	Examples
3	<p data-bbox="225 499 384 537">Very good</p> <p data-bbox="225 544 632 611">Ledges are in excellent condition, with no dust or dirt.</p>	

2

Satisfactory

Ledges are in good condition, with no significant build up of dirt or dust (taking into account the frequency of cleaning)



1

Poor

High build up of dust and dirt, evidence of old cobwebs, insects, dirt and litter.



0

Very poor

Condition of ledges is totally unacceptable, with excessive amount of dirt, dust and grime.



H. Refuse and recycling areas (guidance can be used for other storage)

Score	Comments	Examples
3	<p>Very good</p> <p>Internal: No loose rubbish, litter, or leaves, and evidence of regular sweeping. Evident smell which indicates use of disinfectant.</p> <p>External: Free of litter, and clear of weeds or moss. All bins present.</p> <p>Chutes and hoppers: The hopper head is clean as it can be, and also areas around the hopper head including the floor and walls are also very clean.</p> <p>All chutes must be in this condition for this rating to be achieved.</p>	  

2

Satisfactory

Internal: There may be small amounts of leaves or loose litter (possible caused by overspill). There should be no unpleasant odours which would indicate the bin store has not been swept or washed out for a period of time. Evidence of regular cleaning.

External: Minor evidence of litter, leaves and some moss / weed growth.

Chutes and hoppers: The hopper head is not in a perfect condition, and there may be some small amounts of dirt present, but there is no rotten food, and very little dirt on the outside of the head.



1

Poor

Internal: Evidence of general litter, leaves, food waste or other rubbish on the floor, under bins and in corners etc. No evidence of regular sweeping, and unpleasant odours apparent.

External: Appear not to have been swept for some time. Evidence of old litter, leaves and other rubbish, some of which could become a health hazard (such as food waste)

Chutes and hoppers: At least one chute is much dirtier than it should be, and access to it may be blocked by rubbish in the surrounding areas, make it difficult to use.



0

Very poor

Internal: Significant amounts of litter, leaves, food waste and other rubbish on floors, under bins and in corners. Burst rubbish sacks, and fly pupae on doors. Unpleasant odours when opening chute hopper heads within the block.

External: Unacceptable condition. Excessive amounts of litter, leaves and general rubbish, some of which could be hazardous. Large amounts of weeds and moss growth which can cause slips.

Chutes and hoppers: At least one hopper head is blocked with rubbish. There may also be evidence of rotten food and/or maggots within the hopper head.



I. Play areas

Score

Comments

Examples

3

All Clear

Typically in good condition, no leaves, litter or sharp objects. Play equipment looks cared for, and any seating in good condition.



2

Satisfactory

Typically no more litter than one would expect the days wear on. No evidence of graffiti or sharp/hazardous objects.



1

Poor

Significant build up of litter, old leaves, and bins in need of emptying. Play equipment may show signs of not being in good condition.



1



0

Very poor

Excessive litter and/or hazardous conditions (eg broken glass, sharp objects)

Any evidence of broken glass, needles or other sharp objects will be scored as an immediate '0'



GROUNDS MAINTENANCE

A. Lawns and grassed areas

Note

When judging these areas, consideration should be given to the frequency of grounds maintenance visits.

Score Comments

3

Very good

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 are cut back to their original line, and not spreading over pathways and flower/shrub beds

Examples



2

Good

Grassed areas in need of some minor attention, but are likely to be restored as part of routine maintenance or maybe more frequent cutting. Grass looks reasonably well maintained, and has little evidence of weeds. It should appear that an attempt has been made to cut grassed areas back to their original line, and they are not spreading heavily over pathways and flower/shrub beds.



1

Poor

Grassed areas are overgrown, and do not appear to have been cut as per the agreed frequency. Grass looks in poor condition, and needs to be cut back or trimmed. There may also be transgression of grass away from its original line, onto footpaths and flower/shrub beds.



0

Very poor

Grassed areas appear not to have been attended to for a significant period of time, and is showing growth onto footpaths, and long grass. Grassed areas also consist mainly of weeds.



B. Flower and shrubs beds

Score	Comments	Examples
3	<p>Very good</p> <p>Shrub beds are well maintained, they have been attended to by annual maintenance, cut back, and are attractive to the eye. There should be no shrubs that have overgrown footpaths, grassed areas and parking or seating areas.</p>	 <p>The top photograph shows a brick building with a paved path and a neat row of shrubs. The bottom photograph shows a brick wall with a grassed area and a flower bed.</p>

2

Good

Shrub beds are generally well maintained, but there is some evidence of both and established growth that requires routine attention. Shrubs should not yet be overgrowing onto footpaths, grassed areas and parking or seating areas.



1

In need of attention

Shrubs are generally in need of some immediate attention. They are overdeveloped and look like annual maintenance has not been adequate, and attention should be paid to them as soon as possible. Shrubs may have started to overgrow footpaths, grassed areas and parking or seating areas, but are not marking them impassable or constituting a hazard to residents.



0

Very poor

There is evidence that in a number of areas, shrubs beds are significantly overgrowing footpaths, grassed areas and parking or seating areas. They look to have not been attended to for a significant period of time, and have the potential to present a hazard or risk to residents. Shrubs in this condition require immediate attention.



C. Hedges

Note

When judging these areas, consideration should be given to the frequency of grounds maintenance visits.

Score	Comments	Examples
3	<p>Very good</p> <p>Hedges are well maintained, they have been attended to by annual maintenance, cut back, and are attractive to the eye. There should be no hedges that have overgrown footpaths, grassed areas and parking or seating areas.</p>	 



2

Good

Hedges are generally well maintained, but there is some evidence of both and established growth that requires routine attention. Hedges should not yet be overgrowing onto footpaths, grassed areas and parking or seating areas.



1

In need of attention

hedges are generally in need of some immediate attention. They are overdeveloped and look like annual maintenance has not been adequate, and attention should be paid to them as soon as possible. Shrubs and hedges may have started to overgrow footpaths, grassed areas and parking or seating areas, but are not marking them impassable or constituting a hazard to residents.



1



0

Very poor

There is evidence that in a number of areas, hedges are significantly overgrowing footpaths, grassed areas and parking or seating areas. They look to have not been attended to for a significant period of time, and have the potential to present a hazard or risk to residents. Hedges in this condition require immediate attention.



D. Weeds

Note

When judging these areas, consideration should be given to the frequency of grounds maintenance visits.

Score

Comments

Examples

3

All clear

Areas are completely free from weeds. Evidence may suggest that weeds have existed but have been killed and all dead weeds removed.



2

Generally clear of weeds

Generally free from weeds, but any weeds that are evident are not substantial, and will be dealt with as part of seasonal maintenance.



2



1

Poor

As well as weeds that are still alive, there is also evidence that weeds may appear to have been sprayed, but not removed or sprayed for a long period. Weeds will appear to have been there for some time, and little evidence of annual or routine maintenance taking place. There may also be significant moss growth that has not been attended to for a significant period.



1



0

Very poor

Grassed areas appear not to have been attended to for a significant period of time, and is showing growth onto footpaths, and long grass. Grassed areas also consist mainly of weeds.



0



E. Litter picking of soft areas

Score	Comments	Examples
3	<p>All Clear Grass areas and shrub beds are typically in very good condition with no evidence of litter, build-up of old leaves, grass cutting and no sharp objects such as needles or broken glass.</p>	

2

Satisfactory

Grassed areas and shrub beds typically have no more evidence of litter, old leaves or grass cuttings than one 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 old leaves.



1

Poor

There will typically be a higher build up of litter, old leaves, grass cuttings, litter, tin cans, newspaper etc than would be deemed acceptable. There should still be no evidence of sharp objects such as needles or broken glass.



1



0

Very poor

These areas are totally unacceptable and would constitute a service delivery failure. There would be evidence of excessive amounts of litter, leaves, grass cuttings or hazardous conditions.

Any evidence of broken glass, needles or other sharp objects will be scored as an immediate '0' and be deemed a service failure.



NUISANCE & OTHER ISSUES (GUIDANCE)

A. Graffiti

Score	Comments	Examples
3	<p>All Clear Typically no graffiti can be found anywhere within the building/block, on the outside walls or anywhere in the surrounding/communal areas.</p>	 

2

Satisfactory

There may be an area with a very small and isolated area of graffiti within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



1

Poor

There are at least two areas with graffiti in different places within the building/block, on the outside walls, or anywhere in the surrounding/communal areas.



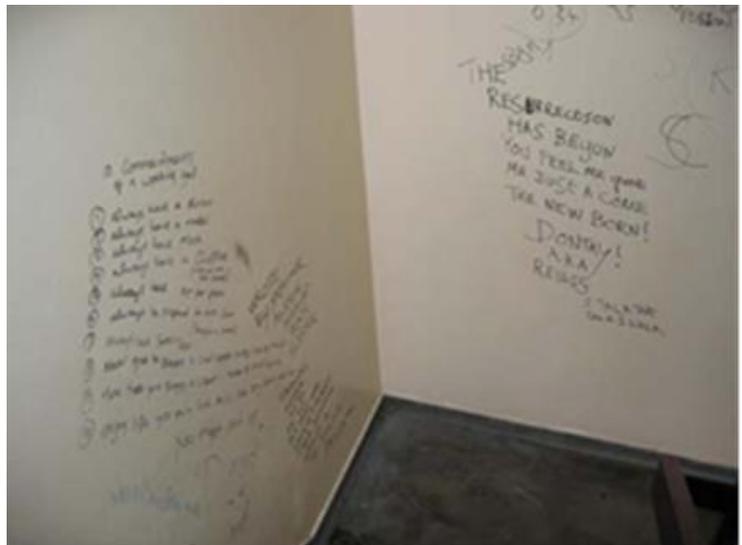
1



0

Very poor

This is when the levels of graffiti within the area are totally unacceptable and would be deemed a service failure. This would automatically be the case where graffiti is excessive or offensive, and found within the building/block, outside walls or anywhere else in the surrounding communal areas



E. Fly-tipping / rubbish dumping

Score	Comments	Examples
3	<p>All Clear All areas free of bulky items, or fly-tipped rubbish.</p>	 

2

Satisfactory

Single items on landings or other communal areas have been noted, but are not obstructing the way or causing hazards. Generally the internal and external areas are free of fly-tipping and bulky items.



1

Poor

Significant number of items throughout the building and external areas. May be black bags or packaging in communal hallways, and items of furniture on landings, shopping trolleys etc.



1



0

Very poor

Multiple items of fly-tipping, and bulk refuse throughout, including unsecured white goods, which can cause injury or potential fire hazard.



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