



Caretaking & Cleaning Standards

Estate Services Peer Review Photo Book

HouseMark Estate Services Club

April 2013

This Photo Book remains the copyright of HouseMark and may not be reproduced by anyone who is not a member of the Estate Services club, without HouseMark's permission.

For more information about HouseMark's Estate Services Club please contact:

Alan Crowder
HouseMark Associate Consultant
alan.crowder@housemark.co.uk

07711 855715

or

Nayna Kavia
Project Officer
nayna.kavia@housemark.co.uk
024 76472706.

ESTATE SERVICES ELEMENTS

Element 1 – Car parks

All car parks/parking areas

Grade **A (scores 4)**

“All Clear”

A typical example of such **A** grade conditions below:



These **car park areas** have no litter or tree leaves, are well marked out and provide an acceptable and safe area for residents to park their cars.



Grade B (score 3)**“Satisfactory”**

A typical example of such **B** grade conditions below:



During certain times in the year an amount of leaves within these **car park areas** could be seen as acceptable if they appear not to have been there very long (i.e. a small build up in October could be acceptable but in May it wouldn't). There may be a small amount of litter but investigation into when the most recent clean took place, would determine if it is acceptable. The white parking lines should be evident even if they are in need of a little attention.



Grade C (Scores 2)**“Poor”**

A typical example of such **C** grade conditions below:



These **car park areas** typically have a higher build-up of litter e.g. litter/tin cans, newspaper, old leaves etc than could be deemed acceptable whatever the cleaning cycle may be.



Grade D (Scores 1)

“Service Failure”

A typical example of such **D** grade conditions below:



The cleanliness of the **car park** area is totally unacceptable and would be deemed a failure of service delivery. There will be excessive amounts of weeds, litter, leaves or hazardous materials (e.g. broken glasses sharp objects).





Element 3

Paths, roadways and courtyards

Grade **A (Scores 4)**

“All Clear”

A typical example of such **A** grade conditions below:



The **paths and roadways and communal** areas, throughout the estate or around the blocks are very well kept and there is no evidence of leaves, litter and sharp objects.



Grade B (Scores 3)

“Satisfactory”

A typical example of such **B** grade conditions below:



These **paths, grassed areas and roadways** areas typically have no more litter and detritus 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 detritus is acceptable.



Grade C (Scores 2)

“Poor”

A typical example of such C grade conditions below:



These **paths and roadways** around the blocks/estates/areas typically have high build-up of litter and detritus (e.g. litter/tin cans, newspaper, old leaves etc.)

Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



The lowest score of a ‘D’ Is given when the cleanliness of the **paths, roadways** , courtyards and communal areas around the block/estate/area is totally unacceptable and would constitute a service failure. On inspection you may find excessive amount of litter, old leaves or hazardous conditions are found (e.g. broken glasses or sharp objects).

**Element 4**

Play and seating areas for hazards such as broken glass, sharps and faulty or damaged equipment

Grade A (Scores 4)

“All Clear”

A typical example of such A grade conditions below:



These **play and seating areas** are typically very good, no leaves, no litter and no sharp objects. All play equipment shall be in working order with no broken seats, safety rails etc. There should also be some seating areas, with the seats in a good condition, within the play area.



Grade B (Scores 3)**“Satisfactory”**

A typical example of such **B** grade conditions below:



These **play and seating areas** typically have no more litter than one would expect as the days wears on.

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



Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



These **play and seating areas** are typically with high and with an unacceptable build-up of litter e.g. litter/tin cans, newspaper, old leaves etc.

There may also be slight damage to the play equipment and/or the seating within the play area.



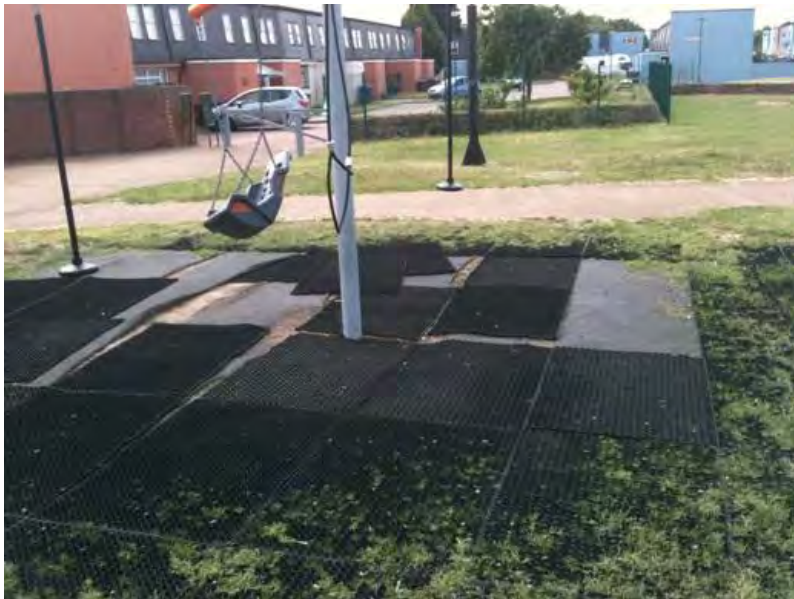
Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



These **play and seating areas** are totally unacceptable, with excessive amount of litter or hazardous conditions are found (e.g. broken glasses or sharp objects).

Any serious damage to play equipment should also result in an immediate service failure and the award of a ‘D’ score. The host organisation shall immediately be informed of any such damaged play equipment.

**NOTE.**

A distinction should be applied between “hazardous litter or disrepair” and “unsightly – but not dangerous litter or disrepair”. The first would indicate that the playground or play area has broken equipment, broken glass, sharps or razor blades which would result in an immediate fail and what may be “unsightly or aged disrepair” such as leaves and a daily/weekly build-up of litter which would result in a score of B or C in this element.

Care should be taken with the scoring of this element.

Element 5**Removal of litter and leaves from grass area and shrub beds****Grade A (Scores 4)****“All Clear”**A typical example of such **A** grade conditions below:

The **grass area and shrub beds** are typically in very good condition, there is no evidence of litter, no build-up of old leaves or grass cuttings and no sharp objects such as needles or broken glass.



Grade B (Scores 3)**“Satisfactory”**

A typical example of such **B** grade conditions below:



These **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 leaves.



Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



These **grass areas and shrub beds** will typically have a higher build-up of litter, leaves, grass cuttings e.g. litter, tin cans, newspaper, old leaves, etc than would be deemed acceptable. There should still be no evidence of sharp objects such as needles or broken glass



Grade D (Scores 2)
“Very Poor”

A typical example of such **D** grade conditions below:



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

Any evidence of broken glass, needles or sharp objects will constitute a service failure and will attract an immediate ‘D’ score.



Element 8

Chutes. General condition, evidence of blockages and cleanliness of external parts of hopper head and surrounding walls and flooring.

Grade A (Scores 4)

“All Clear”

A typical example of such **A** grade conditions below:



This **hopper head** is as clean as it can be and also the floor and walls around the hopper head are also very clean, and therefore, will be given “A” grade **if all chutes are found in same state.**



Grade B (Scores**3) “Satisfactory”**

A typical example of such B grade conditions below:



This hopper head is not perfect, with maybe small bits of dirt present, but there is no rotten food and very little dirt on the outside.



Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



At least one **chute within this block** is much dirtier than it should be and access to it may also be blocked by rubbish in the surrounding area, making it difficult for the residents to use the chute.



Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



At least one hopper head within the block is blocked with rubbish. There may also be evidence of rotting food and/or maggots within the hopper head.



Element 10**Cleanliness of ledges including internal window sills****Grade A (Scores 4)****“All Clear”**

A typical example of such **A** grade conditions below:



This is where we expect to find the condition of the **ledges** in excellent condition (totally dust and dirt free).

The ‘finger test’ (rubbing one’s finger over the window cill) will often determine the standard of cleanliness of window cills and frames.

Grade B (Scores 3)**“Satisfactory”**

A typical example of such **B** grade conditions below:



The **ledges** are in good condition as we expect it to be, typically no more dirt or dust than you would expect as the cleaning cycle permits.

Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



The **ledges** and window sills are in poor condition, with high build-up of dust and dirt e.g. evidence of old cobwebs, insects, dirt and litter.

Grade D (Scores1)**“Very Poor”**

A typical example of such D grade conditions below:



The condition of the ledges is totally unacceptable, with excessive amount of dirt, dust and grime. It would also score a “D” if it was in a hazardous condition (e.g. broken glasses or mirror or sharp objects).

Element 11

Checking of estate lights, including bulbs/tubes. Ensuring the cleanliness and effectiveness of light fittings and that they have dust free fittings external surface shades and covers.

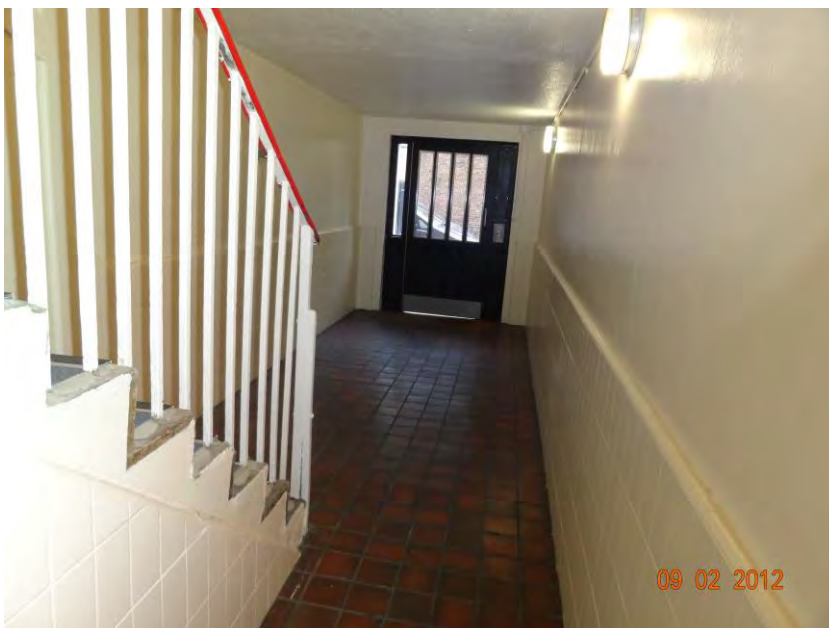
Grade A (Scores 4)

“All Clear”

A typical example of such A grade conditions below:



This is where the cleanliness and condition of the **light bulbs, shades and covers** are in excellent condition and have obviously been recently cleaned, probably as part of cyclical maintenance.



Grade B (Scores 3)**“Satisfactory”**

A typical example of such **B** grade conditions below:



This is where the **light bulbs, shades and covers are in a** reasonably good condition (or as good as we expect it to be given the cleaning and maintenance cycles), the light appears to be working (see the note at the end of this section) and the general area around the light is clean. It will have typically no more dirt and dust than you would expect and we may find a few cobwebs. There should be evidence that it has at least been attended to recently.



Grade C (Scores 2)**“Poor”**

A typical example of such **C** grade conditions below:



The **light shade** is in poor condition and there is evidence of old cobwebs and very dirty casings and surface.

Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



The casing and shade is in very poor condition throughout the building/block and the shade have apparently not been cleaned for some time. There may be broken covers, evidence of dead flies inside and more cobwebs than would be deemed acceptable.

Note

This is a very difficult element to score as often when inspections take place the lights are not on (during daylight hours).

For the purposes of this exercise whilst we are judging the cleanliness of estate services a communal light that even if is clean but it is **OBVIOUSLY NOT WORKING** it must merit a **FAIL** and therefore a score of **C or D** in the element.

Element 12

The sweeping and washing of stairs and landings, the washing down of tiles and painted walls and the cleaning of handrails and ledges.

Grade A (Scores 4).

“Very good”

A typical example of such A grade conditions below:



There should be no dirt, dust, detritus or litter on the stairs and landings. Generally the handrails, bannisters etc should be in good condition and there should be evidence that they are swept and mopped regularly and are clean to the touch.



Grade B (Scores**3) “Satisfactory”**

A typical example of such B grade conditions below:



The stairs and landings etc may not be in a condition that warrants an “A” score, but there is no dirt, dust, detritus or litter evident. The stairs should be generally clean to the touch and as clean as the cleaning cycle permits.

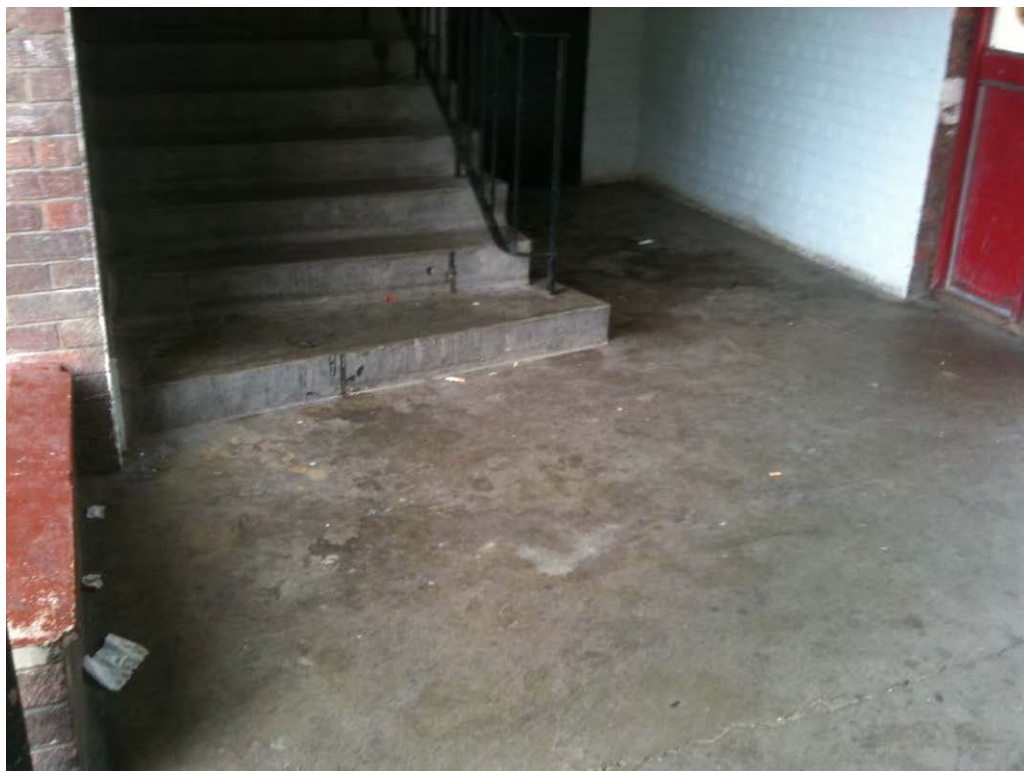


Grade C (Scores 2) “Poor”

A typical example of such C grade conditions below:

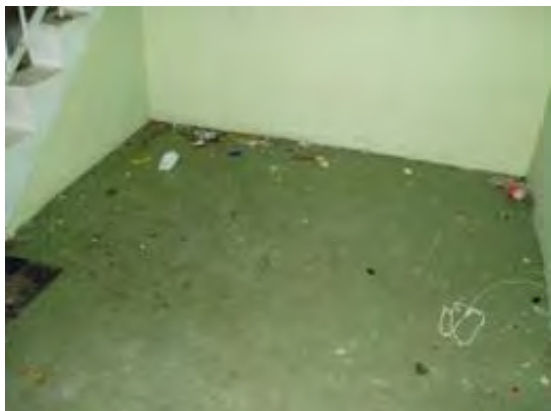


There may be evidence of dust or detritus along the edges of the stairs and in the corners landings etc. There will be little evidence of recent sweeping or mopping.

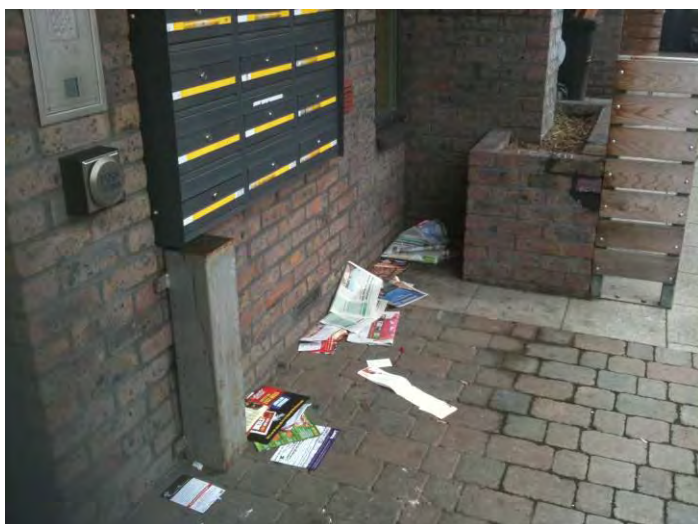


Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



The staircases and landings are generally very dirty in the corners and on steps. There will be evidence of alcohol bottles, excessive litter, advertising flyers and there may be evidence of drug use or other ASB activities.

**Scoring note:-**

It is when judging the cleanliness of the staircases, entrance halls and lobbies that we should be most aware of the age of the building and its internal furnishings etc.

A staircase that has been in constant use for 60/70 years may look old and worn out but is actually perfectly clean. There may be evidence of “staining” or water “shadows” but which no amount of scrubbing or mopping will remove and for which a lower score should not be awarded.

Again the “finger test” is perhaps the best way of deciding if a staircase, step facing or tread, bannister or floor is dirty and in need of attention.

Element 13**Entrance halls and lobbies.****Note**

These are very important areas of the blocks as the entrance halls and lobbies of are what many residents and visitors see every time they enter and leave their buildings. It is often these areas that give an overall impression of the cleanliness of the blocks and contribute to “satisfaction scores”.

Grade A (Scores 4)

“Very good”

A typical example of such A grade conditions below:



There should be no evidence of dirt, dust or detritus in the corners and there should be no dirt or chewing gum stuck on the floor. The floors should appear to be swept and mopped regularly and linoleum surfaces should look clean and “gleaming”.



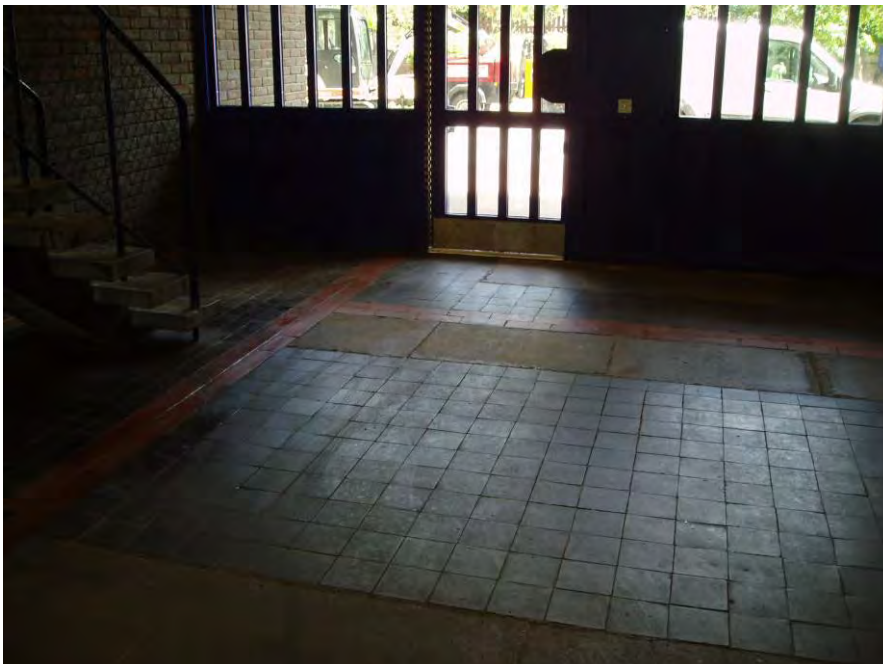
Grade B (Scores

3) “Satisfactory”

A typical example of such **B** grade conditions below:



There may be small bits of dirt present but at a level which is deemed acceptable. Investigation of the cleaning cycle will help determine what is acceptable in the course of time and what is not.

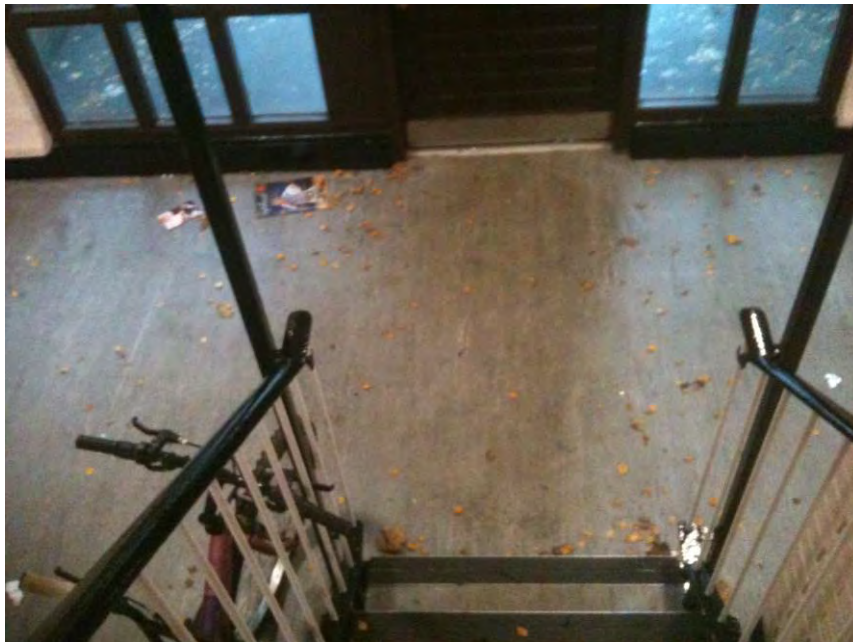


Grade C (Scores 2) “Poor”

A typical example of such C grade conditions below:



There will be evidence of small amounts of dirt, detritus, litter and maybe cobwebs in the corners and dust along the top of the skirting board. There will be little evidence that the floors have been swept and mopped recently and certainly not on a daily basis.



Grade D (Scores 2)**“Very Poor”**

A typical example of such D grade conditions below:



There will be no evidence that the floors have been swept and mopped at all. There will be evidence of dirt, dust, detritus and litter, small pieces of glass and other items which have accumulated or been swept or mopped into the corner.

Generally the entrance halls and lobbies are in a condition that would be deemed a service failure and lead to a “D” score.



Element 14

Clean handrails, skirting boards, ledges and banister rails

Grade A (Scores 4) “Very good”

A typical example of such A grade conditions below:



All surface areas of handrails, bannisters, skirting boards and ledges should be very clean and dust free. There should be evidence that they have been recently wiped and dusted and that this is done regularly.



Grade B (Scores 3)

“Satisfactory”

A typical example of such **B** grade conditions below:



The handrails, bannisters, skirting boards and ledges are a little dusty maybe with small bits of dirt present. They are as clean as the cleaning cycle will permit.



Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



The handrails, bannisters, skirting boards and ledges have dirty lower sections and there will be too much evidence of old cobwebs, dust and litter.

Grade D (Scores 1)**“Very Poor”**

A typical example of such D grade conditions below:

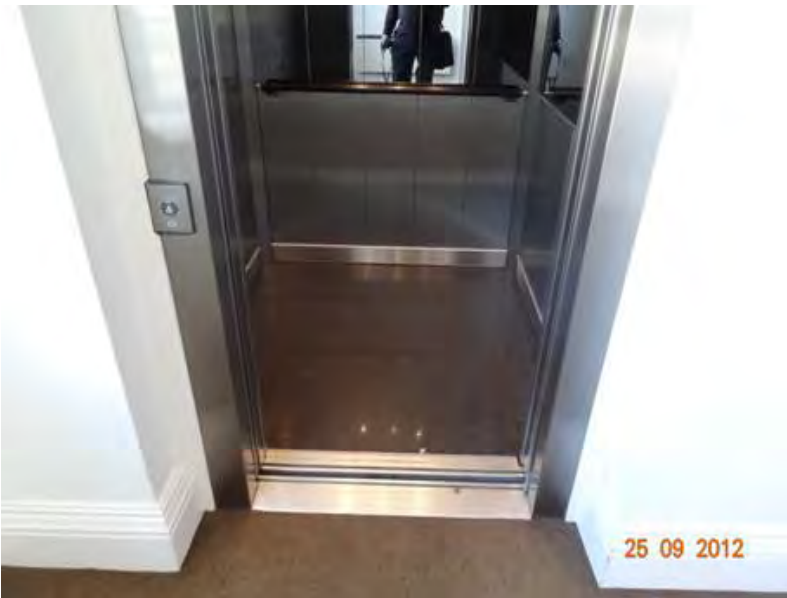


The hand rail and bannisters are too dirty to be used. There is no evidence that any surfaces of the handrails, bannisters, skirting boards and ledges have been wiped, dusted or cleaned. Generally the condition of the handrails, bannisters, skirting boards and ledges are such that would be deemed a service failure and would attract a “D2” score.

Element 15 a Lifts – floors**Condition of lift floors and where necessary lower parts of walls****Grade A (Scores 4)****“Very good”****Note**

Enquiries should be made as to the cleaning cycle for lifts before scoring this and the next element (15a and 15b).

A typical example of such **A** grade conditions below:



The floors of the lifts/s have no dirt in the corners and there is no dirt stuck on the floor. The floor appears to have been cleaned, swept and mopped on a daily basis. There should be a 'fresh' smell to the lift which may evidence that some disinfectant has been used.



Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:



There may be some small bits of dirt present. The corners are however generally clear and the floor appears to have been cleaned as least every other day.



Grade C (Scores 2)

“Poor”

A typical example of such C grade conditions below:



The lower walls, floors and corners are generally dirtier than you would expect.



Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



There is little evidence that the lift floors and sides are cleaned on a regular basis, if at all. There is evidence of dirt, dust and pieces of broken glass which appear to have been mopped or swept into the corner.

There may also be unpleasant smells and generally the lifts floors are in a condition that would be deemed a service failure and attract a “D” score.



Element 15 b Lifts – doors, panels and frames

Cleanliness of internal lift doors, external lift door panels, frames and door gullies on all floors.

See note for previous element.

Grade A (Scores 4) “Very good”

A typical example of such A grade conditions below:



The lift has a clean door, with no mud or dust marks in evidence. The lower area has no foot prints and the door is clean to the touch. There should be no evidence of dirt and detritus in the lift door gullies and the frame of the lift should be clean and dust free.



Grade B (Scores 3)**“Satisfactory”**

A typical example of such B grade conditions below:



The lift door, panels and sides are generally clean but have some marks that it is apparent have been there some time. Overall the door, panels and frame, while not at the highest standard, are acceptably clean.

Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



The door, panels and frame are not clean and have dirt which comes off on your hands. This may only be on one lift door, while the other doors are comparatively clean to the touch but overall they do not warrant an “A” or “B” score.



Grade D (Scores 1)

“Very Poor”

A typical example of such **D** grade conditions below:



This grade will be scored when a condition outlined in “C” above occurs when doors, panels and frame **on several floors** are as in the example above.

Element 16

Cleanliness of walls in communal areas (staircases, lobbies and entrance halls).

Grade A (Scores 4)

“Very good”

A typical example of such **A** grade conditions below:



The walls in all communal areas are very clean and have no scuffmarks or other dirt on them.



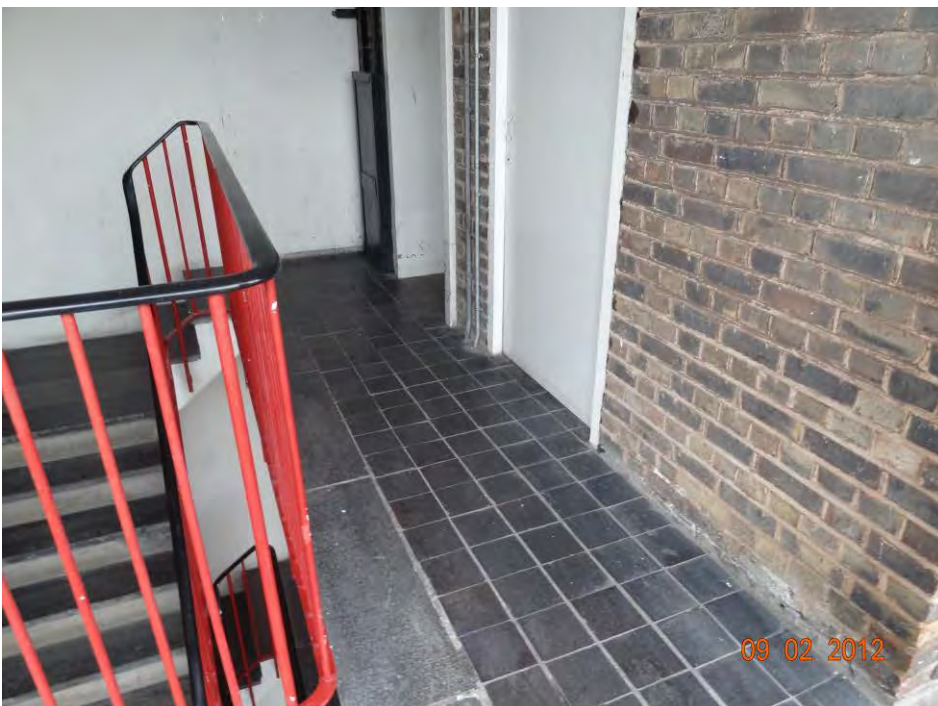
Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:

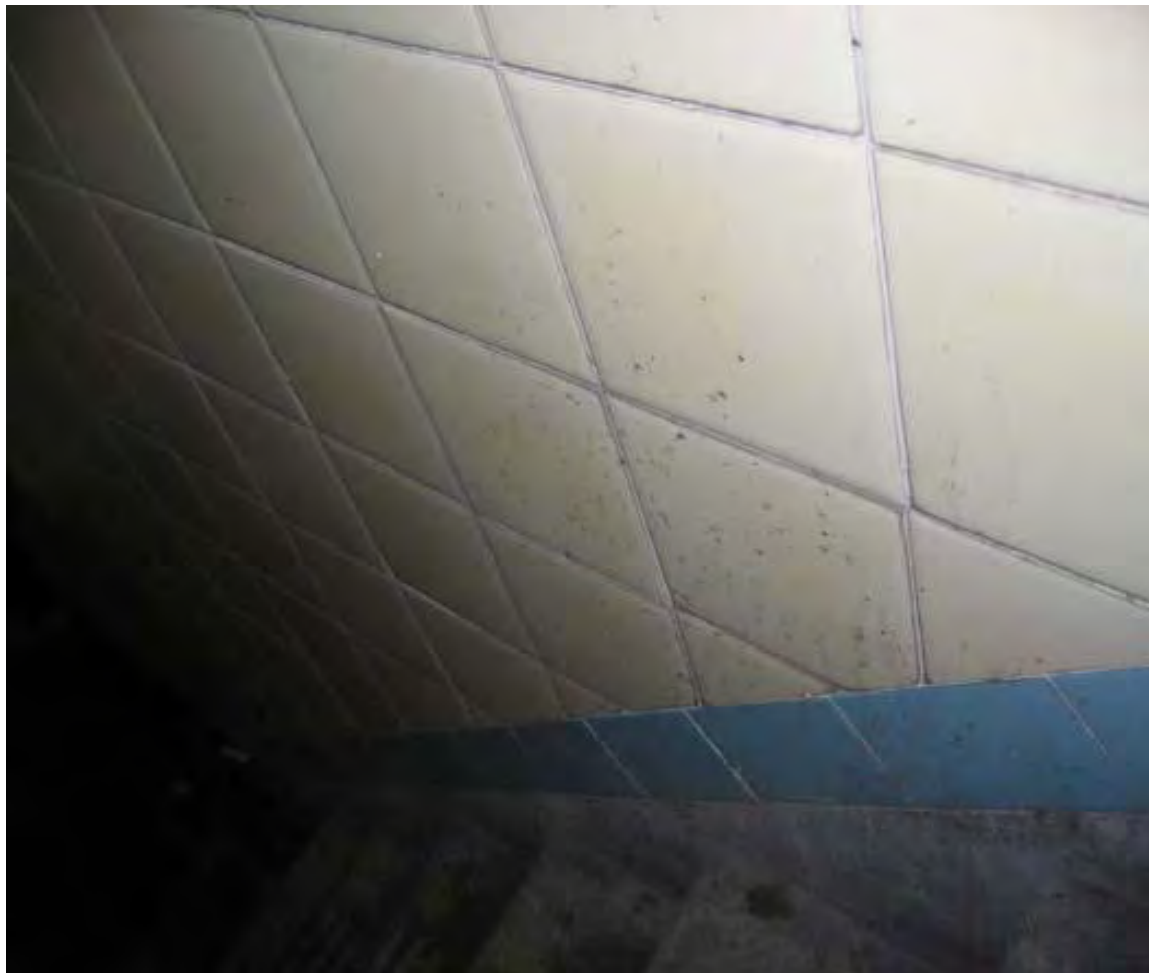


The walls in the block’s communal areas are generally clean but have a few isolated dirty marks or scuff marks on them.



Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



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

Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



The communal walls are generally very dirty throughout the whole building and there is no evidence that any marks or dirt have been attended to recently. The cleanliness of the walls is generally of a standard that would constitute a service failure and would warrant a “D” score.



Element 17

Cleanliness and tidiness of bin chambers (paladin and other bin stores)

Grade A (Scores 4)

Very good”

A typical example of such **A** grade conditions below:



This standard would require a very good clean bin chamber. There should be no rubbish, litter, leaves and it should have been swept out that day. There should be an evident smell which indicates the use of disinfectant and vermin prevention.



Grade B (Scores 3)**“Satisfactory”**

A typical example of such B grade conditions below:



There may be a few leaves and small amounts of litter (maybe caused by overspill from the paladin bins). There should be no unpleasant odors which would indicate that the bin store have not been swept or washed out for a period of time. Again there should be an indication that it is swept out daily.



Grade C (Scores 2)**“Poor”**

A typical example of such C grade conditions below:



There is some evidence of general litter, leaves, food waste or other rubbish on the bin chamber floor, under the bin and around the chamber. There should be no evidence that the bin store/chamber has been swept on a daily basis and there may be unpleasant odors apparent.

Grade D (Scores 1)**“Very Poor”**

A typical example of such **D** grade conditions below:



There is a more than acceptable amount of general litter, leaves, food waste or other rubbish on the bin chamber floor, under the bin and around the chamber. There may also be burst black plastic rubbish sack on bin chamber floor and fly pupae on the chamber floor, dirty walls and other evidence of vermin. There will also be unpleasant odors that can also be detected when opening chute hopper heads on floors within the block.



Element 20

Removal of bulk refuse and fly tipping from all internal and external areas.

Grade A (Scores 4)

“Very good”

A typical example of such **A** grade conditions below:



The areas inside blocks and around the estate are completely clear of lumber and there is no evidence at all of fly tipping or bulk refuse.



Element 21**Estate Signage & Notice Boards.****Note.**

There are three sub elements to this section. They are :-

- *Estate maps and guides. These are maps which are used on larger estates or groups of blocks to tell visitors and residents where each block and other estate facilities (such as car parking and/or play areas) are located.*
- *Block Signage. These are the actual signs on the outside of blocks which indicate the block's name or the numbers of the flats within it and the name of the managing organisation.*
- *Internal notice boards (usually but not exclusively located in the entrance lobby of a block). These are notice boards which contain information for residents, such as name of housing staff and cleaning cycles and what to do in the event of fire.*

The scores given for this element should take into account each of these 3 sub elements.

In order to score 4 (a Grade A) a property/estate should have all three and they should meet the A standard for each sub element. However, if a block is isolated and not part of an estate or group of blocks, it will not be necessary for there to be an estate map. In this case the block should score Grade A for the other two elements in order to score a Grade A overall.

If a block/estate scores a Grade B for any of the 3 (or 2) sub elements it will not score an overall A.

The person judging should use their own judgment as to whether the block/estate element scores an A, B, C or D, depending on the scoring in the individual sub elements.

Sub elements - Estate Maps & Guides, Block Signage and Block Notice Boards - Quality D.

If there is no evidence of Estate Plans or notice boards, block signage or block notice boards then the organisation will be deemed to score a "D" standard in the appropriate sub element and this will contribute to their overall score for this element.

If anyone has any difficulty in scoring this element please either contact a member of staff of either the host or visiting organisation or the author of this Photo Book.

Element 24**Grounds Maintenance – weed clearance****Guidance note.**

When judging weed control the person carrying out inspections should enquire as to what the weed control cycle is for the host organisation. Most organisations have weed control carried out 2 or 3 times a year but best practice dictates that attention should be paid to control weeds between the carrying out of programmed annual work to ensure no build up of weeds happens during the growing season or throughout the summer.

Grade A (Scores 4)

“All Clear of weeds”

A typical example of such **A** grade conditions below



The area is completely free of weeds. Evidence suggests that any weeds that have existed have been killed and all dead weeds removed.

Grade D (Scores 1)**“Evidence of weeds”**

A typical example of such D grade conditions below



There is evidence of large amounts of well established, as well as new weeds that appear to have never been attended to. There will be no evidence that any annual or routine maintenance has taken place or that any other weed control has been carried out. There may also be evidence of weeds that have been sprayed a long time ago and have not been removed.



Further information

For further information visit our website

www.housemark.co.uk or call 024 7646 0500.

HouseMark, 8 Riley Court, Millburn Hill Road,
University of Warwick Science Park, Coventry CV4 7HP.



About HouseMark

HouseMark is the leading provider of performance improvement and value for money solutions to the social housing sector and is jointly owned by the Chartered Institute of Housing and the National Housing Federation; two not-for-profit organisations which reinvest their surpluses in the social housing sector.

