Clarion Housing Group

Communal Cleaning Specification

Table of Contents

1. Overview

1.1 Introduction

This Service Specification defines Clarion's requirements for the provision of cleaning services across Clarion's portfolio of properties as listed in the pricing matrix. The contractor shall perform the services in accordance with the requirements set out in this specification.

2. General Requirements

2.1 Health & Safety

Contractors will be responsible for ensuring that all cleaning activities are to be carried out in line with all relevant Health and Safety regulations and statutory duties and with particular attention to the requirements: of:

- The Health & Safety at Work Act 1974
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Environmental Protection Act 1990
- British Institute of Cleaning Science standard (BICSc)

Contractors will need to complete and pass the Clarion Health & Safety appraisal prior to the contract award. Contractors are subject to H&S review at periods of no less than 18 months to ensure continued compliance with required standards.

The Contractor will provide Clarion with their Health and Safety Policy, Risk Assessments, CoSHH Assessments, training for employees on the annual anniversary of the contract.

2.2 Clarion Policies

Contractors must comply with the following Clarion policies

- Appendix 1 – Clarion Code of Conduct
- Appendix 2 – Clarion Data Protection
- Appendix 3 – Complaints Policy
- Appendix 4 – Safeguarding

2.3 Equality and Diversity

The contractor must work with Clarion to offer vulnerable residents, residents with language needs, or those with hearing/reading impairments the option of language services, larger print text, or audio services.

The contractor's staff must demonstrate good customer service skills and have an awareness of safeguarding and duty of care issues.

3. Scope of Works
The scope of works will be to provide: • Cleaning of the internal and external communal areas across a range of Clarion managed properties. • Emergencies, including out of hour attendances. *This list is not exhaustive; the detailed scope is set out in the rest of this document.*

For the purposes of this contract, Clarion properties have been classified as one of the following:

Type A property – typically a block of general needs flats which may have stairwells, corridors, communal glassware, bin areas or chutes, internal and external lights, external pathways and parking areas.

Type B property – typically this may be a Livesmart Scheme and have communal facilities such as kitchens, offices, a lounge, lifts or stair lifts, corridors, communal toilets and bathrooms – some containing lifting equipment.

All properties are listed individually within a spreadsheet (called the Pricing Matrix) and separated into Lots. The Pricing Matrix shows the property type – either A or B.

The Pricing Matrix

Areas of the Pricing Matrix (for example only, number of light fittings) *may* be inaccurate or incomplete.

The Contractor must confirm, as per the tender process, that they have satisfied themselves before submitting their Tender as to the accuracy and sufficiency of the information provided within the Pricing Matrix.

To improve our records, the Contractor must work with Clarion to update and/ or provide accurate property/ service data.

Site-specific tasks and frequency of visits will be included in the Pricing Matrix for the individual scheme, site or communal block/entrance, agreed by the Clarion Representative and the Contractor at the start of the contract.

3.1 Cleaning standards

The contractor is expected to maintain the standard of cleaning at all sites to the standards set out in:

- **Appendix 1 for Type A properties; and**
- **Appendix 1 and 2 for Type B properties.**

Delivery and adherence to the specification is expected within the annual fixed cost. The annual fixed cost is to include all labour, plant, materials and all required consumables to fulfil the tasks.

It is the responsibility of the Contractor to ensure that sufficient resources are allocated for every property.

3.2 Frequency of Visits

The frequency of visits is defined in the pricing matrix associated with the property in question.

A review of frequencies will be completed at each contract review to ensure that the level of service is sufficient.

The contractor will provide a monthly schedule of works to the Clarion representative a month prior to works being carried out on the 2nd Friday of every month.

The schedule of works to be displayed in communal areas and kept up to date

3.3 Definition of Frequencies

On Every Occasion	The task is to be carried out each and every time the property is visited as detailed in the list of properties.
As Required	The task is to be assessed on every visit and carried out when required, i.e., no authorisation from the Client is required to do this task and included as part of the standard cost.
After Refuse Collection	This task is to be carried out after a refuse collection – therefore if a refuse collection occurs on Monday it is suggested that the task is carried out before the following Wednesday. No authorisation is required to carry out this task and it is to be included as part of the standard cost.
Twice yearly	The task is to be carried out twice within 12 months. Typically, this would be at 6-month intervals.
Once a year	The task is to be carried out once within 12 months.
Quarterly	The task is to be carried out four times within 12 months within 3-month intervals.

3.4 Review of Frequencies

A review of frequencies will be completed at each contract review to ensure that the level of service is sufficient

3.5 Provision of Equipment & Materials (optional dependent on local requirements)

The Contractor will be expected to provide all cleaning materials as part of the service. Clarion will not pay for materials in addition to the Rates so all Rates should be inclusive of the cost of materials.

All materials used will be suitably assessed and determined safe for use and records of such assessment will be available for inspection.

Any change of material must be supported by revised documentation and assessment.

3.5 Contract Management

Contractors will meet Clarion representatives on site a minimum of four times a year throughout the term of the contract to review service delivery and quality.

Additionally, Contractors will attend monthly meetings with Clarion representatives throughout the term of the contract, to review service delivery and quality. The frequency of meetings is subject to change based on the performance of the contractor.

All day-to-day contract issues must be reported to the local Clarion representative for the area or scheme.

Serious contract matters/acts of aggression/incidents including health and safety incidents should be reported to a Clarion representative within four hours, followed by a written report, for investigation.

3.6 Hours of Work

Normal working hours shall be 8am to 8pm, Monday to Friday. Saturday cleaning must

only be between the hours of 8am – 2pm.

The definition of 'normal working hours' is subject to change to meet the needs of the business, but any variation will be confirmed in writing.

Work must not be undertaken on a Sunday or public holidays without permission from Clarion Housing. Any works that fall on public holidays, will be required to be made-up in the following week.

In addition, the Contractor shall not use noisy equipment such as vacuum cleaners before 9am.

All emergencies must be dealt with within 4 hours of notification.

3.7 Bulk Waste/Fly-Tipping

- The contractor is responsible for reporting all items of bulky refuse and household items dumped on the site(s) to a Clarion representative on the same day.
- The contractor is responsible for reporting any items left in communal areas to a Clarion representative along with a description on the same day.
- Where fly tipping is located the contractor's operatives to investigate any if there is any immediate evidence as to who has done the fly tipping. Evidence to be provided to a Clarion representative.

3.8 Uniform and protective clothing

- All operatives working on behalf of the Contractor must wear appropriate workplace clothing and if required personal protective clothing (PPE) at all times.
- Operatives must wear identify badges and/or labelled uniform clothing which can be clearly identified by both residents and staff.
- The Contractor shall ensure that all uniforms are kept properly laundered and shall be replaced as necessary. When requested to do so or when communicating with other persons as representatives of the Contractor employees shall disclose their identity as an employee of the Contractor and shall not avoid doing so.

3.9 Resident and Community Involvement

- Clarion actively encourages all residents to be involved in the management and development of the area where they live.
- Contractors are required to support this through attendance at resident and community events as and when required and notified in advance
- Resident Community Inspectors will have the option to attend contract meetings

3.10 Social Value - to be reviewed and updated by the SV team for each procurement

- Clarion Housing Group actively encourages all residents to be involved in the management and development of the area where the live. Contractors must be able to support this through attendance at resident and community events as and when required/possible.
- Contractors to work with Clarion Futures to provide details of any job vacancies, to allow Clarion residents to have the opportunity to apply for any vacancies.
- Contractors to work with Clarion Futures to provide details of any apprenticeships, to allow Clarion residents to have the opportunity to apply.

4. General Needs Requirements
All litter, debris and other rubbish shall be gathered and bagged after cleaning areas. The Contractor shall remove and deliver all waste for recycling at their own facility or an approved recycling site at the end of each working day. If access to supply of water cannot be accommodated it is a requirement that the Contractor will provide their own water supply for the works undertaken and will dispose of any soiled or dirty water in appropriate foul water drains in accordance with the EPA (Environmental Protection Act) '1990. During mopping or cleaning of floors the Contractor will display the appropriate signage warning site users of hazards, wet and/or slippery floors in prominent positions. These will remain in place during work and to be removed promptly when the hazard has stopped, and floors are dry. Warning signs will be clearly displayed at the top and bottom of stairs and to be removed once stairs are dry. A-boards should be removed by the contractor before leaving premises. The mopping of floors that are at risk of freezing should not be carried out during extreme cold weather due to the risk of freezing and ice. A number of our sites provide residents with feedback forms to complete. These must be reviewed at every attendance by the cleaners prior to commencement of work and issues identified appropriately addressed. A signature and date log may also be operated at some properties which will be required to be completed to validate attendance. Some schemes may have cleaning attendance sheets, and these will need to be signed and dated at each visit to confirm all cleaning activities are completed. Additional and ad hoc cleaning services may be required from time to time, and these will be notified to the contractor on individual Purchase Orders specifying the required works and address. The Contractor will maintain Employers Liability and Public Liability for the levels required by Clarion and provide clarion with certificates upon each annual renewal full insurance cover. Other duties The contractor's staff to report any communal repairs that they observe whilst carrying out their duties. Contractor's staff should also report anything that constitutes a Health & Safety hazard to Clarion, immediately and follow up with a written report of the hazard or repair.

5. Appendix 1 - Cleaning specification for all property types- A&B

5.1 Internal Stairs, Stairwells, Corridors, Landings. Lifts and Stair lifts	Frequency
• Clean and vacuum all mats and mat recess areas of dirt and debris. • Clean and wipe door entry system panels. • Mop/sweep/vacuum floor surfaces as appropriate. • Fully vacuum all carpets from wall to wall. • Clean all paintwork / woodwork / metal work as appropriate.	On every occasion

• Test and clean light fittings by switching on, reporting defective lighting to a Clarion representative. • Clean and wipe switches and switch plates and report any damage to a Clarion representative. • Clean and wipe notice boards. • Clean and wipe external fascia of post boxes and letter boxes. • Clean all external doors, external and internal glazing and door furniture on both sides. • Clean all partition doors, partition door glazing and furniture on both sides. • Wipe/clean fire/emergency alarm casings ensuring care not to activate. • Clean and wipe all fire/emergency signage within safe reach. • Clean lift internally and externally, inner and outer door faces, frames, glazing and mirrors, ensuring rubbish is removed. • Perform general housekeeping duties to ensure the areas are material and property free (see section 3.7).	
• Clean and wipe stains, scuffs and marks where accessible off walls. • Clean and clear minor graffiti and report details of the graffiti on each clean to assist in identification of perpetrators. • Remove chewing gum, sellotape, stickers and graffiti using appropriate cleaning and removal methods. • Report any damage or defects found to an area being cleaned to a Clarion representative as soon as possible. Record any defects found. • Undertake litter-picking on all internal and external areas disposing in appropriate bin stores. • De-cobweb. • Sweep up cigarette butts on external Clarion owned areas. • Strip & Seal (polish) to hard-flooring and linoleum to include lifts. • Shampoo carpets.	As required
• Removal of graffiti using appropriate cleaning and removal methods. • All graffiti to be reported to the Clarion Representative.	Ad-hoc
5.2 Internal glazing	**Frequency**
• Remove dust, dirt, finger marks and other superficial marks from internal glass panels, frames, and ledges on all windows in the properties identified. • Remove sellotape, stickers and blu tack using appropriate tools and materials from any window surfaces or frames • All internal communal glazing on all levels, are to be cleaned • Glazing shall be cleaned using clean purified water containing appropriate cleaning solutions as necessary The water and solution shall be changed with sufficient frequency to avoid contaminating the surface being cleaned with dirty water. If necessary, the Contractor shall polish dry with a lint-free cloth to remove streaking and cleaning marks • Glass and window cleaning materials and tools must not be left unattended. • Report any defects in glazing panels or frames to Clarion representative, as soon as possible. • **Prospective Tenderers should ensure that they know exactly how many windows are to be cleaned at each property before submitting their tender.**	On every occasion

5.3 External Stairs, Stairwells, Communal Balconies, Lifts and Stair Lifts	Frequency
• Clean and vacuum all mats and mat recess areas of dirt and debris. • Clean and wipe door entry system panels. • Clean/sweep/vacuum floor surfaces as appropriate. • Clean all paintwork / woodwork / metal work as appropriate. • Test and clean light fittings by switching on and reporting any defects or issues to a Clarion representative. • Clean and wipe switches and switch plates and report any damage to a Clarion representative. • Clean and wipe notice boards. • Clean and wipe external fascia of post boxes and letter boxes. • Clean all external doors, and door frames, ledges and furniture on both sides. • Clean all partition doors, partition door glazing and furniture on both sides. • Wipe / clean fire / emergency alarm casings ensuring care not to activate. • Clean and wipe all fire / emergency signage within safe reach. • Clean lift internally and externally, inner and outer door faces, frames, glazing and mirrors. • Perform general housekeeping duties to ensure the areas are material and property free. (See section 3.7).	On every occasion
• Clean and wipe walls of stains, scuffs and marks where accessible. • Clean and clear minor graffiti and report details of the graffiti details on each clean to assist in identification of perpetrators. • Remove chewing gum, sellotape, stickers and graffiti using appropriate cleaning and removal methods. • Report any damage or defects found to an area being cleaned to a Clarion representative as soon as possible. Record any defects found. • Undertake litter picking to all internal communal area's and within one meter around buildings areas disposing in appropriate bin stores. • De-cobweb. • Sweep up cigarette butts on external Clarion owned areas. • Strip & Seal (polish) to hard-flooring and linoleum to include lifts. • Shampoo carpets.	As required
5.4 Waste Chutes	Frequency
• Inspect chutes, clear blockages, where blockages are not cleared within in 30 minutes, it should be reported immediately to a Clarion representative. • Clean chute opening, doors and seal. • Clean all paintwork / woodwork / metal work as appropriate.	On every occasion
5.5 Bin Stores	Frequency
• Check bin stores, sweep up and place any rubbish on the floor into the bins. • Ensure the floor/bin store is free from bin bags before sweeping the floor. • Clean all paintwork / woodwork / metal work as appropriate. • Clean all doors/ signage/ paintwork / woodwork / metal work as appropriate. • Test and clean light fittings by switching on reporting defective lighting to a Clarion representative.	On every occasion

• Clean and wipe doors and walls of stains, scuffs and marks where accessible. • Clean and clear minor graffiti and report details of the graffiti details on each clean to assist in identification of perpetrators. • Remove chewing gum using appropriate cleaning and removal methods. • Clean up spillages, bag leaks and disinfect as required. • Rotate bin. • Report any cracked or faulty bins. • Report any bulky waste • Waste on floors to collated and put in bins • Check and empty rubbish in bins	As required
• Clean, disinfect and Jet-wash cleansing of floor, wall surfaces and storage containers/bins with disinfectant and deodorising agent. • Disposal of waste/foul water. Cleansing of these areas should be scheduled to take place on the day following the collection of refuse. • **Residents need to be notified in advance of when this will be carried out.** • **Risk assessment for each site will be required.**	6 monthly
5.6 Building Perimeter	**Frequency**
Includes steps, railings and main pathway(s) leading to front and rear entrances within the site boundary. Includes parking areas, intercoms, meter sheds, steps, ledges, railings, balustrades, tiled entrances and main pathway(s) leading to front and rear entrances within the site boundary.	
• Sweep and dispose of debris, leaves, litter. • Wash/wipe all ledges, railings and balustrades, then dry. • Check drains and soak-a-ways, remove and dispose of any debris causing a blockage and report if necessary. • Perform general housekeeping duties to ensure the areas are material and property free. • Clean and wipe notice boards. • Clean and wipe external fascia of post boxes and letter boxes. • Clean all external doors, external and internal glazing and door furniture on both sides. • Clean all partition doors, partition door glazing and furniture on both sides. • Empty litter bins and replace refuse sack.	On every occasion
• Clean and wipe walls of stains, scuffs and marks where accessible. • Empty, clean and wipe wall mounted cigarette bins. • Clean and clear minor graffiti and report details of the graffiti details on each clean to assist in identification of perpetrators. • Remove chewing gum, sellotape, blu-tack and stickers using appropriate cleaning and removal methods. • Report any damage or defects found to an area being cleaned to a Clarion representative, as soon as possible. Record any defects found. • Undertake litter-picking and sweep up cigarette butts, disposing in appropriate bin stores. • De-cobweb & dust external lighting.	As required

• Disinfect and scrub clean pathways. • Report bulk to a Clarion representative, as soon as possible.	
5.7 Lighting	**Frequency**
• Clean light fittings including removing bugs from inside when defective bulbs are being changed. • Report any defects to a Clarion representative within one working day of discovery to a Clarion representative.	As required
5.8 Removal of sharps, needles and broken glass	**Frequency**
• The contractor will be responsible for the removal for sharps, needles, broken glass and other materials which could be considered harmful and unsafe from all sites immediately.	As required

6. Appendix 2 – Additional cleaning specification for Type B properties.

Provision of supplies
Below is a list of typical requirements which is not exhaustive and may expand. For any COSHH regulated products stored on-site, full safety instructions and documentation must be provided to the scheme manager on a yearly basis.

6.1 Supply/ replace/empty the following: (optional dependent on local requirements)	**Frequency**
• Antibacterial hand wash • Paper towels • Bin bags (various sizes & durability where required) • Washing up liquid • Toilet rolls • Air fresheners (all WCs, Bathrooms & communal areas) • COSHH regulated cleaning fluids • Tea towels, dishcloths, scrubbing sponges. • Anti-bacterial spray • Toilet pan cleaning blocks • Supply mop & bucket for each site • Light bulbs • Sharps box ***Light bulbs – if provided by the contractor* - please review** o **The contractor will invoice Clarion monthly for bulbs, tubes and starters that have been replaced during that month – these will be reimbursed for cost of those units plus 5%.** o **The number of light bulbs that are replaced will be reviewed on a monthly and annual basis and The Contractor is to keep a note of how many of each type of bulb, and their specific location, that are changed. This list is to be submitted with the monthly invoice with receipts for items purchased (for warranty purposes). The warranty period for low energy lightbulbs and LEDs the expected life span will be up to four years.**	As required

• Supply long handled dustpan & brush, mop & bucket & large laundry basket- all laundry rooms - yearly. • Supply & replace washable incontinence chair covers-yearly, as per unit on the pricing matrix.	Yearly
• Replace all toilet brushes. • Replace all shower heads in communal showers/guest bedrooms.	Quarterly
• Supply & replace wipe-able table clothes for all dining areas.	Every 6 months
6.2 Laundering	**Frequency**
• Wash, change and launder guest room bedding, bathmats & hand towels. • Clean curtains and blinds, to be agreed with a Clarion representative.	As required (after each use)
• Tea towels and dishcloths.	Daily
• Launder chair covers.	Weekly
6.3 Laundry rooms	**Frequency**
• Check & clean washing machine filters • Clean vents on tumble dryers • Clean floors and in and around machines • Run disinfectant sluice wash through each onsite machine. • Wipe down machines top & front & buttons • Remove & clean powder dispenser trays • Wipe any additional laundry facility items and surfaces. • Disinfect any sinks • Empty bins and replace liners • Wipe down any pipes, taps, worktops, tiles, splashbacks, cupboard doors and draw fronts. • Colour coded mops to be used. • Wash/Damp wipe skirtings and ledges	Weekly
• Empty each cupboard and clean all shelves, doors, sides, tops, bottoms and ledges.	Quarterly
• Hard flooring strip and seal • Descale taps and sinks, ensuring the appropriate materials are used – i.e. stainless steel, enamel or aluminium surfaces.	As required
6.4 Bathrooms communal WC's (including rooms with sinks and other sanitary ware e.g. rooms used as hairdressers)	**Frequency**
• Disinfect and clean all walls, floors, sinks, toilets, toilet surrounds, pans and lids, baths, showers, pipework, taps, worktops, tiled areas, hand wash dispensers, pull cords, grab rails and aids and adaptations and lifting equipment within each bathroom. • Replenish toilet rolls, hand towels and toilet brushes. • Colour coded mops to be used.	Daily – refer to pricing matrix for individual sites
6.5 Kitchens	**Frequency**
• Anti-bacterial clean all surfaces, including worktops, sinks, taps, appliance fronts and accessible surfaces, kitchen cupboard doors, sides, tops, wall surfaces floor surfaces, mirrors, draining	Daily – refer to pricing matrix for individual

boards, light units, pipework, chairs • Thoroughly clean ovens and hobs • Remove any food waste and thoroughly clean dish washers • Wash/damp wipe skirtings and ledges	sites
• Empty each cupboard and clean all shelves, doors, sides, tops, bottoms and ledges	Quarterly
• Deep clean ovens/hobs/grills/cooking & heating appliances (including cooker hoods), removing shelves/trays/plates to be thoroughly cleaned prior to re-fitting	Yearly
• Descale taps and sinks	As required
6.6 Communal areas, including corridors, dining rooms and communal lounges	**Frequency**
Disinfect all high use equipment across all schemes (excluding fire panels), to include (but not restricted to) the following: • Pull cords • Speech modules • Front door entry panels • All door handles • Grab rails • Lift panels and buttons • Stair lift equipment • All tables and chairs, (including legs, tops, backs & armrests) • Sweep all main entrances and fire escapes – internally and externally • Clean and polish all furniture • Hoover soft furnishings and cushions • Report any damage, tears or rips to Clarion • Wash/damp wipe skirtings and ledges	Weekly
6.7 Guest Rooms	**Frequency**
• Change guest room bedding, bathmats & handtowels after each use • Vacuum all carpeted areas (ensuring bed and all moveable items of furniture are moved, floor beneath vacuumed clean, and furniture returned to original position) paying attention to edges, corners and around bed & furniture • Wash or wipe all skirting • Empty Waste Bin, renew liner. • Dust & polish all furniture and, where necessary, wash and dry with a lint-free cloth • Carpet shampoo	As required (after each use)
6.8 Guest Rooms En-Suite	**Frequency**
• Disinfect and clean all walls, floors, sinks, toilets, toilet surrounds, pans and lids, baths, showers, pipework, taps, worktops, tiled areas, hand wash dispensers, pull cords, grab rails and aids and adaptations and lifting equipment within each bathroom. • Dispose of any clinical waste off site. • Replenish toilet rolls, hand towels and toilet brushes. • Colour coded mops to be used.	As required (after each use)
6.8 Offices	**Frequency**

• Clean all IT equipment with appropriate cleaning products • Wipe over the warden alarms • Clean and wipe all desks and office furniture • Vacuum floors • Empty bins including cigarette bins and renew liners (excludes dog bins) • Wash or damp wipe skirting boards and ledges • Carpet and hard flooring deep cleans, as required	Daily
6.9 Communal Outbuildings/Scooter stores	**Frequency**
• Sweep out / mop all floors, wipe down scuff marks on walls • Sweep / de-cobweb walls	Weekly
6.10 Steam cleaning – contractors to refer to the pricing statement	**Frequency**
• Steam clean all communal bathrooms • Steam clean all communal WCs	Monthly – refer to pricing matrix
• Steam clean all guest room surfaces & mattress • Steam clean all carpets and soft furnishing • Steam clean working surfaces communal kitchens • Steam clean dining room tables & chairs • Steam clean all guest room surfaces (including mattress)	6 monthly – refer to pricing matrix
6.11 Deep/Intensive Cleaning	**Frequency**
Communal Areas • Wash internal walls and remove any stubborn marks • Cleaning of high level areas using any necessary additional equipment to do so • Intensive clean of bannisters and accumulations around bannisters • Deep cleaning of internal communal windows and sills	Annual – refer to pricing matrix
Floors • Intensive clean of all floor areas • The Contractor will agree with the Clarion Representative the nature and extent of the deep clean for each floor type, including removal and reinstatement of any polished finishes • Carpets to be thoroughly vacuumed before any deep cleaning starts • Stains to be removed by treating the affected area with the appropriate chemical for the type of stain, having first tested the product on an inconspicuous area of the carpet • A suitable machine and cleaning agents appropriate to the floor surface. • On completion, the floor area should be free of dust, dirt, grime and litter and the floor should have an evenly clean appearance and be dry or appropriate signage left in place to identify if the floor is still wet. • **Linoleum/Hard Flooring**: **Strip**. The contractor will use whatever method they deem necessary to the approval of a Clarion Representative to strip existing floor polish from the designated area • Any slurry residue produced as a result of this task is to be wet-vacuumed and removed from site in a sealed, suitable container.	Annual– refer to pricing matrix

Following stripping, each surface is to be neutralised with an approved neutralising solution. (Each stripping task is to be immediately followed by tasks Polish and Buff) Extra care must be taken when applying stripping solutions. Without limitation, any damage caused to any part of the area or other adjacent surfaces, e.g.: skirting boards and walls, will be classed as non-performance and will be made good at the expense of the contractor. • **Polish** - The contractor will apply a minimum of two coats of an approved non-slip or safety polish, using whatever method they deem necessary and to the approval of a Clarion Representative • **Buff** (as required) - The contractor will buff newly polished floors using whatever method they deem necessary and to the approval of a Clarion Representative. • The correct grade of buffing pads and brushes will be used as appropriate for the type of surface and existing polish type buffed. • **Carpets: Strip and Seal and Shampoo Carpets -** The Contractor will, prior to undertaking the shampooing, litter pick and vacuum all designated areas. • The Contractor will treat stains to the best of their ability using an appropriate stain removal solution • The Contractor will employ extraction shampooing to each carpeted area (bonnet buffing is not acceptable). At completion of shampooing, the carpet is to be left clean.	
Lifts • An intensive clean of all lift surfaces including panes, panels and doors (including the gullies on which the doors run).	Annual – refer to pricing matrix
Bin stores • Deep cleaning of walls and floors in all bin stores, bin storage areas and refuse chutes • All litter and rubbish to be collected and placed in bins. • Use an approved disinfectant cleaning solution and scrub and pressure hose all wall surfaces to remove dirt and stands. • Use an approved disinfectant cleaner solution to wash and wipe dry bin room doors and door handles. • Ensure any gullies and drains are clear and disinfected. • **Bin Store Area: Cleansing** • The Contractor is required to carry out high-pressure water cleansing of floor, wall surfaces and storage containers, and the spraying of such surfaces with a disinfectant and deodorising agent. • All resultant waste, refuse and debris should be removed from site. • Where possible, the cleansing of these areas is to be scheduled to take place on the day following the collection of refuse (on a Monday if the collection day is a Friday).	Annual – refer to pricing matrix
Upholstered Furniture: • The Contractor will, prior to undertaking the shampooing, litter pick and thoroughly vacuum furniture as required, including all cushions and seat pads.	Annual – refer to pricing matrix

• The Contractor will treat stains to the best of their ability using an appropriate stain removal solution. • The Contractor will employ extraction shampooing to each item of furniture as required to include all seat pads and cushions.	
Curtains: Launder • Where applicable, the Contractor will launder, treat with fire retardant and rehang net (where applicable) and fabric curtains, to the Clarion Representatives approval.	Annual – refer to pricing matrix

7. KPI's and Monitoring

- KPI's as per the Communal cleaning KPI dashboard
- Please see the attached document

8. Monitoring

- A regional Contract Manager will manage each contract/lot; the contract manager will manage the day-to-day activities, including schedules, compliance with KPI's and complaints.

- KPI's will form part of the contract so that performance is monitored and expectations for quality of service are clear to the contractor.

- Regular contract meetings will be held to discuss all aspects of the contract. Contract meetings will take place every month for the first 6 months, then providing the contract is performing well these will be reduced to quarterly meetings.

    - The contractor will provide reports, KPI information, complaints, expenditure, and invoices 5 days prior to all contract meetings.

9. Portal – to be reviewed by cyber security for each tender – include **a** flexible option for SME's as they may not have a portal, may not be needed for smaller contracts and schemes

The Contractor will be required to provide a client portal to allow Clarion staff to access live data and reports.

The minimum requirements for the portal are:

- All datacenters must be ISO27001 accredited.
- Secure Software Development Lifecycle (SSDL) must be followed and evidenced
- The portal must have an annual penetration test carried out by an external CREST accredited supplier. There should also be evidence of any findings being mitigated in a timely manner.
- The company must hold at least Cyber Essentials or be able to demonstrate equivalent

10. Notification of Improvement

- Any sites not maintained as required by the agreed programme, or which fail an inspection will be brought up to standard within one week.
- Those sites that are not brought up to standard within this timeframe will be subject to an improvement plan.
- Contractors to carry out no less than 5% post works inspections

11. Billing

- Contractors must produce an invoice on receipt of a valid Purchase Order and within 30 days of completion of works
- Invoices to provide a breakdown of works.