

Caretaking and cleaning schedule

Our caretakers look after communal spaces in over 900 blocks and surrounding estates.



Daily tasks (Monday to Friday):

- Health and safety checks of all internal/external communal areas and spot clean if needed
- Sweep and mop lift floors
- Place illegally dumped bulky items at collection points
- Clean bin areas following collections
- Check waste chutes for blockages
- Sweep and mop all lobbies and entrances to blocks with lifts
- Litter pick external areas
- Check litter bins and empty when required
- Visually inspect play areas

Weekly tasks:

- Sweep and mop all lobbies and entrances to blocks without lifts, at least twice
- Sweep and mop all internal staircases
- Clean lift cars including walls, doors and button panels
- Clean high touch points including communal intercoms and handrails
- Check internal communal lights and replace faulty bulbs
- Remove cobwebs, when required
- Spot clean internal corridors
- Sweep external communal areas (more often if required)
- Clean chute rooms and bin chambers

Monthly tasks:

- Sweep or mop open communal landings
- Sweep and mop internal corridors
- Clean chute hoppers
- Clean handrails
- Clean entry doors (more often if required)
- Spot clean walls and ceilings
- Complete fire safety checks

Annual tasks:

- Wash communal doors, accessible signage
- Wash accessible parts of communal windows

When required we will:

- Deep clean communal areas including internal wall washing
- Clean lift trackers
- Clean light diffusers
- Report repairs and anti-social behaviour
- Remove weeds
- Remove estate agent signs
- Remove graffiti; offensive graffiti will be removed – within one working day
- Seasonal works such as: gritting for ice, snow and leaf clearances

During evenings and weekends

Our caretakers work between 8am – 4pm on weekdays. For any health and safety issues outside of these hours, including weekends, please phone **020 7364 5015** and we will send our mobile response team.

For further information regarding caretaking please contact us on **0207 364 0592** or email estate.services@towerhamlets.gov.uk

The above schedule is a guide and does not apply fully to all blocks. It is also subject to change in case of unforeseen circumstances.

