



How we clean your communal areas

We work with our contractor, Cleanscapes, to clean and maintain internal communal areas. This includes vacuuming, damp wiping, washing down surfaces, removing cobwebs and cleaning or sweeping internal cupboards, bin stores and bike stores.

Some of your communal outdoor areas, such as bin stores and bike stores, may be owned by your local council or maintained by a managing agent who are responsible for their upkeep and maintenance. Please contact your local council or managing agent if you have

any queries related to these areas. If you're unsure which areas are maintained by Moat, please contact your Neighbourhood Services Manager for more information.

 0300 323 0011

 customer@moat.co.uk

How often we will visit

Your cleaning operative will visit weekly, fortnightly or monthly on

From time to time, this day may change due to staff sickness, bank holidays or bad weather. Your Neighbourhood Services Manager will let you know if these changes occur.

Operatives will complete their full list of tasks before leaving. This means the time they spend working will vary depending on the work that is needed.

Moat and Cleanscapes will monitor your services by conducting regular site inspections and quality audit checks to ensure a consistently high level of service.

The services we provide

Communal internal cleaning

We wash internal walls, stair treads, ledges, bannisters and doors. We also vacuum or mop internal stairs and corridors.

We polish all lift doors and interiors as well as glass panels, door glazing and door entry system plates in your building.

We remove any cobwebs, chewing gum or litter and we also change communal light bulbs that are not LED lights.

We report items in communal areas that are a fire safety risk, including items in communal cupboards.

Communal areas

We regularly clean communal kitchens, lounges, dining rooms, libraries, staff offices, and hairdressers. This includes wiping clean all floors, surfaces, furniture and appliances.

Deep clean

We carry out a deep clean of the following areas twice a year:

- We deep clean all carpets and hard floor surfaces, depending on the flooring type;
- We also deep clean bin stores including wiping down walls, doors and light fittings, and washing paladin and wheelie bins, if they are empty.

Public toilets and shared bathrooms

We regularly wipe clean walls, floors, sanitaryware and hoists. We make sure they are stocked with soap, toilet rolls and paper towels.

Communal window cleaning

We clean all communal internal and external windows that we can safely access using a pole cleaning system; this includes internal sections of sky lights. We clean your windows every 8 - 10 weeks, completing six visits a year. During these visits, we also jet wash external paths that lead directly to your communal entrance

Bin stores, bike stores, mobility scooter rooms and communal cupboards

To make sure your waste collection can take place, we move excess rubbish bags into a bin. We also sweep and disinfect the areas of the floor that we can access.

You should not leave any bulky items in your bin stores, bike stores or mobility scooter rooms. If we identify items left by you, these will be reported for collection and can impact your service charge costs.

Laundry rooms

We regularly wipe clean work surfaces, appliances, sinks, draining boards and cupboards. We also check washing machine powder trays and tumble dryer filters and clean them as needed.