

ENVIRONMENTAL SERVICES

We understand how important it is to help you keep the communal areas where you live in good order. We provide a range of environmental services in order to do this.

Who provides the service where I live?

Dorset – East: All outsourced to external contractors

Dorset – West: (Weymouth and Portland areas) In-house Aster teams

Devon and Cornwall: Combination of in-house caretakers and external contractors

Hampshire: Combination of in-house caretakers and external contractors

Somerset: All outsourced to external contractors

Wiltshire: Combination of in-house caretakers and external contractors

Which services will be provided?

Cyclical cleaning services

1. External community environment (street cleansing)

- Visual inspection and reporting of defects, anti-social behaviour (ASB) issues, health and safety, fly-tipping, hazardous items and abandoned / OFD taxed vehicles
- Litter picking and animal faeces removal
- Litter bin emptying
- Graffiti removal minor yes, murals' rapid response / external specialist (pressure washed cleaned)
- Hazardous items identified (e.g. sharp objects, broken glass, etc).

2. Communal areas of responsibility (general needs blocks)

- Communal entrances, exits, porches
- External balconies, walkways, external stairwells
- Lifts
- Underground car parks
- Communal floors, landings, hallways and external entrance areas
- Communal internal stairs (including underneath staircases where applicable)
- Communal windows
- Bin/refuse rooms, external chambers, stores or designated areas.

3. Core cleaning tasks (general needs blocks)

- Visual inspection and reporting of defects, ASB issues, health and safety, fly-tipping, hazardous items
- Internally, remove any litter, junk mail or hazardous (small) items
- Low level graffiti removal
- Cobweb clearance
- Dusting and damp wiping walls. Ledges, skirting boards, banisters, window seals, balcony rails and stair nose treads, frames, architraves and associated surrounds
- Damp wiping fire extinguishers
- Internal glass panel cleaning
- Polish hand kick plates
- Vacuum soft floors
- Sweep and mop hard floors, vinyl, concrete, tiles including external balconies
- Spot clean and remove minor stains
- Environmental cleaning, bodily fluid removal, etc
- Door mats / mat wells swept or hovered
- Entrance doors damped wiped, glass panel cleaned (both internal / external)
- Polish door furniture, hand and kick plates, handles, internal post boxes
- Porches, sweeping and litter picking from front external entrances
- Porches, emptying of cigarette bins and chewing gum removal
- Sweeping, debris removal and disinfecting bin stores and chambers
- Periodic tasks: carpet shampooing, scrub and polishing vinyl flooring.

4. Communal areas of responsibility (extra care and sheltered housing schemes and housing for older people)

- Communal entrances, exits, porches
- External balconies, walkways, external stairwells
- Lifts
- Communal floors, landings, hallways and external entrance areas
- Communal internal stairs (including underneath staircases where applicable)
- Communal and residential windows
- Communal walls, woodwork, ceilings, light fittings, sockets, skirting boards, ledges, switches and panels, etc
- Bin / refuse rooms, external chambers, stores or designated areas
- Communal lounges / hobby rooms
- Communal kitchens
- Communal toilets
- Guest rooms
- Laundry rooms
- Additional storage facilities, scooter rooms.

5. Core cleaning (extra care and sheltered housing schemes and housing for older people)

- Visual inspection and reporting of defects, ASB issues, health and safety, fly-tipping, hazardous items
- Internally, remove any litter, junk mail or hazardous (small) items
- Low level graffiti removal
- Cobweb clearance
- Dusting and damp wiping walls. Ledges, skirting boards, banisters, window seals, balcony rails and stair nose treads, frames, architraves and associated surrounds
- Internal glass panel cleaning
- Polish hand kick plates
- Vacuum soft floors
- Sweep and mop hard floors, vinyl, concrete, tiles including external balconies (including gullies and drains)
- Spot clean-remove minor stains
- Environmental cleaning, bodily fluid removal, etc.
- Door mats / mat wells swept or hovered
- Entrance doors damped wiped, glass panel cleaned, both internal / external
- Polish door furniture, hand and kick plates, handles, internal post boxes
- Porches, sweeping and litter picking front external entrance
- Porches, emptying of cigarette bins and chewing gum removal
- Sweeping, debris removal & disinfecting Bin stores / chambers
- Spot clean furniture
- Wipe down kitchen appliances
- Clean sinks and surrounding worktops
- Internal wipe down of fridges
- Emptying of internal refuse bins
- Disinfecting, descaling and clean toilets
- Descale shower heads, taps and sinks
- Clean sink, bath, shower / shower rooms, mirrors
- Sundry item replacement, toilet rolls, soap and hand towels
- Damp wiping fire extinguishers
- Periodic tasks: Carpet shampooing, scrub and polishing vinyl floors
- Cleaning tumble dryer filters.

Reactive caretaking services

1. Bin rotations

- Visual inspection and reporting of defects, ASB issues, health and safety, fly-tipping, hazardous items

2. Bulk rubbish and fly-tipping removal

- As reported
- Evictions and abandonment property clearances
- Environmental cleans
- Garage, storage and clearance
- Periodical litter bin emptying / collection (playgrounds, school holidays).

3. Graffiti clearance

- All removal requiring pressure washing treatment (murals)
- External paint overs (offensive language).

4. Communal window cleaning

- Outsourced.

5. Bin cleaning (Dorset only)

- Outsourced.