

# Your caretaking and cleaning schedule



## Every weekday we will:

Check bin chambers and chutes for blockages, place an empty bin under chutes and remove bulk items.

Clean lifts and lobby areas, and mop spillages in all other shared areas.

Complete health and safety checks of all shared areas such as entrances, lifts, lobbies and stairways.

Sweep and pick up litter.

Empty litter bins.

Inspect and clean play areas.

Check light-bulbs and replace when needed.

## Every week we will:

Clean stairways, landings, corridors and sweep shared pathways.

Wipe ledges and stair parts.

Clean chute rooms and bin chambers.

## When it's needed we will:

Wash banisters and walls and intensively clean other shared areas.

Remove offensive graffiti within one working day of it being reported and all other graffiti within 7 days.

Clean light fittings and entry systems.

Clean the inside of low level windows.

Report repairs or anti-social behaviour to our customer services team.

**Tower  
Hamlets  
Homes**

## Contact us:

- for a detailed schedule of when we clean your block
- to let us know how we are doing
- to report cleaning problems or graffiti.

020 7364 5015

[www.towerhamletshomes.org.uk](http://www.towerhamletshomes.org.uk)