



**Lot 3 - Sheltered Housing
Schemes and Communal
Areas of Council Housing**

SPECIFICATION

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LIST OF ANNEX DOCUMENTS ASSOCIATED WITH THIS SPECIFICATION

- **Annex A** - Sheltered Housing, Detailed Information
- **Annex B** - General Housing, Detailed Information
- **Annex C** - Detailed Location Plans for all properties in lot 3
- **Annex D** - Sheltered Housing, Social Events Calendar Example
- **Annex E** - Consumables/materials used throughout the General Housing and Sheltered Housing properties
- **Annex F** – HouseMark Caretaking & Cleaning Standards, Estate Services Peer Review Photo Book

SECTION 1 - INTRODUCTION

1 OVERVIEW

- 1.1 Lot 3 is for the provision of cleaning services for Sheltered housing schemes and communal areas of Council housing (comprising):
- 16 Sheltered housing schemes consisting of communal areas, kitchens, toilets, adapted bathrooms, laundries and associated facilities. The cleaning of individual flats/housing within the sheltered housing schemes is not a requirement under the contract.
 - Approximately 300 communal areas of the general housing schemes consisting of floors, walls, stairs, handrails, waste facilities and associated facilities.
 - The cleaning of two other buildings, Lichfield Hall and the Lichfield Training Rooms which is covered under the heading of 'Miscellaneous Buildings'.

2 WORKING CLOSELY WITH CAMBRIDGE CITY COUNCIL CITY HOMES

- 2.1 The winning Contractor will be expected to work closely with the appropriate Housing or Sheltered Housing office in relation to keeping them informed of :
- Any issues encountered while cleaning,
 - Reporting any breakages discovered that effect the cleaning tasks for example a broken window which is impossible to clean. The Cambridge City Council Customer Service Centre must be informed in the first instance and the relevant Housing or Sheltered Housing informed thereafter.
- 2.2 This specification also details the need for the winning Contractor to provide quarterly reports to the appropriate area office and attend a meeting to present the report.

There are three offices which are as follows, each office has a Manager or Maintenance Officer:-

City Homes South

Sandra Farmer, Manager,
City Homes South Office,
Cherry Hinton Road, Cambridge

City Homes North

Andrew Latchem, Manager,
City Homes North Office,
Arbury Road, Cambridge

Sheltered Housing

Chas Page, Maintenance Officer
Ditchburn Place,
Cambridge CB1 2DR

3 DEFINITIONS

2.1 Full definitions are contained within Part A of the Terms and Conditions which is a separate document, however particular attention is drawn to the following which may be referred to within this specification:-

Programmed Services	means those parts of the Services that the Council requires to be performed routinely throughout the Term on a recurring and predictable basis, the prices for which are set out in the Pricing Schedules;
Unprogrammed Services	means (i) those parts of the Services that are ordered by the Council from time to time to meet a casual or occasional requirement, the prices for which appear in the Pricing Schedules and (ii) services within the scope of the Services the need for which is not predictable, which the Council may order from time to time as necessary and which will be paid at Hourly Rates as regards Contractor's Personnel together with the costs of materials, plant and equipment approved by the Council's Contract Manager;
Hourly Rates	means the rates set out in the Pricing Schedules to be charged by the Contractor for the performance of those Unprogrammed Services for which specific prices are not set out in the Pricing Schedules;
Consumables	<p>Consumables means items of an ephemeral nature are used and disposed of in the performance of the Services, the prices for which appear in the Pricing Schedules;</p> <p>Tenderers must note: that all materials consumed by the contractor (such as cleaning agents, dusters and mops) in providing the services for both programmed and un-programmed services must be included within the contractors price for the services. Those materials (such as toilet rolls and soap) that are restocked by the contractor for re-use by the public and/ or building occupants should be invoiced monthly and will be paid by the Council as defined in the contract terms/ specifications.</p>
Pricing Schedules	means the schedules submitted by the Contractor as part of the Tender, which set out the rates and prices to be charged by the Contractor for the performance of the Services in accordance with the Specification;
Variation	<p>'Variation' has the meaning set out in Condition 9.6:-</p> <p>Condition 9.6 - The Council's Contract Manager may, if he considers it necessary or expedient for the satisfactory operation, completion and functioning of the Services in the overall interests of the Council, make any Variation or Variations to any part or parts of the Contract. Such Variations may include additions, omissions, substitutions, alterations, changes in quality, form, character, kind, position, dimension and changes in the specified sequence, method or timing.</p>

4 BUILDINGS TO BE CLEANED

- 3.1 Section 2 contains details of the Sheltered housing and communal areas within the general housing which is included within lot 3.
- 4.2 For the sheltered housing all details are contained within table 1 of Section 2. For the general housing all details are contained within table 2 of Section 2. which includes details of whether the property is managed by the City Homes South office or the City Homes North Office.
- 4.3 There are also various other buildings which will require cleaning which are described as 'Miscellaneous Buildings'. The miscellaneous buildings included in lot 3 can be found in Table 3 of Section 2
- 4.4 Lot 3 covers the cleaning of **communal areas** of the sheltered and general housing only and does not include any area of the private flats or housing such as private kitchens, bedrooms or bathrooms.



5. OTHER ESSENTIAL REQUIREMENTS



- 5.1 The winning Contractor will need to produce quarterly reports and attend quarterly meetings on an ongoing basis. Details of this requirement are explained in Section 7.
- 5.2 Window cleaning of the communal areas of properties and undertaking emergency cleaning if requested is also detailed further within this specification.



SECTION 2 - WHAT BUILDINGS ARE TO BE CLEANED?

1.1 The following table contains details of Sheltered housing contained within lot 3 and a brief description:-




SHELTERED HOUSING – Table 1


Ref No	Sheltered Housing Address	Category	Description
SH1	<p>ANNESLEY BLOCK Greystoke Road, Cambridge, Cambridgeshire, CB1 8DG</p> 	1	<p>Part of the Greystoke Court complex which has 24 flats in total of varying sizes in three blocks, called Greystoke (See SH6), Annesley, and Westgate (See SH15). It is located opposite Cherry Hinton Hall.</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area
SH2	<p>BRACONDALE Tiverton Way, Cambridge, Cambridgeshire, CB1 3UQ</p> 	1	<p>Age exclusive housing, 12 flats</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area • Recycling Area



Ref No	Sheltered Housing Address	Category	Description
SH3	<p>BRANDON COURT Prospect Row, Cambridge, Cambridgeshire, CB4 2TS.</p> 	2	<p>Brandon Court has 30 flats across three floors. It is located in Prospect Row, behind the police station.</p> <p>Communal facilities Include:-</p> <ul style="list-style-type: none"> • Communal lounge • Extensive corridors • Several stairwells • Lifts • Shared bathroom & toilets • Bin store • Mobility scooter store • Seating areas along corridor • Office
SH4	<p>DITTON COURT Ditton Lane, Cambridge, Cambridgeshire, CB5 8UD.</p> 	2	<p>Ditton Court has 26 one-bedroom flats across two floors, with lift and chair-lift access to the upper floor. It is located in Bergholt Close off Ditton Lane in Fen Ditton.</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area • Lift • On Site Laundry Area • Disabled WC • Kitchen

Ref No	Sheltered Housing Address	Category	Description
SH5	<p>FERNWOOD Walpole Road, Cambridge, Cambridgeshire, CB1 3TW</p> 	1	<p>Age exclusive housing 18 flats. Sizes 1 bedroom, 2 bedroom</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs, • Bin Area, • Recycling Area
SH6	<p>GREYSTOKE BLOCK Greystoke Road, Cambridge, Cambridgeshire, CB1 8DG</p> 	1	<p>Part of the Greystoke Court complex which has 24 flats in total of varying sizes in three blocks, called Greystoke, Annesley (See SH1), and Westgate (See SH15). It is located opposite Cherry Hinton Hall.</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area

Ref No	Sheltered Housing Address	Category	Description
SH7	<p>HEATHERFIELD Walpole Road, Cambridge, Cambridgeshire, CB1 3TL</p> 	1	<p>Age exclusive housing 18 flats. Sizes 1 bedroom, 2 bedroom</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area • Recycling Area
SH8	<p>LICHFIELD ROAD Lichfield Road, off Cherry Hinton Road, Cambridge, Cambridgeshire, CB1 3SH</p> 	1	<p>Lichfield Road has 138 flats across two floors. There is no lift access to the upper floor. It is located off Cherry Hinton Road,</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area.
SH9	<p>MANSEL COURT Mansel Way, Cambridge, Cambridgeshire, CB4 2EU</p> 	2	<p>Mansel Court has 25 flats across three floors, with lift access to all flats except one. It is located on Mansel Way off Arbury Road,</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area • Lift • Laundry • Disabled Bathroom • Disabled WC • Kitchen

Ref No	Sheltered Housing Address	Category	Description
SH10	<p>NEVILLE ROAD Neville Road, off Cherry Hinton Road, Cambridge, Cambridgeshire, CB1 3SH</p> 	1	<p>Neville Road has 35 flats across two floors. There is no lift access to the upper floor. It is located off Cherry Hinton Road</p> <p>Communal facilities Include:-</p> <ul style="list-style-type: none"> • Landings, Halls and Stairs • Bin Area and Recycling Area (Combined)
SH11	<p>RAWLYN COURT Rawlyn Close, Cambridge, Cambridgeshire, CB5 8NR</p> 	2	<p>Rawlyn Court sheltered housing scheme Rawlyn Court has 26 flats across two floors, with lift access to all flats except one. It is located in Rawlyn Close.</p> <p>Communal facilities Include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area and Recycling Area (Combined)
SH12	<p>SCHOOL COURT Thoday Street, Cambridge, Cambridgeshire, CB1 3BN</p> 	2	<p>Retirement/sheltered housing - School Court has 29 flats, with lift access to the upper floor. It is located in Thoday Street off Mill Road.</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area. • Lift • On-site Laundry • Recycling Area • Kitchen • Disabled Toilet

Ref No	Sheltered Housing Address	Category	Description
SH13	<p>STANTON HOUSE Christchurch Street, Cambridge, Cambridgeshire, CB1 1HU</p> 	2	<p>Retirement/sheltered housing - Stanton House has 33 flats across two floors, with lift access to the upper floor. It is located on Christchurch Street</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area and Recycling Area (Combined). • Lift • On-site Laundry • Kitchen • Disabled Toilet • Disabled Bathroom
SH14	<p>TALBOT HOUSE Fishers Lane, Cambridge, Cambridgeshire, CB1 9JQ</p> 	2	<p>Age exclusive housing - Talbot Court has 20 flats across two floors, with lift access to the upper floor. It is located in Fishers Lane in Cherry Hinton.</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area • Lift • On-site Laundry • Recycling Area • Kitchen • Disabled Toilet • Assisted Bathroom • Large Glazed Entrance Canopy













Ref No	Sheltered Housing Address	Category	Description
SH15	<p>WESTGATE BLOCK Greystoke Road, Cambridge, Cambridgeshire, CB1 8DG</p> 	1	<p>Part of the Greystoke Court complex which has 24 flats in total of varying sizes in three blocks, called Greystoke, Annesley (See SH1), and Westgate (See SH15). It is located opposite Cherry Hinton Hall.</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area
SH16	<p>WHITEFRIARS Chesterton High Street, Cambridge, Cambridgeshire, CB4 1NN</p> 	2	<p>Retirement/sheltered housing - Whitefriars has 20 one-bedroom flats across two floors, with lift access to the upper floor. It is located on Chesterton High Street,</p> <p>Communal facilities include:-</p> <ul style="list-style-type: none"> • Entrance Area, • Landings, Halls and Stairs • Bin Area • Lift • On-site Laundry • Recycling Area • Disabled Bathroom • Disabled WC • Kitchen

4 SHELTERED HOUSING PROPERTIES SURVEYED

- 4.1 A summary of the areas to be cleaned is shown in Table 2 for the communal areas of the sheltered housing that are included in lot 3. Survey information is available for a selection of the properties shaded in orange on table 2. The survey information allows tenderers to appreciate the size and types of communal rooms/spaces within these properties. All available information for these properties can be found in **Annex A**. Although there is no survey information for some of the Sheltered Housing Properties there is a layout plan available for Brandon Court which is included in Annex A.
- 4.2 The coloured symbols shown in Table 2 for the different spaces/room types to be cleaned will be explained further in Section 4. As an indication of which property has which type of space/room the boxes have been ticked under each heading but **please note**, only those properties that have been surveyed (those shaded orange) have a ticked summary of what space/room types are contained within the property

5 SHELTERED HOUSING CATEGORIES

- 5.1 The type of cleaning required within the sheltered housing is categorised as not all properties require the same level of cleaning. These categories are:-
- **CATEGORY 1** – The regular cleaning requirements are the same as the General Housing Stock and the 'general housing' cleaning task sheets in section 4 of this specification.
 - **CATEGORY 2** – The regular cleaning requirements are as per the sheltered housing task sheets contained within section 4
- 5.2 **Please Note:** Although the regular cleaning requirements for the Category 1 Sheltered Housing is the Same as the General Housing Stock this only relates to the Cleaning Task Sheets. All other Requirements are the same as the Category 2 Sheltered Housing (Please see section 5.1 for full details).

TABLE 2															
Block Name and Reference Number	Category	Number	No of flats in block	Entrances	Lifts	Communal Corridors, Hallways and Lounges	Kitchens	Bathrooms and WC's	Office	Bin Cupboard	Stairwells	Bicycle/buggy store	Laundry	Guest Rooms	Outside
															
ANNESLEY (SH1)	1	Block 1 - 6 All	6												
BRACONDALE (SH2)	1	Block 1 - 6	6												
		Block 7 – 12	6												
BRANDON COURT (SH3)	2	Block 1 - 36 All	36												
DITTON COURT (SH4)	2	Block 1 - 26 All	27												
FERNWOOD (SH5)	1	Communal Area 13 - 18 All	18												
GREYSTOKE COURT (SH6)	1	Block 7-18	24												
HEATHERFIELD (SH7)	1	Communal Area 13 - 18 All	18												
DITCHFIELD ROAD (SH8)	1	Block 69-115													
		Block 70-80													
		Block 123-157													
		Block 134-144	6												
		Block 145-180													
		Block 161-231													
		Block 243-313													
MANSEL COURT (SH9)	2	Block 1-25	25												
NEVILLE ROAD (SH10)	1	Block 27 - 37 Odds	6												
		Block 39 – 85 Odds													
		Block 46 – 56 Evens													
RAWLYN COURT (SH11)	2	Block 1 - 26 All	25												
SCHOOL COURT (SH12)	2	Block 2 - 22 All	22												
STANTON HOUSE (SH13)	2	Block 1 – 32	32												
TALBOT HOUSE (SH14)	2	Block 1- 21	21												
WESTGATE (SH15)	1	Block 1 - 6 All	6												
WHITEFRIARS (SH16)	2	Block 1 - 20 All	20												

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6 GENERAL HOUSING PROPERTIES SURVEYED

- 6.1 The communal areas of the general housing that are included in lot 3 are shown in Table 3. As there are so many communal areas and general housing addresses property survey information is only available for a selection of the properties. Survey information is available for the properties shaded in orange on table 3. The survey information allows tenderers to appreciate the size and types of communal rooms/spaces within these properties. All available information for these properties can be found in **Annex B**.
- 6.2 The coloured symbols shown in **Table 3** for the different spaces/rooms types to be cleaned will be explained further in Section 4. As an indication of which property has which type of space/room the boxes have been ticked under each heading but please note, only those properties that have been surveyed (those shaded orange) have a ticked summary of what space/room types are contained within the property

7 GENERAL HOUSING CATEGORIES

- 7.1 As only a selection of the general housing has been surveyed other housing has been considered in terms of whether there are similarities. Where there are similarities between each of the properties these have been assigned a 'type' category, these types are as follows:-

Property Type	Description of Typical Property
Type 1	<ul style="list-style-type: none"> • Restricted access via door entry system • Communal enclosed entrance, corridors, hallways and stairwell. • Has a shed block • Mixture of bulk bins including chutes or individual bin areas. • Some type 1 properties have more extensive stair wells as indicated in Table 3 (Atkins Court For example). • More extensive communal lighting and doors leading from landings to rows of flats in some cases.
Type 2	<ul style="list-style-type: none"> • Two storey blocks with covered landings and stairwells, • <u>Open</u> ground floor • No restricted access • Contains bin chutes and bin cupboards
Type 3	<ul style="list-style-type: none"> • Two storey blocks with covered landings and stairwells, • <u>Enclosed</u> on the ground floor • No restricted access (If restricted marked with a **) • Contains bin chutes and bin cupboards
Type 4	<ul style="list-style-type: none"> • Two storey maisonettes, generally 5 or 6 maisonettes per block. • Stairwells • Ground floor shed areas • Floor surfaces concrete • Small communal areas.
Type U	<ul style="list-style-type: none"> • Unique property which does not fully fit into any of the other categories but similar to a type 2 property in terms of cleaning requirements.

- 7.2 The category types shown above are shown in Table 3 for each property.

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
Block Name and Reference Number	Number														
ABERCORN PLACE (GH1) (Minerva Way Estate)	North	4-6 all	?	Type 3**											
AINSDALE (GH2)	South	Block 1, 2, 5 & 6	4	Type 2											
		Block 3, 4, 7 & 8	4	Type 2											
		Block 13-14 & 16-17	4	Type 2											
		Block 15 & 18	2	Type 2											
		Block 20 - 23 All	4	Type 2											
		Block 24 - 27 All	4	Type 2											
ALBEMARLE WAY (GH3)	North	Communal Area 13 - 18 All	6	Type 4											
		Communal Area 1 - 6 All	6	Type 4											
		Communal Area 19 - 24 All	6	Type 4											
		Communal Area 25 - 30 All	6	Type 4											
		Communal Area 31 - 36 All	6	Type 4											
		Communal Area 37 - 42 All	6	Type 4											
		Communal Area 7 - 12 All	6	Type 4											
ANCASTER WAY (GH4)	South	Block 1 - 4 All	4	Type 2	✓	✓ No skirtings	✓	✓	x	✓	x	x	✓ Plastic Roof	✓	✓
		Communal Area 13 - 16 All	4	Type 2											
		Communal Area 5 - 8 All	4	Type 2											
		Communal Area 9 - 12 All	4	Type 2											
ANNS ROAD (GH5)	South	Block 10 - 13 All	4	Type 2											
		Block 14 & 15	2	Type 2											
		Block 16 - 21 All	6	Type 2											
		Block 35 - 40 All	6	Type 2											
		Block 41 - 46 All	6	Type 2											
		Block 6 - 9 All	4	Type 2	✓	✓ No skirtings	✓	✓	x	✓	x	x	x	✓	✓












TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside	
Block Name and Reference Number	Number															
(GH6) Removed	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
ARAGON CLOSE (GH7)	North	Communal Area 13 - 18 All	6	Type 4												
		Communal Area 19 - 24 All	6	Type 4												
		Communal Area 25 - 30 All	6	Type 4												
	North	Communal Area 2 - 6 All	5	Type 4												
		Communal Area 31 - 36 All	6	Type 4												
		Communal Area 37 - 41 All	5	Type 4												
		Communal Area 7 - 12 All	6	Type 4												
BARBURY COURT (GH8)	North	Block 19 - 39 All	21	Type 2	✓	✓	✓	✓	x	✓	x	✓	x	✓	✓	
		Block 6 - 15 All	10	Type 2	✓	✓	✓	✓	x	✓	x	✓	x	✓	✓	
ARRAN CLOSE (GH9)	South	Block 1, 2, 5 & 6	4	Type 2												
		Block 17 - 24 All	8	Type 2												
		Block 25 - 32 All	8	Type 2												
		Block 3, 4, 7 & 8	4	Type 2												
		Block 9 - 16 All	8	Type 2												
ASHBURY CLOSE (GH10)	South	Block 13 - 16 All	4	Type 2												
		Block 17 & 19	2	Type 2												
		Block 18 & 20	2	Type 2												
		Block 21 & 23	2	Type 2												
		Block 22 & 24	2	Type 2												
		Block 35 - 38 All	4	Type 2												
		Block 39 - 42 All	4	Type 2												
		Block 43 - 46 All	4	Type 2												
		Block 49 & 51	2	Type 2												
		Block 50 & 52	2	Type 2												
		Block 9 - 12 All	4	Type 2												

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
Block Name and Reference Number	Number														
ASHFIELD ROAD (GH11)	North	Block 9 - 17 Odds	4	Type U											
ATKINS CLOSE (GH12)	North	Block 1 - 25 Odds	12	Type 1											
		Block 27 - 49 Odds	12	Type 1											
		Block 51 - 73 Odds	12	Type 1	✓	✓	More Extensive	✓	x	✓	✓	✓	✓	✓	✓
		Block 75 - 97 Odds	12	Type 1											
AUGUSTUS CLOSE (GH13) (Minerva Way Estate)	North	No's 10-14, 16-20, 22-28 evens 39-43 odds	10	Type 3**											
BARNWELL ROAD (GH14)	South	3 - 21		Type U											
GLISS WAY (GH15)	South	Block 13 - 16 All	4	Type 2											
		Block 17 - 24 All	8	Type 2											
		Block 25 - 28 All	4	Type 2											
		Block 29 - 36 All	8	Type 2											
		Block 45 - 48 All	4	Type 2											
		Block 9 - 12 All	4	Type 2											
		Communal Area 1 - 4 All	4	Type 2	✓	✓	✓	✓	x	✓	✓	x	✓	✓	✓
		Communal Area 37 - 40 All	4	Type 2		No skirting									
		Communal Area 41 - 44 All	4	Type 2											
Communal Area 5 - 8 All	4	Type 2													
BORROWDALE (GH16)	North	Block 11 - 16 All	6	Type 2											
		Block 17 - 22 All	6	Type 2											
		Block 25, 27, 28 & 30	4	Type 2											
		Block 26 & 29	2	Type 2											
		Block 5,7,8 & 10	4	Type 2											
		Block 6 & 9	2	Type 2											












TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside		
Block Name and Reference Number	Number																
BRACKLEY CLOSE (GH17)	North	Block 2 - 24 Evens	12	Type 2													
		Block 26 - 48 Evens	12	Type 2													
BRITTEN PLACE (GH18)	South	Block 14 - 17 All	4	Type 2													
		Communal Area 10 - 13 All	4	Type 2													
		Communal Area 6 - 9 All	4	Type 2													
BROOKS ROAD (GH19)	South	Block 67, 69, 75 and 79	4	Type U	✓	✓ No skirting	✓	X	X	✓	X	X	✓ Plastic roof	✓	✓	✓	
		Block 71, 73, 77 and 81	4	Type U	✓	✓ No skirting	✓	X	X	✓	X	X	✓ Plastic roof	✓	✓	✓	
BUDLEIGH CLOSE (GH20)	South	Block 1 & 3	2	Type 2													
		Block 28 & 30	2	Type 2													
		Block 5 & 7	2	Type 2													
		Communal Area 16 & 18	2	Type 2													
		Communal Area 20 & 22	2	Type 2													
		Communal Area 2 & 4	2	Type 2													
		Communal Area 24 & 26	2	Type 2													
Communal Area 8 - 14 Evens	4	Type 2															
BURGESS HOUSE (GH21)	North	Block 1 - 12 All	12	Type 2													
CAITHNESS COURT (GH22) (Minerva Way Estate)	North	No's 1-4 all, 5-8 all, 9-11 all	6	Type 3**													
CALEDON WAY (GH23) (Minerva Way Estate)	North	No's 1-4 & 5-8 all	7	Type 3**													
CARLTON TERRACE (GH24)	North	Block 5-9 All	5	Type 2													

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside	
Block Name and Reference Number	Number															
COCKERELL ROAD (GH25)	North	Block 102 - 124 Evens (102 to 112 surveyed only)	12	Type 1	✓	✓	✓	✓	x	✓	✓	✓ canopy over entrance	✓	✓	✓	
		Block 126 - 148 Evens	12	Type 1												
		Block 150 - 172 Evens	12	Type 1												
		Block 30 - 52 Evens	12	Type 1												
		Block 54 - 76 Evens	12	Type 1												
		Block 78 - 100 Evens (86 to 100 surveyed only)	12	Type 1	✓	✓	✓	✓	✓	x	✓	✓	✓ canopy over entrance	✓	✓	✓
COLVILLE ROAD (GH26)	South	Block 84 - 94 Evens	6	Type 1												
		Communal Area 66 - 68B Evens	6	Type 1												
		Communal Area 70 - 72B Evens	6	Type 1												
		Communal Area 74 - 76B Evens	6	Type 1												
		Communal Area 78 - 80B Evens	6	Type 1												
CONSUL COURT (GH27) (off Apollo Way)	North	No's 1-7, 12-15	10	Type 3**												
COOPER HOUSE (GH28)	North	Block 1-8 All	8	Type U												
CRAWFORD CLOSE (GH29) (Minerva Way Estate)	North	No's 7-10 all, 11-14 all	8	Type 3**												
DANIELS HOUSE (GH30)	North	Communal Area 1 - 3 All	3	Type 2												
		Communal Area 4 & 5	2	Type 2												
		Communal Area 6 - 11 All	6	Type 2												
DAVY ROAD (GH31)	South	Communal Area 10 - 12B Evens	6	Type 1												
		Communal Area 14 - 16B Evens	6	Type 1												
		Communal Area 18 - 20B Evens	6	Type 1												
		Communal Area 22 - 24B Evens	6	Type 1												
		Communal Area 2 - 4B Evens	6	Type 1	✓	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓












TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside		
Block Name and Reference Number	Number																
DAVY ROAD (GH31) Cont'd...	South	Communal Area 26 - 28B Evens	6	Type 1													
		Communal Area 6 - 8B Evens	6	Type 1													
DENNIS ROAD (GH32)	South	Block 14 - 19 All	6	Type 2													
		Block 20 - 25 All	6	Type 2													
		Block 38 - 43 All	6	Type 2													
		Block 44 - 49 All	6	Type 2													
		Block 50 - 55 All	6	Type 2													
		Block 56 - 61 All	6	Type 2													
		Block 62 - 67 All	6	Type 2													
		Block 68 - 73 All	6	Type 2													
		Block 8 - 13 All	6	Type 2													
		Block 81 - 84 All	4	Type 2													
DITCHBURN PLACE (GH33)	South	Block 9-10	2	Type U	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	✓	
		Block 12-17	6	Type U	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	✓	
		Block 20-23	3	Type U	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	✓	
		Block 24-33	10	Type U													
		Block 34-37	4	Type U	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	✓	
DUNDEE CLOSE (GH34)	North	blocks 6-15 and 17-34	23	Type 2													
EDGECOMBE (GH35)	North	Block 79 - 84 All	6	Type U													
		Communal Area 13 - 18 All	6	Type U													
		Communal Area 1 - 6 All	6	Type U	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	
		Communal Area 19 - 24 All	6	Type U													
		Communal Area 25 - 30 All	6	Type U													
		Communal Area 31 - 36 All	6	Type U													
		Communal Area 37 - 42 All	6	Type U													
		Communal Area 43 - 48 All	6	Type U													
Communal Area 49 - 54 All	6	Type U															












TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
Block Name and Reference Number	Number														
EDGECOMBE (GH35) Cont'd...	North	Communal Area 55 - 60 All	6	Type U											
		Communal Area 61 - 66 All	6	Type U											
		Communal Area 67 - 72 All	6	Type U											
		Communal Area 7 - 12 All	6	Type U											
		Communal Area 73 - 78 All	6	Type U											
		Communal Area 85 - 90 All	6	Type U											
		Communal Area 91 - 96 All	6	Type U											
EKIN ROAD (GH36)	South	Communal Area 18 - 20B Evens	6	Type 1	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓
		Communal Area 22 - 24B Evens	6	Type 1											
		Communal Area 25 - 27B Odds	6	Type 1											
		Communal Area 26 - 28B Evens	6	Type 1											
		Communal Area 29 - 31B Odds	6	Type 1											
		Communal Area 30 - 32B Evens	6	Type 1											
		Communal Area 5 - 7B Odds	6	Type 1											
		Communal Area 61 - 63B Odds	6	Type 1											
		Communal Area 65 - 67B Odds	6	Type 1											
		Communal Area 89 - 91B Odds	6	Type 1											
		Communal Area 9 - 11B Odds	6	Type 1											
Communal Area 93 - 95B Odds	6	Type 1	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓		
EKIN WALK (GH37)	South	Communal Area 1 - 4 All	4	Type 3											
		Communal Area 5 - 8 All	4	Type 3											
EMPEROR COURT (GH38) (off Apollo Way)	North	No's 1-3, 6-9, 13-16, 17-20, 21-24	11	Type 3											
FANSHAWE ROAD (GH39)	South	Block 12 -14B Evens	6	Type 1											
		Block 28 - 30B Evens	6	Type 1											
		Communal Area 16 - 18 Evens	6	Type 1											
		Communal Area 20 - 22B Evens	6	Type 1											












TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside		
Block Name and Reference Number	Number																
FANSHAWE ROAD (GH39) Cont'd...	South	Communal Area 24 - 26B Evens	6	Type 1													
FISON ROAD (GH40)	South	Block 1 - 4 All	4	Type 2													
		Block 15 - 20 All	6	Type 2													
		Block 21 - 26 All	6	Type 2													
		Block 27 - 32 All	6	Type 2													
		Block 33 - 38 All	6	Type 2													
		Block 5 - 8 All	4	Type 2													
		Block 9 & 10	2	Type 2													
FORDWICH CLOSE (GH41)	North	Block 2 - 24 Evens	12	Type 1													
FORUM COURT (GH42) (off Apollo Way)	North	No's 3-6, 7-9	8	Type 3													
FULBOURN OLD DRIFT (GH43)	South	Block 14 - 20 Evens	4	Type 2													
GIBBONS HOUSE (GH44)	North	Communal Area 1 - 3 All	3	Type U													
		Communal Area 4 & 5	2	Type U													
		Communal Area 6 - 10 All	5	Type U													
GILBERT CLOSE (GH45)	North	Block 14 - 19 All	6	Type 2													
		Block 1 - 6 All	6	Type 2													
		Block 20 - 25 All	6	Type 2													
		Block 26 - 31 All	6	Type 2													
		Block 34,36,37 & 39	4	Type 2													
		Block 35 & 38	2	Type 2													
		Block 42,44,45 & 47	4	Type 2													
		Block 43 & 46	2	Type 2													
Block 8 - 13 All	6	Type 2															

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside			
Block Name and Reference Number	Number																	
GOLDING ROAD (GH46)	South	Block 13 - 19 Odds	4	Type 2														
		Block 18 & 22	2	Type 2														
		Block 20 & 24	2	Type 2														
		Block 21 - 27 Odds	4	Type 2														
		Block 34 & 38	2	Type 2														
		Block 36 & 40	2	Type 2														
		Block 44 & 48	2	Type 2														
		Block 46 & 50	2	Type 2														
		Block 49 - 55 Odds	4	Type 2														
		Block 57 - 63 Odds	4	Type 2														
Block 65 - 71 Odds	4	Type 2																
HANSON COURT (GH47)	North	Communal Area 10 - 15 All	6	Type 4	✓ no skirting	✓	✓	✓	x	✓	x	x	x	✓	✓	✓		
		Communal Area 16 - 20 All	5	Type 4														
HANOVER COURT (GH48)	South	Communal Windows ONLY	N/A	N/A	x	x	x	x	x	x	x	x	✓	x	x	x		
HAWKINS ROAD (GH49)	North	Block 106-128 Evens	12	Type 1														
		Block 78 - 104 Evens	14	Type 1														
HAZELWOOD CLOSE (GH50)	North	Block 13 - 16 All	4	Type 2														
		Block 1 - 4 All	4	Type 2														
		Block 17 - 24 All	8	Type 2														
		Block 25 - 28 All	4	Type 2														
		Block 5 - 12 All	8	Type 2														
		Communal Area 117 - 124 All	8	Type 2														
		Communal Area 125 - 132 All	8	Type 2														
		Communal Area 29 - 32 All	4	Type 2														
		Communal Area 33 - 36 All	4	Type 2														
		Communal Area 37 - 40 All	4	Type 2														

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside		
Block Name and Reference Number	Number																
HEADFORD CLOSE (GH51)	South	Communal Area 13 - 16 All	4	Type 3													
		Communal Area 1 - 4 All	4	Type 3	✓	✓ no skirting	✓	x	x	✓	✓	✓	✓	✓	✓	✓	
		Communal Area 17 - 20 All	4	Type 3													
		Communal Area 5 - 8 All	4	Type 3													
		Communal Area 9 - 12 All	4	Type 3													
HELEN CLOSE (GH52)	South	Block 11 - 14 All	4	Type 2													
		Block 15 - 18 All	4	Type 2													
		Block 19 & 20	2	Type 2													
		Block 21 - 24 All	4	Type 2													
		Block 25 & 26	2	Type 2													
	South	Block 5 - 8 All	4	Type 2													
		Block 9 & 10	2	Type 2													
HIGHdene ROAD (GH53)	South	Communal Area 14 - 17 All	4	Type 2													
		Communal Area 1 - 4 All	4	Type 2													
		Communal Area 18 - 21 All	4	Type 2													
		Communal Area 5 - 8 All	4	Type 2													
JANES COURT (GH54)	South	Block 1-3, 5 -21, 14 – 29 (27 excluded)	?	Type U													
LANGDALE CLOSE (GH55)	South	Block 1 - 3 and 8 – 10	6	Type 1 (But with no restricted access)	✓	✓	✓	✓ Has industrial bins	x	✓	x	x	x	✓	✓		
		Block 4 - 7 and 11 - 14	8	Type 1 (But with no restricted access)	✓	✓	✓	✓ Has industrial bins	x	✓	x	x	x	✓	✓		

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside	
Block Name and Reference Number	Number															
LARKIN CLOSE (GH56)	North	Block 19 - 41 Odds	12	Type 1	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	
		Communal Area 1 & 3	2	Type 1												
		Communal Area 15 & 17	2	Type 1												
		Communal Area 15A & 17A	2	Type 1												
		Communal Area 1A & 3A	2	Type 1												
		Communal Area 5 & 7	2	Type 1												
		Communal Area 5A & 7A	2	Type 1												
		Communal Area 9 & 11	2	Type 1												
Communal Area 9A & 11A	2	Type 1														
LAURISTON PLACE (GH57) (Minerva Way Estate)	North	No's 4-7, 13-18	10	Type 3												
REGION COURT (GH58) (off Apollo Way)	North	No's 1-4, 7-10, 12-15	11	Type 3												
MAITLAND AVENUE (GH59)	North	Block 38 - 82	23	Type 3**	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	
MARKHAM CLOSE (GH60)	North	Communal Area 11 - 17 All	6	Type 1												
		Communal Area 18 - 23 All	6	Type 1	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	
MINERVA WAY (GH61)	North	Block 100 & 102	2	Type 3												
		Block 101 & 105	2	Type 3												
		Block 104 Only	1	Type 3												
		Block 106 & 110	2	Type 3												
		Block 108 & 112	2	Type 3												
		Block 118 & 122	2	Type 3												
		Block 119 Only	1	Type 3												
		Block 120 & 124	2	Type 3												
		Block 121 & 123	2	Type 3												
		Block 126 & 128	2	Type 3												

TABLE 3

Block Name and Reference Number	City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
MINERVA WAY (GH61) Cont'd....	North	Block 130 Only	1	Type 3										
Block 131 & 133		2	Type 3											
Block 135 - 139 Odds & 143		4	Type 3											
Block 136 & 138		2	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓
Block 140 Only		1	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓
Block 141 & 145		2	Type 3											
Block 149 & 153		2	Type 3											
Block 150 & 152		2	Type 3											
Block 151 & 155 – 159 Odds		4	Type 3											
Block 154 & 156		2	Type 3											
Block 16 & 18		2	Type 3											
Block 161 Only		1	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓
Block 163 & 167		2	Type 3											
Block 165 & 169		2	Type 3											
Block 168 & 170		2	Type 3											
Block 172 & 174		2	Type 3											
Block 20 Only		1	Type 3											
Block 25 & 29		2	Type 3											
Block 27 & 31		2	Type 3											
Block 33 & 37		2	Type 3											
Block 35 & 39		2	Type 3											
Block 44 & 46		2	Type 3											
Block 45 & 49		2	Type 3											
Block 47 & 51		2	Type 3											
Block 48 Only		1	Type 3											
Block 50 - 56 Evens		4	Type 3											
Block 53 & 55		2	Type 3											
Block 57 Only		1	Type 3											
Block 63 & 67		2	Type 3											
Block 65 & 69		2	Type 3											
Block 70 Only	1	Type 3												

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
Block Name and Reference Number	Number														
MINERVA WAY (GH61) Cont'd....	Block 71 Only	1	Type 3												
	Block 72 & 74	2	Type 3												
	Block 73 & 75	2	Type 3												
	Block 80 & 84 (84 Surveyed)	2	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
	Block 82 & 86 (86 Surveyed)	2	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
	Block 83 & 87	2	Type 3												
	Block 85 & 89	2	Type 3												
	Block 99 & 103	2	Type 3												
MOLEWOOD CLOSE (GH62)	Block 104 - 108 All	5	Type 2												
	Block 109 - 113 All	5	Type 2												
	Block 11 - 15 All	5	Type 2												
	Block 114 - 119 All	6	Type 2												
	Block 120-125 All	6	Type 2												
	Block 126 - 130 All	5	Type 2												
	Block 131 - 135 All	5	Type 2												
	Block 1 - 5 All	5	Type 2												
	Block 16 - 19 All Exc 18A&19A	4	Type 2												
	Block 48 - 51 All	4	Type 2	✓	✓ no skirting	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
	Block 52, 53, 56 & 57	4	Type 2												
	Block 54, 55, 58 & 59	4	Type 2												
	Block 60, 61, 64 & 65	4	Type 2	✓	✓ no skirting	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
	Block 6 - 10 All	5	Type 2												
	Block 62, 63, 66 & 67	4	Type 2	✓	✓ no skirting	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
	Communal Area 100 - 103 All	4	Type 2												
	Communal Area 18A,19A,20&21	4	Type 2												
Communal Area 22 - 25 All	4	Type 2													
Communal Area 68 - 71 All	4	Type 2													
Communal Area 72 - 75 All	4	Type 2													
Communal Area 76 - 79 All	5	Type 2													

TABLE 3












Block Name and Reference Number	City Homes Office Responsible	Number	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside		
																	
MOLEWOOD CLOSE (GH62) Cont'd...	North	Communal Area 80 - 83 All	4	Type 2													
		Communal Area 84 - 87 All	4	Type 2													
		Communal Area 88 - 91 All	4	Type 2													
		Communal Area 92 - 95 All	4	Type 2													
		Communal Area 96 - 99 All	4	Type 2													
MONCRIEFF CLOSE (GH63) (off Apollo Way)	North	No's 1-4, 7-10, 14-15	10	Type 3**													
MONKSWELL (GH64)	South	Block 23 - 29 Odds	4	Type 2													
		Block 31 - 39 Odds	5	Type 2													
		Block 41 - 49 Odds	5	Type 2													
		Communal Area 10 - 16 Evens	4	Type 2													
		Communal Area 18 - 24 Evens	4	Type 2													
		Communal Area 26 - 32 Evens	4	Type 2													
		Communal Area 2 - 8 Evens	4	Type 2													
		Communal Area 34 - 40 Evens	4	Type 2													
		Communal Area 51 - 57 Odds	4	Type 2													
		Communal Area 59 - 65 Odds	4	Type 2													
NEWMARKET ROAD (GH65)	South	Communal Area 634 - 644 Evens	6	Type 1													
		Communal Area 646 - 656 Evens	6	Type 1													
NICHOLSON WAY (GH66)	North	Communal Area 13 - 17 All	5	Type 4													
		Communal Area 1 - 6 All	6	Type 4													
		Communal Area 21 - 25 All	5	Type 4													
		Communal Area 26 - 31 All	6	Type 4													
		Communal Area 32 - 37 All	6	Type 4													
		Communal Area 38 - 42 All	5	Type 4													
		Communal Area 7 - 12 All	6	Type 4													












TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
Block Name and Reference Number	Number														
PAVILION COURT (GH67) (off Apollo Way)	North	No's 2 - 5	4	Type 3**											
PERSE WAY (GH68)	North	Block 37 - 67 Odds	16	Type 1											
		Block 69 - 91 Odds	12	Type 1											
PRINCESS COURT (GH69)	South	Communal Windows ONLY	N/A	N/A	x	x	x	x	x	x	x	x	✓	x	x
RACHEL CLOSE (GH70)	South	Block 11 & 12	2	Type 2											
		Block 13 - 16 All	4	Type 2											
		Block 1 - 4 All	4	Type 2											
		Block 5 & 6	2	Type 2											
		Block 7 - 10 All	4	Type 2											
RUSH GROVE (GH71)	South	Block 16 - 22 Evens	4	Type 2											
		Block 8 - 14 Evens	4	Type 2											
RUTLAND CLOSE (GH72)	North	Block 2 - 24 Evens	12	Type 1											
		Block 26 - 48 Evens	12	Type 1											
SACKVILLE CLOSE (GH73)	North	Communal Area 13 - 18 All	6	Type 4											
		Communal Area 19 - 24 All	6	Type 4											
		Communal Area 25 - 30 All	6	Type 4											
		Communal Area 2 - 6 All	5	Type 4											
		Communal Area 31 - 36 All	6	Type 4											
		Communal Area 37 - 41 All	5	Type 4											
		Communal Area 7 - 12 All	6	Type 4											
SANDWICK CLOSE (GH74) (Minerva Way Estate)	North	Block 13-16 All	4	Type 3**											
		Communal Area 1 - 5 All	5	Type 3**											
		Communal Area 6 - 10 All	5	Type 3**											

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside		
Block Name and Reference Number	Number																
SOMERVELL COURT (GH75) (off Apollo Way)	North	Block 1-6 All (2, 4 and 6 surveyed)	6	Type 3	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓		
SPENCER HOUSE (GH76)	North	Communal Area 1 & 2	2	Type U	✓	✓ no skirting	✓	✓	x	✓	✓ glazed canopy	x	✓	✓	✓		
		Communal Area 3 & 4	2	Type U	✓	✓ no skirting	✓	✓	x	✓	✓ glazed canopy	x	✓	✓	✓		
		Communal Area 5 - 8 All	4	Type U	✓	✓ no skirting	✓	✓	x	✓	✓ glazed canopy	x	✓	✓	✓		
ST BEDES CRESCENT (GH77)	South	Block 102 & 104	2	Type 2													
		Block 106 & 108	2	Type 2													
		Block 110 & 112	2	Type 2													
		Block 13 & 15	2	Type 2													
		Block 14 & 16	2	Type 2													
		Block 17 & 19	2	Type 2													
		Block 18 & 20	2	Type 2													
		Block 21 & 23	2	Type 2													
		Block 22 - 28 Evens	4	Type 2													
		Block 2,4, 10 & 12	4	Type 2													
		Block 25 & 27	2	Type 2													
		Block 30 & 32	2	Type 2													
		Block 34, 36,42 & 44	4	Type 2													
		Block 38 & 40	2	Type 2													
		Block 46 & 48	2	Type 2	✓	✓ no skirting	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	
		Block 49 - 55 Odds	4	Type 2	✓	✓ no skirting	✓	✓	x	✓	x	✓	✓	x	✓	✓	
Block 50 & 52	2	Type 2	✓	✓ no skirting	✓	✓	x	✓	✓	✓	✓	✓	✓	✓			
Block 54 - 64 Evens	6	Type 2															

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside	
Block Name and Reference Number	Number															
ST BEDES CRESCENT (GH77) Cont'd...	South	Block 57 & 59	2	Type 2	✓	no skirting	✓	✓	x	✓	x	✓	x	✓	✓	
		Block 66 - 72 Evens	4	Type 2												
		Block 6 & 8	2	Type 2												
		Block 69 & 71	2	Type 2												
		Block 73 & 75	2	Type 2												
		Block 74, 76, 84 & 86	4	Type 2												
		Block 77 & 79	2	Type 2												
		Block 78 - 82 Evens	3	Type 2												
		Block 81 & 83	2	Type 2												
		Block 90 & 92	2	Type 2												
		Block 94 & 96	2	Type 2												
		Block 98 & 100	2	Type 2												
ST DAVIDS HOUSE (GH78)	North	Block 1-24 All	24	Type U												
ST KILDA AVENUE (GH79)	North	Communal Area 36 - 46 Evens	6	Type 1												
		Communal Area 48 - 58 Evens	6	Type 1												
STRATHCARRON COURT (GH80) (off Apollo Way)	North	No's 3-6, 12-15	8	Type 3**												
TEMPLE COURT (GH81)	North	Block 5 - 8 All	4	Type 3**												
TENBY CLOSE (GH82)	South	Block 14 - 17 All	4	Type 2												
		Block 18 - 25 All	8	Type 2												
		Block 26 - 29 All	4	Type 2												
		Block 30 - 33 All	4	Type 2												
		Block 34 - 37 All	4	Type 2												
		Block 38 - 41 All	4	Type 2												












TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside		
Block Name and Reference Number	Number																
TREVONE PLACE (GH83)	South	Communal Area 11 - 14 All	4	Type 2													
		Communal Area 15 - 18 All	4	Type 2													
		Communal Area 3 - 6 All	4	Type 2													
		Communal Area 7 - 10 All	4	Type 2													
TRIBUNE COURT (GH84) (off Apollo Way)	North	No's 1-3, 9-12	7	Type 3**													
TWEEDALE (GH85)	South	Block 13 & 15 – 17	4	Type 2													
		Block 14 & 18	2	Type 2													
		Block 7 & 11	2	Type 2													
		Block 8 - 10 All & 12	4	Type 2													
TWEEDSMUIR COURT (Minerva Way Estate) (GH86)	North	No's 2-4	3	Type 3**													
VILLA COURT (GH87) (off Apollo Way)	North	No's 3-5	3	Type 3**													
WALKER COURT (GH88)	North	Communal Area 13 - 17 All	5	Type 4													
		Communal Area 37 - 41 All	5	Type 4													
		Communal Area 42 - 47 All	6	Type 4													
		Communal Area 7 - 12 All	6	Type 4													
WALPOLE ROAD (GH89)	South	Block 102 - 108 Evens	4	Type 2													
		Block 110 & 112	2	Type 2													
		Block 120 & 122	2	Type 2													
		Block 124 & 126	2	Type 2													
		Block 127 & 129	2	Type 2													
		Block 128 - 138 Evens	6	Type 2													
		Block 131 & 133	2	Type 2													
		Block 139 & 141	2	Type 2													























TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside	
Block Name and Reference Number	Number															
WALPOLE ROAD (GH89) Cont'd...	South	Block 143 & 145	2	Type 2												
		Block 147 & 149	2	Type 2												
		Block 151 & 153	2	Type 2												
		Block 155 & 157	2	Type 2												
		Block 159 & 161	2	Type 2												
		Block 94 Only	1	Type 2	✓	✓ no skirting	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
		Block 96 & 98	2	Type 2	✓	✓ no skirting	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
WELSTEAD ROAD (GH90)	South	Block 1 - 4 All	4	Type 2												
WENVOE CLOSE (GH91)	South	Block 1 - 8 All	8	Type 2												
		Block 9 - 16 All	8	Type 2												
WESTGATE (GH92)	North	Block 1 - 6 All	6	Type 3**	✓	✓ no skirting	✓	✓	✓	✓	✓	✓	✓	✓	✓	
WILSON CLOSE (GH93)	North	Block 23 - 49 Odds	14	Type 1												
WOBURN CLOSE (GH94)	North	Communal Area 1 - 6 All	6	Type 4												
		Communal Area 19 - 24 All	6	Type 4												
		Communal Area 25 - 29 All	5	Type 4												
		Communal Area 7 - 12 All	6	Type 4												
WYCLIFFE ROAD (GH95)	South	Block 26, 28, 29 & 31	4	Type 2												
		Block 27 & 30	2	Type 2												
		Block 37, 39, 40 & 42	4	Type 2												
		Block 38 & 41	2	Type 2												
		Block 50, 52, 53 & 55	4	Type 2												
		Block 51 & 54	2	Type 2												
		Block 63, 65, 66 & 68	4	Type 2												
		Block 64 & 67	2	Type 2												

TABLE 3		City Homes Office Responsible	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
Block Name and Reference Number	Number														
WYCLIFFE ROAD (GH95) Cont'd...	Block 72, 74, 75 & 77	4	Type 2												
	Block 73 & 76	2	Type 2												
	Block 7, 9, 10 & 12	4	Type 2												
	Block 8 & 11	2	Type 2												

8 FUTURE NEW BUILD PROJECTS

8.1 The Council has a number of properties in terms of general housing that are currently programmed to be constructed within the tender period expected to be completed before the contract commencement date. The details below are provided as guidance, it is not yet known how many communal areas these properties will have unless stated, some or all may not even have communal areas. There is therefore no guarantee or warranty given as to the dates of construction or whether these properties will form part of the contract. **For the avoidance of doubt the potential price of cleaning these buildings should not be included in your tender, only those listed in Table 3.** Once the contract has been awarded Cambridge City Council will look to use the 'variation' procedure should additional properties be added to the Contract.



Future New Build Projects:-

- **Barnwell Road Additional Properties** - Expected completion, December 2014 (4 blocks, 12 properties).
- **Latimer Close** - Expected completion, December 2014 1 block (4 properties)
- **Stanesfield** - Expected completion, December 2014/January 2015 1 block (4 properties)
- **Colville Road Additional Properties** - Expected completion, March 2015, there will be an extra 8 blocks to clean (22 properties).
- **Wadloes Road**, 6 flats, 2 block - Expected Completion, March 2015

9 MISCELLANEOUS BUILDINGS

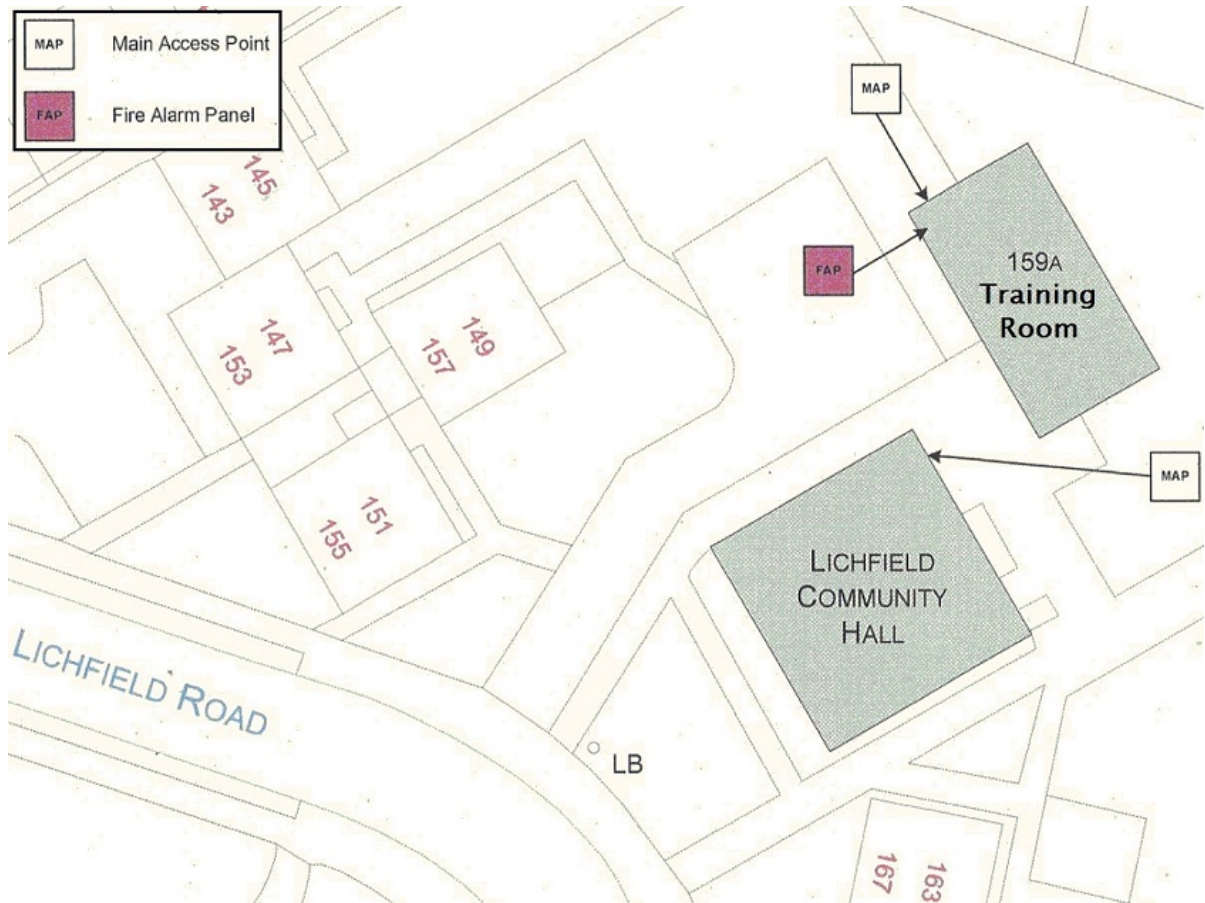
9.1 The following table contains details of Miscellaneous Buildings contained within lot 4 and a brief description:-

Table 4 Miscellaneous Buildings

Ref No.	Category	Comments
MB 1	Lichfield Hall, Lichfield Road, Cambridge 	Community Hall which is used for various events.
MB 2	Lichfield Training Room, Lichfield Road, Cambridge 	Training room used by Cambridge City Council Employees.

10 MISCELLANEOUS PROPERTIES SURVEYED

- 10.1 The properties within table 3 have been surveyed to determine the size and types of spaces within the property. All available information for these properties can be found in **Section 5.3**.
- 10.2 Both Lichfield Hall and the Lichfield Training Room are located on Lichfield Road in close proximity to each other. The location of these buildings is shown in the plan below with is not to scale:-



SECTION 3 - WHERE ARE THE BUILDINGS LOCATED?

1 BUILDING LOCATIONS

- 1.1 The communal areas within the sheltered housing, general housing and the miscellaneous buildings are located within the Cambridge area. The map below shows an illustration of the proximity of each building to each other.



KEY

● Sheltered Housing

● General Housing

● Miscellaneous Buildings

- 1.2 More detailed information is shown on 'to scale' location plans which can be found in **Annex C**, these plans show the location of all buildings, along with a reference number for each building. Building reference numbers are shown in Table 1, Table 2, Table 3 and Table 4, for example Sheltered housing is referenced as SH1 to SH16, General Housing is referenced from GH1 onwards and Miscellaneous properties are referenced MB1 and MB2.

1.3 **Annex C** shows the location of all properties across six drawings, with the drawing numbers referred to as LOT3-M1 to LOT3-M6. As there are many General Housing properties, for guidance and help in finding their locating, these have been summarised as follows:-

GENERAL HOUSING REFERENCE NUMBER	SHOWN ON DRAWING(S)		
GH1	LOT3-M1		
GH2	LOT3-M4		
GH3	LOT3-M1		
GH4	LOT3-M4		
GH5	LOT3-M5		
GH6 (Removed)	-		
GH7	LOT3-M1		
GH8	LOT3-M1		
GH9	LOT3-M4		
GH10	LOT3-M4		
GH11	LOT3-M5		
GH12	LOT3-M1		
GH13	LOT3-M1		
GH14	LOT3-M3		
GH15	LOT3-M4		
GH16	LOT3-M1		
GH17	LOT3-M1		
GH18	LOT3-M4		
GH19	LOT3-M3		
GH20	LOT3-M3	&	LOT3-M4
GH21	LOT3-M1	&	LOT3-M2
GH22	LOT3-M1		
GH23	LOT3-M1		
GH24	LOT3-M1		
GH25	LOT3-M1		
GH26	LOT3-M4		
GH27	LOT3-M1		
GH28	LOT3-M1	&	LOT3-M2
GH29	LOT3-M1		
GH30	LOT3-M1		
GH31	LOT3-M4		
GH32	LOT3-M5		
GH33	LOT3-M2		
GH34	LOT3-M5		
GH35	LOT3-M1		
GH36	LOT3-M3		
GH37	LOT3-M3		

GENERAL HOUSING REFERENCE NUMBER	SHOWN ON DRAWING(S)		
GH38	LOT3-M1		
GH39	LOT3-M4		
GH40	LOT3-M5		
GH41	LOT3-M1		
GH42	LOT3-M1		
GH43	LOT3-M4		
GH44	LOT3-M1	&	LOT3-M2
GH45	LOT3-M1		
GH46	LOT3-M4		
GH47	LOT3-M1		
GH48	LOT3-M2		
GH49	LOT3-M1		
GH50	LOT3-M1		
GH51	LOT3-M5		
GH52	LOT3-M5		
GH53	LOT3-M4		
GH54	LOT3-M3		
GH55	LOT3-M4		
GH56	LOT3-M1		
GH57	LOT3-M1		
GH58	LOT3-M1		
GH59	LOT3-M5		
GH60	LOT3-M1		
GH61	LOT3-M1		
GH62	LOT3-M1		
GH63	LOT3-M1		
GH64	LOT3-M6		
GH65	LOT3-M3		
GH66	LOT3-M1		
GH67	LOT3-M1		
GH68	LOT3-M1		
GH69	LOT3-M2		
GH70	LOT3-M5		
GH71	LOT3-M4		
GH72	LOT3-M1		
GH73	LOT3-M1		
GH74	LOT3-M1		
GH75	LOT3-M1		
GH76	LOT3-M1	&	LOT3-M2
GH77	LOT3-M4		
GH78	LOT3-M1	&	LOT3-M2

GENERAL HOUSING REFERENCE NUMBER	SHOWN ON DRAWING(S)		
GH79	LOT3-M1		
GH80	LOT3-M1		
GH81	LOT3-M1		
GH82	LOT3-M4		
GH83	LOT3-M4		
GH84	LOT3-M1		
GH85	LOT3-M4		
GH86	LOT3-M1		
GH87	LOT3-M1		
GH88	LOT3-M1		
GH89	LOT3-M4		
GH90	LOT3-M4		
GH91	LOT3-M4		
GH92	LOT3-M4		
GH93	LOT3-M1		
GH94	LOT3-M1		
GH95	LOT3-M3		

SECTION 4 - WHAT SPACES ARE TO BE CLEANED?

1 Introduction

- 1.1 The cleaning requirements and the spaces to be cleaned for the sheltered housing, general housing and miscellaneous buildings will all differ. The full cleaning requirements are therefore explained in section 5.

2 Room and space classifications

- 2.1 In relation to the spaces within the properties, all have been given a classification and an associated key symbol. This section explains the classifications which are contain within separate tables as follows:-

- Sheltered Housing – Please see Table 5
- General Housing – Please see Table 6
- Miscellaneous Buildings – Please see Table 7

Table 5 – Room classifications – Sheltered Housing














Space Type	Symbol Used
Entrances	
Lifts	
Communal Corridors, Hallways and Lounges	
Kitchens	
Bathrooms and WC's	
Office	
Bin Cupboard	
Stairwells	
Bicycle/Mobility Scooters	
Laundry	
Guest Rooms	
Outside	
Windows Internal and external	

Table 6 – Room classifications – General housing




















Space type	Symbol Used
Floor	
Walls & Skirting's	
Stairs	
Bin Room	
Refuse Chute Covers	
Handrails and balustrades	
Glass in windows, doors and partitions – Entrance and all floors	
Doors, door plates and door entry systems, cills, ledges and Louvers	
Windows Internal and external	
Lighting	
Outside	

Table 7 – Room Classifications - Miscellaneous Buildings

Space Type	Symbol Used
Entrances	
Large Hall	
Kitchens	
WC's	
Office	
Training Room	
Laundry	
Windows Internal and external	

3 Cleaning Task Sheets

3.1 For each room classification type, as shown in table 5, table 6 and table 7 there is a task sheet which identifies the cleaning tasks and frequency requirements.

4 Further Details and Layout Plans

4.1 More detailed cleaning information for the Sheltered Housing, General housing and Miscellaneous Buildings including building survey information and layout plans is shown in the following sections:-

- **Section 5.1 - Sheltered Housing** – Further Information and references to building layout plans for the sheltered housing which have been provided.
- **Section 5.2 - General Housing** – Further information but no building layout plans available.
- **Section 5.3 – Miscellaneous Buildings** – Further information and references to building layout plans.

Cleaning Task Sheet - Sheltered Housing

Room type: Entrances

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Sweep front doorway/entrance.	DAILY
Wipe outside handrails with disinfectant germicidal cleaning solution.	
Hoover inside internal communal door.	
Wipe front door, handles/key pads or push plates, with disinfectant germicidal cleaning solution.	
Clean scuff marks from bottom of front door using cloth impregnated with proprietary cleaning agent.	WEEKLY
Clean glass in all windows, doors and partitions using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.	
Wipe down skirtings and cills with cloth impregnated with disinfectant germicidal cleaning solution, buff dry with cloth.	
Wipe down/dust fires with dry cloth. Dust over artificial plants.	
Remove cobwebs from ceilings using long handled soft brush. Wipe outside of lighting with damp cloth.	MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Lifts

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Sweep out and disinfect the lift including metal strip in doorway with proprietary cleaning agent.	DAILY
Wipe control panels with cloth impregnated with disinfectant germicidal solution.	
Wipe over outside doors with cloth impregnated with disinfectant germicidal solution.	
Clean glass and lighting using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.	
Clean and disinfect stair lifts, seat and handrails, not interfering with mechanism of stair lift, with cloth impregnated with proprietary cleaning agent.	
Report defects/breakdowns to Cambridge City staff	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Communal Corridors, Hallways and Lounges 

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Hoover carpeted flooring daily.	DAILY
Hard flooring to be mopped with proprietary cleaning agent containing germicide. Dry mop to ensure floor dry and does not cause slipping.	
Wipe alarms with proprietary cleaning agent.	
Empty communal bins and replace bin bags.	
Empty bins and insert new liner.	
Polish/dust furniture, wall units, , using proprietary cleaning agent.	
Wipe alarms with proprietary cleaning agent.	
Empty communal bins and replace bin bags.	
Wipe door handles or push plates with disinfectant germicidal cleaning solution.	
Hoover soft furnishings.	
Remove any marks from walls with proprietary cleaning agent.	WEEKLY
Wipe outside of lighting with damp cloth.	
Wipe light switches with cloth using proprietary cleaning agent.	
Wipe down skirtings, picture rails, cills, wall mounted radiator covers with cloth impregnated with proprietary cleaning agent. Buff with dry cloth.	
Dry dust electrical equipment eg:, TV, stereo.	
Clean behind objects on floors eg fire extinguishers.	
Clean and dust behind wall mounted fire extinguishers.	
Clean glass doors and partitions using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.	
Polish/dust over any additional item e.g. piano using proprietary cleaning agent.	MONTHLY
Dust notice boards & Pictures	
Remove cobwebs from ceilings using long handled soft brush or extendable duster.	SIX MONTHLY
Hoover of Curtains	

EXCEPTIONS		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Kitchens

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Hard flooring to be mopped with proprietary cleaning agent containing germicide. Dry mop to ensure floor dry and does not cause slipping hazard. Hoover as needed.	DAILY
Clean worktops using disinfectant germicidal cleaning solution. Wipe down/clean trolleys using cloth impregnated with disinfectant germicidal cleaning solution.	
Wipe down tiling with disinfectant germicidal cleaning solution and polish.	
Wash up any dirty items in kitchen or on worktop and put away in the cupboards.	
Wipe down cooker using disinfectant germicidal cleaning solution.	
Wipe door handles or push plates with disinfectant germicidal cleaning solution.	
Clean hob/oven/microwave using proprietary cleaning agent.	
Clean sink using disinfectant germicidal cleaning solution.	
Empty Bins and insert new liners	
Wipe down and clean cupboard doors and shelving using cloth impregnated with disinfectant germicidal cleaning solution.	WEEKLY
Wipe down skirtings, door handles, cills, bin, worktops, with cloth impregnated with disinfectant germicidal cleaning solution.	
Check under cooker and units for debris and remove.	
Wipe down glass panels using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.	
Clean Shelving in kitchen, wipe with a damp cloth areas accessible	
Wipe down fridge inside, switch off at mains prior to cleaning.	
Wipe/clean extractor fan/wall vent with proprietary cleaner.	MONTHLY
Clean dishwasher including cleaning of the filter, restocking salt	QUARTERLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Bathrooms and WC's

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Hard flooring to be mopped with proprietary cleaning agent containing germicide. Dry mop to ensure floor dry and does not cause slipping hazard. Display hazard signs.	DAILY
Wipe down tiling with disinfectant germicidal cleaning solution and polish.	
Toilets to be disinfected daily with proprietary cleaning agent containing germicide.	
Scrub and disinfect baths, sinks, showers/shower curtains, shower heads, shower chair, hoist, taps, with proprietary cleaning agent containing germicide. Remove dirt from plug/waste.	
Toilet handles/pull cords/push plates to be wiped daily with proprietary cleaning agent containing germicide.	
Empty bins and replace bin bag.	
Ensure clinical waste is removed by the appropriate contractor.	
Check Air fresheners, toilet rolls and paper towels to be replaced as required.	
Wipe outside of lighting with damp cloth.	WEEKLY
Wipe down skirtings, doors, door handles, cills, grab rails, with cloth impregnated with disinfectant germicidal cleaning solution.	
Metal grids in bathroom floors to be disinfected with proprietary cleaning agent containing germicide	
Clean glass/mirrors using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.	
Remove cobwebs from ceilings using long handled soft brush. Wipe alarms with proprietary cleaning agent.	MONTHLY
Metal grids in bathroom floors to pressure washed on a quarterly basis.	QUARTERLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Office ▲

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Hoover carpets.	DAILY
Empty bins and replace bin bag.	
Dry dust CCTV equipment.	WEEKLY
Wipe down skirtings, doors, door handles, cills with cloth impregnated with disinfectant germicidal cleaning solution.	
Dust, clean and polish desks and furniture including wall mounted fire extinguishers.	
Wipe over outside of lighting with damp cloth.	MONTHLY
Clean phone with cloth impregnated with disinfectant germicidal cleaning solution.	
Remove cobwebs from ceilings using long handled soft brush.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Bin Cupboard



ACTION	FREQUENCY
PROGRAMMED SERVICES	
Check air freshners in place and replace air fresheners if required	DAILY
Floor to be swept and cleaned with appropriate disinfectant germicidal cleaning solution.	
Wipe down skirtings, doors, door handles, cills with cloth impregnated with disinfectant germicidal cleaning solution. Remove excess rubbish.	WEEKLY
Bin chute to be cleaned with appropriate disinfectant solution.	
Pick up any excess rubbish on floor and put in bins coincide with collection	
Report any large bulky waste to Cambridge City Council	
Remove cobwebs from ceilings using long handled soft brush.	MONTHLY
Pressure Wash floors and Walls	QUARTERLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Stairwells ▲

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Hoover carpeted area, dust and mop staircase and landings on hard floors.	DAILY
Handrails to be wiped down with cloth impregnated with disinfectant germicidal cleaning solution.	
Hard areas, skirting's, balustrades, risers, cills to be wiped down with cloth impregnated with disinfectant germicidal cleaning solution.	WEEKLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Bicycle/Mobility Scooters ▲

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Sweep out and lightly mop as needed, where possible remove any rubbish and place in bin.	WEEKLY
Litter Collection, Collect all rubbish etc., from floors	
Clean/scrub down walls and floors	SIX MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: Laundry ▲

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Hard flooring to be mopped with proprietary cleaning agent containing germicide.	WEEKLY
Dry mop to ensure floor dry and does not cause slipping hazard.	
Skirtings, door handles, cills, cupboards, shelving to be wiped down with cloth impregnated with disinfectant germicidal cleaning solution.	
Clean sinks with proprietary cleaning agent containing germicide.	
Remove filters from dryers, remove fluff and wipe down with appropriate cleaning agent.	
Clean detergent drawers in washing machine and wipe down with appropriate cleaning agent.	
Dust and wipe over external parts of the machines. Wipe/clean wall vents with appropriate cleaning agent.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

NOTE: ONLY APPLIES TO DITTON COURT AND SCHOOL COURT AND TO BE PRICED AS AN UN-PROGRAMMED SERVICE IN THE PRICE SHEDULE

Room type: Guest Rooms ▲

ACTION	FREQUENCY
UN-PROGRAMMED SERVICES	
Hoover carpets.	<p>Guest rooms are used by relatives of those who are stopping at the Sheltered Housing Accommodation</p> <p>Cleaning takes place once a guest has vacated the room. Guest rooms at Ditton Court and at School Court are use approximately 10 to 20 days a year but frequencies may vary.</p> <p>TO BE PRICED AS AN UN-PROGRAMMED SERVICE IN THE PRICING SCHEDULE</p>
Wipe down skirtings, picture rails, cills, wall mounted radiator covers, door handles, alarm, with cloth impregnated with proprietary cleaning agent. Buff with dry cloth.	
Remove any marks from walls with proprietary cleaning agent.	
Remove cobwebs from ceilings using long handled soft brush.	
Wipe outside of lighting with damp cloth.	
Wipe light switches with cloth using proprietary cleaning agent.	
Polish/dust furniture, wall units, notice boards, pictures using proprietary cleaning agent.	
Clean glass/mirrors using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.	
Empty bin and replace bin bag.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet - Sheltered Housing

Room type: **OUTSIDE** 

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Litter Pick around the curtilage of the building no further out than 2 metres from the building	WEEKLY
Clean direction signs; Wipe external lighting; Sweep steps/fire escapes. Clean drains, remove rubbish, leaves etc.	4 Monthly
Pour a solution of disinfectant and water into the drain. Leave to flush away naturally.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Sheltered Housing

Room type: Windows Internal and external 

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Internal Communal windows including glass doors and glass in corridors – Check for finger marks and other staining on the glass and remove if required. (communal areas only)	WEEKLY
External and internal communal windows, glass doors and glass in corridors - Wash external windows to the property (communal areas only)	4 MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment

Cleaning Task Sheet – General Housing (or Category 1 Sheltered Housing)

Room type: Floors

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Remove from floor surfaces all dirt, dust and rubbish leaving floor clean and tidy (paying particular attention to corners and edges) using the following methods:	WEEKLY
Brush, sweep terrazzo, concrete and vinyl floor surfaces.	
Mop floor with proprietary cleaning agent containing germicide and hot water which should be changed frequently to prevent dirt being ingrained into floor surface.	
Dry mop to ensure floor dry and does not cause slipping hazard.	
Remove from all appropriate floors ingrained dirt, scuff and damage marks leaving floor clean and tidy with a quality finish ie non-streak when buffed dry.	
Display hazard signs at all times.	
Remove from all floors dirt, scuff and damage marks leaving the floor clean and with a quality non-slip shine and finish. Use of polishing machines, pads and buffers will be necessary, together with automatic or hand spray application of polish which will give a non-slip shine (particular attention must be given to ensuring the floor edges receive the same attention as the remainder of the floor). Non-slip polish must be striped and the floor resealed at 3 month intervals.	4 Monthly
SAFETY – floors must NOT be mopped in cold, frosty weather because of slipping hazard.-	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Janes Court (New Build)		Janes Court has carpets to the corridors and stairs therefore these will need to be hovered instead of being mopped.
Hanover Court and Princess Court		Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing (or Category 1 Sheltered Housing)

Room type: Walls & Skirtings

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Wipe and remove scuff marks from skirting boards after washing floors with disinfectant to prevent a build-up of ingrained dirt from floor, brushes, mops and polishes. Mop Dry skirtings.	WEEKLY
Remove any obvious marks from walls with cloth impregnated with proprietary cleaning agent. Scouring pads may be used on these surfaces.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court		Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing (or Category 1 Sheltered Housing)

Room type: Stairs

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Remove from stairs all dirt, dust and rubbish leaving stairs clean and tidy (paying particular attention to sides of treads, sides of risers and joint between tread and riser).	WEEKLY
Brush, sweep stairs.	
Mop floors with a proprietary cleaning agent containing germicide and hot water which should be changed frequently to prevent dirt being ingrained into floor surface.	
Dry mop to ensure floor is dry and does not cause slipping hazard.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court		Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing

(or Category 1 Sheltered Housing)

Room type: Bin Room

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Bins under rubbish chutes must be checked and the bin changed over, if required/available.	WEEKLY
Excess rubbish should be placed in the bin, removed or reported to the CSC on the same day.	
(To coincide with bin collection day) The bin room should be swept out thoroughly and the floor disinfected before the empty bins are returned. If the empty bins have been returned then the cleaner must move to one side in order to sweep and disinfect . Any debris from the floor should be bagged and placed in the bins.	
Refuse Collection & Removal - Collect any bags/boxes/and bag up all loose refuse from chutes, if possible, otherwise remove bags/boxes from chute area/all communal areas and deposit in bulk refuse bins to be carried out within the first hour of arrival on site. Check all chutes and unblock daily if required. Severe blockages should be reported to the Cambridge City Council Customer Service Centre.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court		Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing

(or Category 1 Sheltered Housing)

Room type: Refuse Chute Covers

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Clean inside of chute cover with scraper, hard brush and hot water containing proprietary disinfectant/germicide agent.	4 MONTHLY
Paint inside of chute cover with soft brush dipped in strong solution of disinfectant and water.	
Mop dry with small mop wring out in disinfectant solution.	
Replace refuse chute covers, ensuring that they are refitted securely. If a replacement is not available, the hole should be covered and a notice displayed telling residents how to dispose of rubbish. The Housing Officer should be notified the same day.	
Leave central cleaning area clean and tidy after use with drain and drain cover clean, free from debris and surrounding area dry.	
Wipe (and clean any spillages) from outside of chute covers, adjacent walls and floors with cloth impregnated with disinfectant solution and buff dry.	WEEKLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court		Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing (or Category 1 Sheltered Housing)

Room type: Handrails and balustrades

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Remove dust from handrails and balustrades with dry cloth.	WEEKLY
Wipe handrails and balustrades with clean cloth impregnated with disinfectant germicidal cleaning solution. Scouring pads may be used.	
Buff to shine and quality streak free finish with chamois leather.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court	All Weekly Items	Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing


(or Category 1 Sheltered Housing)

Room type: Glass in windows, doors and partitions – Entrance and all floors 

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Clean glass in all communal windows, doors and partitions using one of the following methods: <ul style="list-style-type: none"> - Using a cloth impregnated with proprietary cleaning agent. Buff to shine and quality non-streak finish with dry cloth or chamois leather. Include window frames. Wipe all drips/spills from cills with damp cloth. - Using a window cleaning rubber dipped into solution of proprietary cleaning agent. Buff to shine and quality streak free finish with dry cloth or chamois leather. Wipe all drips/spills from cills with damp cloth. 	WEEKLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court	All Weekly Items	Hanover Court requires the cleaning of glass partitions on the balcony and corridor.
Princess Court	All Weekly Items	Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing (or Category 1 Sheltered Housing)

Room type: Doors, door plates and door entry systems, cills, ledges and Louvers 

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Wipe all doors, cills, ledges and louvres with cloth impregnated with disinfectant germicidal solution. Buff dry with cloth, chamois leather.	WEEKLY
Damp wipe door entry system keys with a damp cloth and remove any marks. Care to be taken not to use excessive moisture. Also, report any damage to Cambridge City Council staff.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court	All Weekly Items	Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet – General Housing

(or Category 1 Sheltered Housing)

Room type: Windows Internal and external



ACTION	FREQUENCY
PROGRAMMED SERVICES	
Internal Windows, glass doors or class in corridors Check for finger marks and other staining on the glass and remove as required. (communal areas only)	WEEKLY
External & Internal Communal Windows, glass doors and class in corridors Wash external windows to the property (communal areas only)	4 MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment

Cleaning Task Sheet – General Housing (or Category 1 Sheltered Housing)


Room type: Lighting

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Remove cobwebs from ceiling and ALL light fittings along corridors, outside flat doors and in the hallways and sheds	WEEKLY
Report any damaged lighting to the Customer Service Centre.	

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court	All Weekly Items	Not required in Hanover Court and Princess Court as only window cleaning is undertaken.

Cleaning Task Sheet - General Housing

(or Category 1 Sheltered Housing)

Room type: **OUTSIDE** 

ACTION	FREQUENCY
PROGRAMMED SERVICES	
Litter Pick around the curtilage of the building only no further out than 2 metres from the building.	DAILY
Clean drains, remove rubbish, leaves etc. Pour a solution of disinfectant and water into the drain. Leave to flush away naturally.	4 MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment
Hanover Court and Princess Court	All Weekly Items	Not required in Hanover Court and Princess Court as only window cleaning is undertaken (there are no communal spaces here)

Cleaning Task Sheet – Miscellaneous Buildings

Room type: Laundry

ACTION	FREQUENCY	
	Lichfield Hall	Lichfield Training Room
PROGRAMMED SERVICES		
Hard flooring to be mopped with proprietary cleaning agent containing germicide.	Not Required Has no Laundry Room	WEEKLY
Dry mop to ensure floor dry and does not cause slipping hazard.		
Skirtings, door handles, cills, cupboards, shelving to be wiped down with cloth impregnated with disinfectant germicidal cleaning solution.		
Clean sinks with proprietary cleaning agent containing germicide.		
Remove filters from dryers, remove fluff and wipe down with appropriate cleaning agent.		
Clean detergent drawers in washing machine and wipe down with appropriate cleaning agent.		
Dust and wipe over external parts of the machines.		
Wipe/clean wall vents with appropriate cleaning agent.		

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Miscellaneous Buildings

Room type: Kitchens

ACTION	FREQUENCY	
	Lichfield Hall	Lichfield Training Room
PROGRAMMED SERVICES		
Hard flooring to be mopped with proprietary cleaning agent containing germicide. Dry mop to ensure floor dry and does not cause slipping hazard. Hoover as needed.	DAILY	WEEKLY
Clean worktops using disinfectant germicidal cleaning solution. Wipe down/clean trolleys using cloth impregnated with disinfectant germicidal cleaning solution.		
Wipe down tiling with disinfectant germicidal cleaning solution and polish.		
Wash up any dirty items in kitchen or on worktop and put away in the cupboards.		
Wipe down cooker using disinfectant germicidal cleaning solution.		
Wipe door handles or push plates with disinfectant germicidal cleaning solution.		
Clean hob/oven/microwave using proprietary cleaning agent.		
Clean sink using disinfectant germicidal cleaning solution.		
Empty Bins and insert new liners		
Wipe down and clean cupboard doors and shelving using cloth impregnated with disinfectant germicidal cleaning solution.		
Wipe down skirtings, door handles, cills, bin, worktops, with cloth impregnated with disinfectant germicidal cleaning solution.		
Check under cooker and units for debris and remove.		
Wipe down glass panels using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.		
Clean Shelving in kitchen, wipe with a damp cloth areas accessible	MONTHLY	MONTHLY
Wipe/clean extractor fan/wall vent with proprietary cleaner.		
Wipe down fridge inside, switch of at mains prior to cleaning.	QUARTERLY	QUARTERLY
Clean dishwasher including cleaning of the filter, restocking salt		

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Miscellaneous Buildings

Room type: WC's

ACTION	FREQUENCY	
	Lichfield Hall	Lichfield Training Room
PROGRAMMED SERVICES		
Hard flooring to be mopped with proprietary cleaning agent containing germicide. Dry mop to ensure floor dry and does not cause slipping hazard. Display hazard signs.	DAILY	WEEKLY
Wipe down tiling with disinfectant germicidal cleaning solution and polish.		
Toilets to be disinfected daily with proprietary cleaning agent containing germicide.		
Scrub and disinfect sinks, taps, with proprietary cleaning agent containing germicide. Remove dirt from plug/waste.		
Metal grids in bathroom floors to be disinfected daily with proprietary cleaning agent containing germicide and to be lifted out and pressure washed on a quarterly basis.		
Toilet handles/pull cords/push plates to be wiped daily with proprietary cleaning agent containing germicide.		
Empty bins and replace bin bag.		
Ensure clinical waste is removed by the appropriate contractor.		
Check all Air fresheners, toilet rolls and paper towels and replaced as required.		
Wipe outside of lighting with damp cloth.	WEEKLY	WEEKLY
Wipe down skirtings, doors, door handles, cills, grab rails, with cloth impregnated with disinfectant germicidal cleaning solution.		
Metal grids in bathroom floors to be disinfected with proprietary cleaning agent containing germicide		
Clean glass/mirrors using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.	MONTHLY	MONTHLY
Remove cobwebs from ceilings using long handled soft brush. Wipe alarms with proprietary cleaning agent.		
Metal grids in bathroom floors to pressure washed on a quarterly basis.	QUARTERLY	QUARTERLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Miscellaneous Buildings

Room type: Large Hall

ACTION	FREQUENCY	
PROGRAMMED SERVICES		
	Lichfield Hall	Lichfield Training Room
Hard flooring to be mopped with proprietary cleaning agent containing germicide. Dry mop to ensure floor dry and does not cause slipping.	DAILY	Not Applicable
Empty communal bins and replace bin bags.		
Wipe down skirtings, picture rails, cills, wall mounted radiator covers with cloth impregnated with proprietary cleaning agent. Buff with dry cloth.		
Polish/dust furniture, wall units, notice boards, pictures using proprietary cleaning agent.		
Wipe light switches with cloth using proprietary cleaning agent.		
Remove any marks from walls with proprietary cleaning agent.	WEEKLY	Not Applicable
Clean and dust behind wall mounted fire extinguishers and other objects on floor.		
Wipe outside of lighting with damp cloth.		
Remove cobwebs from ceilings using long handled soft brush or extendable duster.	MONTHLY	Not Applicable

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Miscellaneous Buildings

Room type: Training Room ■

ACTION	FREQUENCY	
	Lichfield Hall	Lichfield Training Room
PROGRAMMED SERVICES		
Hoover carpeted flooring.	Not Applicable	WEEKLY
Wipe down skirtings, picture rails, cills, wall mounted radiator covers with cloth impregnated with proprietary cleaning agent. Buff with dry cloth.		
Remove any marks from walls with proprietary cleaning agent.		
Wipe outside of lighting with damp cloth.		
Wipe light switches with cloth using proprietary cleaning agent.		
Polish/dust furniture, tables, wall units, notice boards, pictures using proprietary cleaning agent.		
Clean and dust behind wall mounted fire extinguishers and behind objects on floor.		
Empty communal bins and replace bin bags.		
Remove cobwebs from ceilings using long handled soft brush or extendable duster.	Not Applicable	MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Miscellaneous Buildings

Room type: Office 

ACTION	FREQUENCY	
	Lichfield Hall	Lichfield Training Room
Hoover carpets.	DAILY	Not Applicable
Empty bins and replace bin bag.		
Wipe down skirtings, doors, door handles, cills with cloth impregnated with disinfectant germicidal cleaning solution.		
Dust, clean and polish desks and furniture including wall mounted fire extinguishers.		
Wipe over outside of lighting with damp cloth.	MONTHLY	Not Applicable
Clean phone with cloth impregnated with disinfectant germicidal cleaning solution.		
Remove cobwebs from ceilings using long handled soft brush.		

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Miscellaneous Buildings

Room type: Entrances

ACTION	FREQUENCY	
	Lichfield Hall	Lichfield Training Room
Sweep front doorway/entrance.	DAILY	WEEKLY
Wipe outside handrails with disinfectant germicidal cleaning solution.		
Hard flooring to be mopped with proprietary cleaning agent containing germicide. Dry mop to ensure floor dry and does not cause slipping.		
Clean scuff marks from bottom of front door using cloth impregnated with proprietary cleaning agent.	WEEKLY	WEEKLY
Clean glass in all windows, doors and partitions using cloth impregnated with proprietary cleaning agent, buff to shine with dry cloth or chamois leather.		
Wipe down skirtings and cills with cloth impregnated with disinfectant germicidal cleaning solution, buff dry with cloth.		
Remove cobwebs from ceilings using long handled soft brush. Wipe outside of lighting with damp cloth.	MONTHLY	MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency

Cleaning Task Sheet – Miscellaneous Buildings

Room type: Windows Internal and external 

ACTION	FREQUENCY	
	Lichfield Hall	Lichfield Training Room
Internal Windows Check all internal windows for finger marks and other staining on the glass and remove if required..	WEEKLY	WEEKLY
External & Internal Windows Wash external windows to the, including any secondary glazing.	4 MONTHLY	4 MONTHLY

<u>EXCEPTIONS</u>		
Building/Location	Task	Frequency or Comment

SECTION 5 - WHERE ARE THE SPACES LOCATED WHEN CAN THEY BE CLEANED AND WHAT ARE THE CLEANING REQUIREMENTS?

1 Where are the spaces located?

- 1.1 To clearly identify the location of space, detailed information sheets have been created for each property which are contained within this section. These information sheets are shown in the following sections:-

Section 5.1 - Sheltered Housing

Section 5.2 – General Housing

Section 5.3 - Miscellaneous Buildings

2 When can they be cleaned and what are the cleaning requirements?

- 2.1 Within Section 5.1, 5.2 and 5.3 there is a table which indicates when spaces can be cleaned. There are certain tasks that are either programmed or un-programmed and the split between these requirements is clarified in section 5.1, 5.2 and 5.3.

**SECTION 5.1
WHERE ARE THE SPACES LOCATED
WHEN CAN THEY BE CLEANED AND WHAT ARE THE CLEANING
REQUIREMENTS? - SHELTERED HOUSING**

1 Individual Property Information

- 1.1 Individual property information has been provided for all of the sheltered housing included within lot 3. All information provided includes a detailed location plan for each sheltered housing property which can be found in **Annex A**.
- 1.2 To clearly identify the location of each room classification type/space (as explained in Section 4 table 4), these symbols have been shown on detailed building plans for a selection of the sheltered housing buildings as shown in table 8 below:-.

Table 8 – Detailed building plans available

Ref No	Sheltered Housing Name	Detailed Building Plan Provided?
SH1	ANNESLEY	NO
SH2	BRACONDALE	NO
SH3	BRANDON COURT	YES
SH4	DITTON COURT	YES
SH5	FERNWOOD	NO
SH6	GREYSTOKE COURT	NO
SH7	HEATHERFIELD	NO
SH8	LICHFIELD ROAD (AND HALL)	NO
SH9	MANSEL COURT	NO
SH10	NEVILLE ROAD	NO
SH11	RAWLYN COURT	YES
SH12	SCHOOL COURT	YES
SH13	STANTON HOUSE	YES
SH14	TALBOT HOUSE	YES
SH15	WESTGATE	NO
SH16	WHITEFRIARS	YES

2. Safeguarding

- 2.1 Given the particular nature of the sheltered housing schemes under Lot 3 where there will be vulnerable adults, the contractor is required to ensure DBS checks are carried out on those cleaning staff that will have regular duties in those premises. Such checks shall be arranged and paid for by the contractor and should be 'enhanced level check'. The Contractor shall ensure that any staff to be regularly deployed in the sheltered schemes under the contract shall first pass the appropriate DBS checks. The contractors approach to meeting this requirement shall be included in the wider safeguarding proposals that must be submitted by the contractor and agreed by the Council before service commences under the contract.

3 A Named Cleaner

3.1 For all Sheltered housing it is a requirement that the cleaner assigned is a regular 'named' clearer as to establish familiarity between the residents and the cleaner. This applies to all category 1 and category 2 sheltered housing as detailed in section 2 table 1 with the exception of the following sheltered housing which does not require a 'named' cleaner:-

- Graystoke Court (SH6)
- Heatherfield (SH7)
- Westgate (SH15)

It is accepted that at times providing the same named cleaner may not be possible due to holidays or sickness absences.

4 Other essential requirements

3.1 The following essential requirements apply to the sheltered housing list of properties:-

- For safety reasons floors must not be mopped in cold, frosty weather to avoid any slipping hazards.

5 When can they be cleaned?

5.1 Various social events, for example coffee mornings take place each week throughout the year, during these times cleaning should be avoided. The times of these social events change from week to week and information/a calendar will be provided on an ongoing basis to the winning Contractor so that work schedules can be determined. An example of a typical calendar of events is shown in **Annex D**.

5.2 Details of when each of the sheltered housing properties can be cleaned is contained within **Table 9**. The times shown assume that no social events are taking place therefore it is essential that any information/calendars issued are read in conjunction with the standard cleaning times. This is not suggested as the working hours for employees, it is provided to show the time when the cleaning can take place. Please note cleaning is not to be undertaken on bank holidays. Cleaning missed due to sickness, bank holidays or annual leave must be re-scheduled in the same week.

5.3 If the bank Holiday falls on a Monday, catch up cleaning must be undertaken within the remaining four days that same week. If the bank holiday falls on a Friday then the Contractor must plan ahead and ensure cleaning is undertaken during the four days leading up to the Bank Holiday. A similar principle must be adopted should a bank holiday fall on any other day. **Please Note:** It will be for the Contractor to manage this and this element of work must be allowed for in the pricing schedule for programmed services.

Table 9 – Cleaning Times

Ref No	Sheltered Housing Name	Times when cleaning can take place
SH1	ANNESLEY	Monday to Friday between 8am to 5pm
SH2	BRACONDALE	Monday to Friday between 8am to 5pm
SH3	BRANDON COURT	Monday to Friday between 8am to 5pm
SH4	DITTON COURT	Monday to Friday between 8am to 5pm
SH5	FERNWOOD	Monday to Friday between 8am to 5pm
SH6	GREYSTOKE COURT	Monday to Friday between 8am to 5pm
SH7	HEATHERFIELD	Monday to Friday between 8am to 5pm
SH8	LICHFIELD ROAD	Monday to Friday between 8am to 5pm
SH9	MANSEL COURT	Monday to Friday between 8am to 5pm
SH10	NEVILLE ROAD	Monday to Friday between 8am to 5pm
SH11	RAWLYN COURT	Monday to Friday between 8am to 5pm
SH12	SCHOOL COURT	Monday to Friday between 8am to 5pm
SH13	STANTON HOUSE	Monday to Friday between 8am to 5pm
SH14	TALBOT HOUSE	Monday to Friday between 8am to 5pm
SH15	WESTGATE	Monday to Friday between 8am to 5pm
SH16	WHITEFRIARS	Monday to Friday between 8am to 5pm

6 Security Arrangements – Sheltered Housing

- 6.1 All sheltered housing properties have door entry schemes or entry using a fob key code. Cambridge City Council will provide all required passes or fob key codes to allow entry for all cleaners. However should the winning Contractor lose any of the issued key fob keys then a charge will be applied by Cambridge City Council for each replacement. This will also apply to any keys issued, a charge will be applied by Cambridge City Council for each replacement key and any costs associated with the changing of locks for security reasons if this is deemed necessary.

7. Sheltered Housing, What are the Cleaning Requirements?

- 7.1 There are various works required for the Sheltered Housing Communal Areas, these are divided in to 'Programmed Services' which are to be provided on an ongoing basis and 'Non-programmed Services' items which are required by the Council from time to time. These Programmed and Non-programmed Services are reflected in the pricing schedule. The cleaning requirements for Lot 3 are confirmed as follows which are reflected in the Cleaning Task Sheets for Sheltered Housing:-

PROGRAMMED SERVICES

- 7.2 **Regular Cleaning shown on the Sheltered Housing Task Sheets (or the General Housing Task Sheets for Category 1 Sheltered Housing Properties) –** Regular ongoing cleaning is to required frequencies. The frequencies and spaces/rooms to be cleaned are shown on cleaning task sheets for Sheltered Housing (or the General Housing Task Sheets for the Category 1 Sheltered Housing Properties), with each room/space having a classification.
- 7.3 **Window Cleaning –** Internal and external window cleaning as detailed on separate cleaning task sheets. Task Sheet 'Windows Internal and external'.
- 7.4 **Producing Quarterly Reports and attending Quarterly meetings –** Quarterly reports must be produced and presented at quarterly meetings. The aim is to maintain standards and ensure continuous improvement is maintained. Further details are included in Section 7.
- 7.5 **Dirty Cleaning on Arrival -** A general requirement of the Contractor is to Inspect all communal areas on arrival every morning for emergency 'dirty' cleaning which must be done immediately, i.e. removal of urine, faeces, vomit, blood, glue bags, sharps, small items of graffiti less than 1 square foot and the remnants of other anti-social activities. Graffiti larger in size should be reported to the Cambridge City Council's Graffiti Team via the Customer Service Centre (CSC) the day it is discovered.

UN-PROGRAMMED SERVICES

- 7.6 **Un-programmed Cleaning –** There are some cleaning requirements that may be requested. These items are included within the pricing schedule as separate items.
- 7.7 **Guest Rooms, Sheltered Housing -** Guest Rooms are only located at Ditton Court and School Court, there is **one** guest room at Ditton Court and **one** Guest Room at School Court. These guest rooms are used by relatives of those who are stopping at the Sheltered Housing accommodation at Ditton Court and School Court. Cleaning takes place once a guest has vacated the room. Guest rooms at Ditton Court and at School Court are use approximately 10 to 20 days a year but frequencies may vary.

7.8 **Emergency Cleaning** -In addition to the general cleaning carried out within the communal areas of the sheltered housing there may be a need for emergency cleaning to be undertaken if requested at short notice between Monday to Friday. If the request is made and there is already a cleaner carrying out the general regular cleaning then an additional charge for the emergency call will not apply, only where an additional visit is required to a property will be charged. Emergency cleaning types are shown below in Table 10.

Table 10 – Emergency Cleaning, Sheltered Housing, Mon to Fri

Description of Issue	Response Time
Hazardous material such as broken glass, urine, faeces, vomit, blood, glue bags, sharps and the remnants of other anti-social activities.	Within one hour
Water Spillage causing a serious hazard or danger.	Within 4 hours

7.9 Please note that any emergency cleaning requirements at weekends will be undertaken by the Rapid Response Team at Cambridge City Council

SECTION 5.2
WHERE ARE THE SPACES LOCATED
WHEN CAN THEY BE CLEANED AND WHAT ARE THE CLEANING
REQUIREMENTS? - GENERAL HOUSING

1 Individual Property Information

- 1.1 Individual property information has been provided for all of the general housing included within lot 3. All information provided includes a detailed location plan for each sheltered housing property which can be found in **Annex B**.

2 When can they be cleaned?

- 2.1 Cleaning of the general housing is to take place from Monday to Friday between the hours of 8am to 5pm. This is not suggested as the working hours for employees, it is provided to show the time when the cleaning can take place. Please note cleaning is not to be undertaken on bank holidays. Cleaning missed due to sickness, bank holidays or annual leave must be re-scheduled in the same week.
- 2.1 If the bank Holiday falls on a Monday, catch up cleaning must be undertaken within the remaining four days that same week. If the bank holiday falls on a Friday then the Contractor must plan ahead and ensure cleaning is undertaken during the four days leading up to the Bank Holiday. A similar principle must be adopted should a bank holiday fall on any other day. **Please Note:** It will be for the Contractor to manage this and this element of work must be allowed for in the pricing schedule for programmed services.

3 Other essential requirements

- 3.1 The following essential requirements apply to the general housing list of properties:-
- In every property shown on the general housing list a poster must be displayed showing how to contact the cleaner and on which days they attend site.
 - For safety reasons floors must not be mopped in cold, frosty weather to avoid any slipping hazards.

4 Security Arrangements

- 4.1 Some of general housing properties have door entry schemes or entry using a fob key code others have unrestricted access such as Type 2 and Type 3 properties. For those properties with restricted access, Cambridge City Council will provide all required passes or fob key codes to allow entry for all cleaners. However should the winning Contractor lose any of the issued key fob codes then a charge will be applied by Cambridge City Council for each replacements. This will also apply to any keys issued, a charge will be applied by Cambridge City Council for each replacement key and any costs associated with the changing of locks for security reasons if this is deemed necessary.

5. General Housing, What are the Cleaning Requirements?

- 5.1 There are various works required for the General Housing communal areas, these are divided in to 'Programmed Services' which are to be provided on an ongoing basis and 'Non-programmed Services' items which are required by the Council from time to time. These Programmed and Non-programmed Services are reflected in the pricing schedule. The cleaning requirements for Lot 3 are confirmed as follows which are reflected in the Cleaning Task Sheets for General Housing:-

PROGRAMMED SERVICES

- 5.2 **Regular Cleaning shown on the General Housing Task Sheets** – Regular ongoing cleaning is to required frequencies. The frequencies and spaces/rooms to be cleaned are shown on cleaning task sheets for General Housing with each room/space having a classification.
- 5.3 **Window Cleaning** – Internal and external window cleaning as detailed on separate cleaning task sheets. Task Sheet 'Windows Internal and external'.
- 5.4 **Producing Quarterly Reports and attending Quarterly meetings** – Quarterly reports must be produced and presented at quarterly meetings. The aim is to maintain standards and ensure continuous improvement is maintained. Further details are included in Section 7.
- 5.5 **Dirty Cleaning on Arrival** - A general requirement of the Contractor is to Inspect all communal areas on arrival every morning for emergency 'dirty' cleaning which must be done immediately, i.e. removal of urine, faeces, vomit, blood, glue bags, sharps, small items of graffiti less than 1 square foot and the remnants of other anti-social activities. Graffiti larger in size should be reported to the Cambridge City Council's Graffiti Team via the Customer Service Centre (CSC) the day it is discovered.

UN-PROGRAMMED SERVICES

- 5.6 **Un-programmed Cleaning** – There are some cleaning requirements that may be requested. These items are included within the pricing schedule as separate items.
- 5.7 **Emergency Cleaning – General Housing** - In addition to the general cleaning carried out within the communal areas of the general housing there may be a need for emergency cleaning to be undertaken if requested at short notice between Monday to Friday. If the request is made and there is already a cleaner carrying out the general regular cleaning then an additional charge for the emergency call will not apply, only where an additional visit is required to a property will be charged. Emergency cleaning types are shown below in **Table 11**.

Table 11 – Emergency Cleaning, General Housing, Mon to Fri

Description of Issue	Response Time
Hazardous material such as broken glass, urine, faeces, vomit, blood, glue bags, sharps and the remnants of other anti-social activities.	Within one hour
Water Spillage causing a serious hazard or danger.	Within 4 hours

5.8 Please note that any emergency cleaning requirements at weekends will be undertaken by the Rapid Response Team at Cambridge City Council

**SECTION 5.3
WHERE ARE THE SPACES LOCATED
WHEN CAN THEY BE CLEANED AND WHAT ARE THE CLEANING
REQUIREMENTS? - MISCELLANEOUS BUILDINGS**

1 Individual Property Information

- 1.1 Individual property information has been provided for the miscellaneous buildings included within lot 3. All information provided is included in this section.
- 1.2 To clearly identify the location of each room classification type/space (as explained in Section 4 table 6), these symbols have been shown on building plans for Lichfield Hall and the Lichfield Training Rooms which are shown at the end of this section (Figure 3).

2 When can they be cleaned?

- 2.1 Various events, for example coffee mornings, residents meetings, Yoga clubs take place each week throughout the year, during these times cleaning should be avoided. The times of these events change from week to week and information/a calendar will be provided on an ongoing basis to the winning Contractor so that work schedules can be determined. An example of a typical calendar of events is shown below for Lichfield Hall and the Lichfield Training Rooms:-

FIGURE1 - LICHFIELD HALL CALENDAR OF EVENTS EXAMPLE

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 9-12 VIP Craft Group 2.30-4 Diamond 6.30-9.30 Games Night	2
3	4 1-4 Bingo 6.30-10 Blinco	5 1-4 Bingo	6 9.30-11 Lich & Nev Activities 11.30 Keep Fit	7 11.30-12.30 T'ai Chi 2-4 Lich & Nev Activities	8 9-12 VIP Craft Group 6.30-9.30 Games Night	9
10	11 1-4 Bingo 6.30-10 Blinco	12 1-4 Bingo	13 9.30-11 Lich & Nev Activities 11.30 Keep Fit	14 11.30-12.30 T'ai Chi 2-4 Lich & Nev Activities	15 9-12 VIP Craft Group 2.30-4 Diamond 6.30-9.30 Games Night	16
17	18 1-4 Bingo 6.30-10 Blinco	19 1-4 Bingo	20 9.30-11 Lich & Nev Activities 11.30 Keep Fit	21 11.30-12.30 T'ai Chi 2-4 Lich & Nev Activities	22 9-12 VIP Craft Group 6.30-9.30 Games Night	23
24	25 1-4 Bingo 6.30-10 Blinco	26 1-4 Bingo	27 9.30-11 Lich & Nev Activities 11.30 Keep Fit	28 12-2 ILS BBQ 1-5 Lich & Nev Activities	29 9-12 VIP Craft Group 2.30-4 Diamond 6.30-9.30 Games	30
31						

FIGURE2 - LICHFIELD TRAINING ROOM CALENDAR OF EVENTS EXAMPLE

July 2014						
28	29	30 Ⓞ (08:30 - 09:30) ILF Catch-up Meeting	31	1	2	3
August 2014						
4	5 Ⓞ (13:30 - 16:00) SSRA Committee Meeting	6 Ⓞ (08:30 - 09:30) ILF Catch-up Meeting Ⓞ (10:00 - 13:00) ILF Training Meeting Ⓞ (14:00 - 16:00) for Marella - Meeting	7 Ⓞ (14:00 - 16:00) ILF Team Meeting	8	9	10
11	12	13 Ⓞ (08:30 - 09:30) ILF Catch-up Meeting Ⓞ (13:30 - 16:30) ILF Training Meeting	14	15	16	17
18	19	20 Ⓞ (08:30 - 09:30) ILF Catch-up Meeting	21	22	23	24
25	26	27 Ⓞ (08:30 - 09:30) ILF Catch-up Meeting	28 Ⓞ (11:30 - 12:30) T'ai Chi	29	30	31

2.2 Cleaning should be undertaken within Lichfield Hall on a daily basis (**Monday to Friday Only**). Between the hours of **6am and 8:30am** to ensure facilities are clean before they are used for the day and evening.

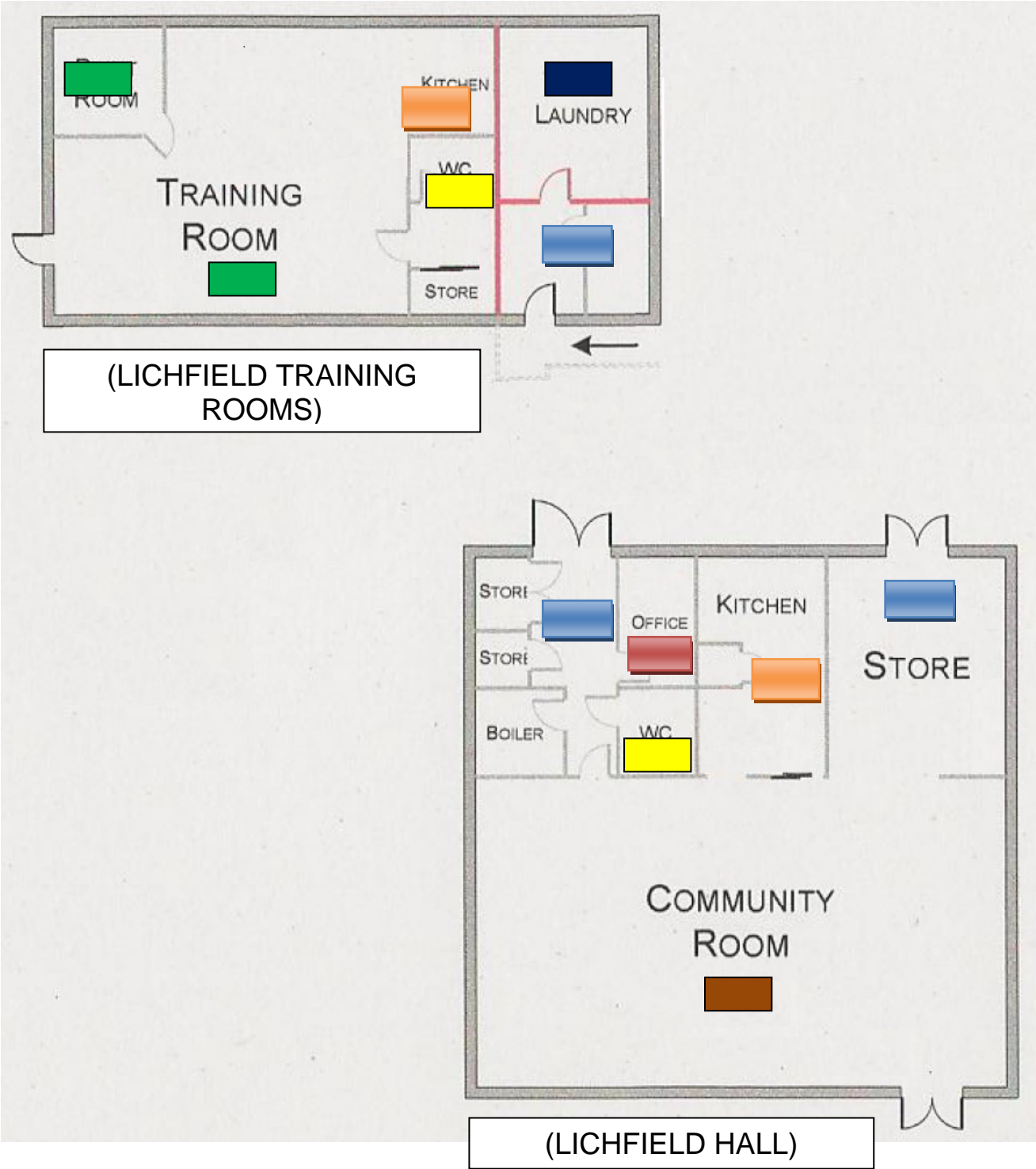
2.3 Cleaning should be undertaken within the Lichfield training Rooms on a **weekly** basis (**Monday to Friday Only**). Between the hours of 6am and 8:30am to ensure the facility is clean before they are used for the daily meetings.

3 Security Arrangements

3.1 The Lichfield Training Room has a key safe system to allow access for cleaning operatives and those using the building. The Lichfield Hall is currently access using a simple key but this may be reviewed and changed to a key safe system in the future.

3.2 The winning contractor will be given full access to both buildings. Issuing of keys is recorded and all keys must be signed for. Should the winning Contractor lose any of the issued keys then a charge will be applied by Cambridge City Council for each replacement key and any cost associated with the changing of locks for security reasons if deemed necessary.

FIGURE 3
Lichfield Hall and the Lichfield Training Rooms
Building Plans With Symbols



5. Miscellaneous Buildings, What are the Cleaning Requirements?

- 5.1 There are various works required for the Miscellaneous Buildings, these are divided in to 'Programmed Services' which are to be provided on an ongoing basis and 'Non-programmed Services' items which are required by the Council from time to time. These Programmed and Non-programmed Services are reflected in the pricing schedule. The cleaning requirements for Lot 3 are confirmed as follows which are reflected in the Cleaning Task Sheets for Miscellaneous Buildings:-

PROGRAMMED SERVICES

- 5.2 **Regular Cleaning shown on the Miscellaneous buildings Task Sheets –** Regular ongoing cleaning is to required frequencies. The frequencies and spaces/rooms to be cleaned are shown on cleaning task sheets for Miscellaneous Buildings with each room/space having a classification.
- 5.3 **Window Cleaning –** Internal and external window cleaning as detailed on separate cleaning task sheets. Task Sheet 'Windows Internal and external'.
- 5.4 **Producing Quarterly Reports and attending Quarterly meetings –** Quarterly reports must be produced and presented at quarterly meetings. The aim is to maintain standards and ensure continuous improvement is maintained. Further details are included in Section 7.
- 5.5 **Dirty Cleaning on Arrival -** A general requirement of the Contractor is to Inspect all areas on arrival every morning for emergency 'dirty' cleaning which must be done immediately, i.e. removal of urine, faeces, vomit, blood, glue bags, sharps, small items of graffiti less than 1 square foot and the remnants of other anti-social activities. Graffiti larger in size should be reported to the Cambridge City Council's Graffiti Team via the Customer Service Centre (CSC) the day it is discovered.

UN-PROGRAMMED SERVICES

- 5.6 **Un-programmed Cleaning –** There are some cleaning requirements that may be requested. These items are included within the pricing schedule as separate items.
- 5.7 **Emergency Cleaning – Miscellaneous Buildings -**This is only required for the Lichfield community room, emergency cleaning service is not requirement for Lichfield training room. Emergency cleaning may need to be undertaken if requested at short notice between Monday to Friday. If the request is made and there is already a cleaner carrying out the general regular cleaning then an additional charge for the emergency call will not apply, only where an additional visit is required to a property will be charged. Emergency cleaning types are shown in **Table 11a**

Table 11a – Emergency Cleaning, Miscellaneous buildings, Mon to Fri

Description of Issue	Response Time
Hazardous material such as broken glass, urine, faeces, vomit, blood, glue bags, sharps and the remnants of other anti-social activities.	Within one hour
Water Spillage causing a serious hazard or danger.	Within 4 hours

- 5.8 Please note that any emergency cleaning requirements at weekends will be undertaken by the Rapid Response Team at Cambridge City Council

SECTION 6 - HOW SHOULD THE SPACES BE CLEANED?

1 HEALTH & SAFETY, AFTER THE AWARD OF CONTRACT

- 1.1 The winning Contractor will be expected to produce a works method statement after the award of contract that outlines their commitment to the health, safety and welfare of their staff. This works method statement should set out their approach to undertaking the work safely, and should include the following information either as an attachment or as separate documents
- Task specific risk assessments
 - Manual handling risk assessments
 - Safe system of work (SSoW)
 - Safe storage of COSHH, tools and equipment
- 1.2 Training arrangements will be clearly set out with all staff trained in a safe system of work as described above. This training should also include task specific training, the safe use of COSHH, “Blood Borne Infectious Diseases”, any tools and equipment and personal protective equipment that may be required to be used.
- 1.3 Risk and method statements should be communicated to staff and should be available on request.
- 1.4 Chemical, cleaning agents or polishes (COSHH) will be used in accordance with the manufacturer’s instructions. All staff must have full access to the safety data sheets, COSHH and risk assessments.
- 1.5 Signs will be displayed to ensure that Health and Safety needs of the venue are maintained and that the general public are aware that cleaning is being undertaken at the venue.
- 1.6 The winning contractor will ensure that its staff are fully trained and must be fully equipped to deal with any needles or sharp implements found within the communal areas and must be safely handled and disposed of in accordance with best practice and legislation (using a sharps container). The contractor will provide services safely and in a manner that is not, or is not likely to be, injurious to health or detrimental to the fabric of any site or location.
- 1.7 Cleaning operatives should wear the appropriate protective clothing when carrying out the cleaning operations, examples of such PPE are:-
- Gloves latex or other to suit
 - Dust Mask
 - Safety Shoe / boots

- 1.8 All cleaning operatives are required to wear a smart uniform showing their Company logo and also the Cambridge City Council logo with a message that they are 'working on behalf of Cambridge City Council'

2 WORK ORGANISATION

- 2.1 Whenever possible tasks will be undertaken so as to minimise inconvenience to the general public, tenants and, or employees.
- 2.1 The winning Contractor will be expected to organised the cleaning works, normally described by venue and location within a task ticket or work schedule. Operatives will have a designated area or round so as to be able to take ownership of the cleaning arrangements and to develop a professional working relationship with the customer/s. As indicated in section 5.1, some of the sheltered housing properties will require a 'named cleaner'.
- 2.2 When works have to be rescheduled, this is also recorded on the Task Ticket and discussed with the Manager at the end of the shift or start of the next. If there are any problems or any unusual events or comments, these will also be noted on the Task Ticket. All cleaning works completed must be recorded on the Task Ticket as the work generally progresses.
- 2.3 Operative may across fly tipping in and around the communal areas, This should be clearly noted on the Task ticket so that the relevant Team Leader can then report the issue to Cambridge City Council who will then arrange for its collection.

3 DESIGNATED STORAGE CUBOARDS

- 3.1 **Sheltered Housing** – All **Category 2** properties have a dedicated cleaning cupboard for storage of cleaning materials that can be used by the winning Contractor .
- 3.2 **General Housing** – There are **No** storage cupboards available at any of the General housing properties with the exception of Ditchburn Place, Contractors would be expected to determine how cleaning equipment/materials are transported to site and the properties cleaned. Ditchburn Place however has a number of cleaning cupboards on site that can be used by the winning Contractor when cleaning Ditchburn Place.
- 3.3 **Miscellaneous Buildings** – The Lichfield Training Rooms and Lichfield Hall have no storage areas for cleaning materials or equipment. All cleaning materials and equipment is to be stored within the winning contractors van/vehicle.
- 3.4 Any store cupboards where cleaning equipment and chemicals supplied be stored must be locked at all times when unattended.

4 THE EXISTING CLEANING ARRANGEMENT - EQUIPMENT/VEHICLES

- 4.1 The cleaning of the communal areas of the Sheltered and general housing is currently undertaken by Cambridge City Council's in-house cleaning team. Cambridge City Council will be invited to tender for lot 3. Should however the in-house team not be successful in winning Lot 3 then there is a number of items that are available to purchase by entering into negotiation with the Senior Operations Manager at Cambridge City Council at the award stage:-

3 x Transit Connect vans with hot water tanks for cleaning.
6 x Henry hoovers.

This is an option within the contract, Cambridge City Council is not obliged to sell the equipment and the winning Contractor will not be forced to buy the equipment.

5 THE EXISTING CLEANING ARRANGEMENT - MATERIALS/STOCK

- 5.1 Should the in-house team not be successful in winning lot 3 then any existing stock of materials or cleaning tools to be used for cleaning purposes, contained within any designated storage cupboard will become the property of the new cleaning Contractor for Lot 3 (at zero cost to the Contractor). The amount of materials or cleaning tools cannot be guaranteed, the in-house team is not obliged to leave behind any materials or cleaning tools, therefore storage cupboards could contain no materials or cleaning tools.

6 MATERIALS/CONSUMABLES USED FIGURES

- 6.1 To provide the tenderer with information on the amount and type of materials historically used by the in-house team to deliver the cleaning service, figures are provided in **Annex E**. This is purely for information and represents typical usage figures for several months in 2013. The contractor must assess separately the level of materials that he believes will be necessary to fulfil the contract requirement.
- 6.2 Tenderers must note: that all materials consumed by the contractor (such as cleaning agents, dusters and mops) in providing the services for both programmed and un-programmed services must be included within the contractors price for the services. Those materials (such as toilet rolls and soap) that are restocked by the contractor for re-use by the public and/ or building occupants should be invoiced monthly and will be paid by the Council as defined in the contract terms/ specifications.

SECTION 7 - HOW WILL PERFORMANCE BE MONITORED?

1 HouseMark Principles

- 1.1 For the Sheltered and General Housing contained within this lot 3, performance will be monitored using HouseMark (Caretaking & Cleaning Standards, Estate Services Peer Review Photo Book, HouseMark Estate Services Club, April 2009), which is the country's leading provider of support to social housing organisations for performance and service improvement. A copy of HouseMark Is shown within **Annex F**.
- 1.2 Cambridge City Council wish to utilise this system of performance monitoring as HouseMark is used by most of the country's social housing organisations to improve their focus on customer needs, service and performance efficiency.
- 1.3 HouseMark is jointly owned by the Chartered Institute of Housing (CIH) and the National Housing Federation (NHF), two not-for-profit organisations which reinvest their surpluses into the social housing sector. HouseMark runs Performance Improvement clubs both regionally and for specific service delivery areas.

2 Photo Book System

- 2.1 The principals of HouseMark will apply to all properties contained within lot 3, the 'Photo Book' system detailed within HouseMark will be used to judge standards of cleaning.

3 What Elements of HouseMark apply to Lot3 properties?

- 3.1 The Elements that apply to lot three are ticked in the table 12:-

Table 12 – HouseMark Elements that apply to Lot 3 properties

Table 12	DESCRIPTION OF ELEMENT	Page Number of HouseMark Standard	DOES THIS APPLY TO SHELTERED HOUSING?	DOES THIS APPLY TO GENERAL HOUSING?
Element 1	Car parks	5	NO	NO
Element 2	Garages & garage areas	7	NO	NO
Element 3	Paths, roadways & courtyards	12	YES WHERE APPLICABLE	YES WHERE APPLICABLE
Element 4	Play areas & seating areas	14	NO	NO
Element 5	Litter removal from grassed areas & shrubs	16	YES WHERE APPLICABLE	YES WHERE APPLICABLE

Table 12	DESCRIPTION OF ELEMENT	Page Number of HouseMark Standard	DOES THIS APPLY TO SHELTERED HOUSING?	DOES THIS APPLY TO GENERAL HOUSING?
Element 6	Graffiti removal	18	YES	YES
Element 7	Security of tank and meter rooms	20	NO	NO
Element 8	Rubbish chutes	21	YES	YES
Element 9	Cleanliness of windows	23	YES	YES
Element 10	Cleanliness of ledges & window cills	25	YES	YES
Element 11	Cleanliness of light fittings & working condition	27	YES	YES
Element 12	Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls.	29	YES	YES
Element 13	Entrance halls and lobbies	31	YES	YES
Element 14	Handrails, ledges and banister rails	33	YES	YES
Element 15a	Lifts – floors	35	YES WHERE APPLICABLE	YES WHERE APPLICABLE
Element 15b	Lifts doors, panels and frames	37	YES WHERE APPLICABLE	YES WHERE APPLICABLE
Element 16	Cleanliness of walls in communal areas	39	YES	YES
Element 17	Bin chambers	41	YES	YES
Element 18	Communal bin areas & drying areas	43	YES	YES
Element 19	Security and tidiness of intake rooms and dry stores	46	NO	NO
Element 20	Fly tipping	48	YES IF REQUESTED AS UNPROGRAMMED WORKS	YES IF REQUESTED AS UNPROGRAMMED WORKS
Element 21	Estate Signage & Notice Boards	52	YES	YES
Element 22	Grounds Maintenance – grassed areas	62	NO	NO

Table 12	DESCRIPTION OF ELEMENT	Page Number of HouseMark Standard	DOES THIS APPLY TO SHELTERED HOUSING?	DOES THIS APPLY TO GENERAL HOUSING?
Element 23	Grounds Maintenance – weed clearance	65	NO	NO
Element 24	Grounds Maintenance – shrub bed & hedge maintenance	68	NO	NO

4 PRODUCING QUARTERLY REPORTS

4.1 The winning Contractor will be expected to produce quarterly reports and present the report at a quarterly meeting with the Managers of City Homes North and South. The quarterly report will need to cover but will not be limited to the following areas:-

- Contractors performance over the quarter,
- Any accidents that have occurred in terms of personnel,
- Any accidents involving the public, tenants or residents as a result of any cleaning activity.
- Any missed cleaning that has occurred highlighting any problems which may have contributed to this.
- Suggestions put forward with an aim of improving the service.
- Update on any complaints received and the action taken to resolve.
- Any positive feedback received from tenants/residents.

4.2 The quarterly report will need to be linked to the standards set out in the HouseMark (Caretaking & Cleaning Standards, Estate Services Peer Review Photo Book, HouseMark Estate Services Club, April 2009). The quarterly report is intended to be a tool to assist with the ongoing improving of the cleaning service.

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LOT 3 - Additional Blocks for Window Cleaning Only

Ref.	Name	City Homes Office	Number	Window Details
W1	Anstey Way	South	Anstey Way Comm Area 1A-2B All	8ft x 5ft x 2
			Anstey Way Comm Area 4-5B All	8ft x 5ft x 2
			Anstey Way Comm Area 6-7B All	8ft x 5ft x 2
			Anstey Way Comm Area 8-8B All	8ft x 5ft x 2
			Anstey Way Comm Area 9-10B All	8ft x 5ft x 2
			Anstey Way Comm Area 11-12B All	6ft from g -1 st fl blocked glass nr door
W2	Ashley Court	South	Ashley Ct Block 34	rooflight
			Ashley Ct Comm Area 35-38 All	4 x 4ftx18ins
			Ashley Ct Comm Area 39-42 All	4 x 4ft x18ins
W3	Bergholt	South	Bergholt CI Comm Area 2-5 All	5ft x 4.5 ft on 1 st floor
W4	Brandon Court	South	Brandon Court Block 38-41 All	2X 8ftx 10ft
			Brandon Ct Comm Area 42-45 All	2X 8ftx 10ft
			Brandon Ct Comm Area 46-49 All	2X 8ftx 10ft
W5	Brentwood Close	South	Brentwood CI Comm Area 8-14 Evens	5ft x 4.5 ft on 1 st floor
W6	Brentwood Court	South	Brentwood Ct Comm Area 13-19 Odds	5ft x 4.5 ft on 1 st floor
W7	Carlow	South	Carlow Comm Area 1 - 2A All	3ft x 12 ft sloping roof
			Carlow Comm Area 3 - 4A All	3ft x 12 ft sloping roof
			Carlow Comm Area 5 - 6A All	3ft x 12 ft sloping roof
W8	Chigwell Court	South	Chigwell Ct Comm Area 2-5 All	5ft x 4.5 ft on 1 st floor
			Chigwell Ct Comm Area 8-11 All	5ft x 4.5 ft on 1 st floor
W9	Coggeshall Close	South	Coggeshall CI Comm Area 13-16	5ft x 4.5 ft on 1 st floor
GH32	Dennis Road	South	Dennis Road Block 81 - 84 All	1x 7ft high x10 ft wide, 1x 6ft high x 6 ft wide
W10	Donegal, Staffordshire Street	South	Donegal Comm Area 1 - 2A All	3ft x 12 ft sloping roof
			Donegal Comm Area 3 - 4A All	3ft x 12 ft sloping roof
			Donegal Comm Area 5 - 6A All	3ft x 12 ft sloping roof
			Donegal Comm Area 7 - 8A All	3ft x 12 ft sloping roof
W11	Fazeley House, East Road	South	Fazeley House 1-16 All	shares windows with Shenstone
W12	Hadleigh Court	South	Hadleigh Court Block 2-5 All	5ft x 4.5 ft on 1 st floor
			Hadleigh Court Block 8-11 All	5ft x 4.5 ft on 1 st floor
W13	High St Cherry Hinton	South	High St C Hinton BI 86-94 Even	18ins x 4ft a door
W14	Hilderstone House, Staffordshire Street	South	Hilderstone Ho Block 1-14 All	2 x 6ft x 6ft
W15	Honey Hill	North	Honey Hill Comm Area 6-9 All	4x6ft + door
			Honey Hill Comm Area 10-12 All	4x6ft + door
			Honey Hill Comm Area 13-18 All	4x6ft + door
W16	Kingsway, Carlton Way	North	Kingsway 1 - 130	please see detail on separate spreadsheet (Kingsway tab)
W17	Loughton Court	South	Loughton Court Block 2-5 All	5ft x 4.5 ft on 1 st floor
GH59	Maitland Avenue	North	Maitland Comm Area 84-90 Evens	2 doors and1panel 1ft wide 1 wind 4x4ft
			Maitland Comm Area 92-98 Evens	2 doors and1panel 1ft wide 1 wind 4x4ft
			Maitland Comm Area 100-106 Eve	2 doors and1panel 1ft wide 1 wind 4x4ft
			Maitland Comm Area 108-114 Eve	2 doors and1panel 1ft wide 1 wind 4x4ft
			Maitland Comm Area 116-122 Eve	2 doors and1panel 1ft wide 1 wind 4x4ft
W18	Mortlock Avenue	North	Mortlock Comm Area 35-41 Odds	2 doors and1panel 1ft wide 1 wind 4x4ft
			Mortlock Comm Area 43-49 Odds	2 doors and1panel 1ft wide 1 wind 4x4ft
			Mortlock Comm Area 51-57 Odds	2 doors and1panel 1ft wide 1 wind 4x4ft
			Mortlock Comm Area 59-65 Odds	2 doors and1panel 1ft wide 1 wind 4x4ft
			Mortlock Comm Area 67-75 Odds	2 doors and1panel 1ft wide 1 wind 4x4ft
W19	Nuns Way	North	Nuns Way Block 22 - 28 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 50 - 56 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 80 - 86 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 108 - 114 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 136 - 142 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 162 - 168 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 188 - 194 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 212 - 218 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 238 - 244 Evens	4x4ft, 2 x 2x1 ft, + doors
			Nuns Way Block 262 - 268 Evens	4x4ft, 2 x 2x1 ft, + doors
W20	Ongar Court	South	Ongar Court Block 5 - 8 All	5ft x 4.5 ft on 1 st floor
W21	Russell Court	South	Russell Ct Comm Area 1-5 All	10ft tall window
			Russell Ct Comm Area 6-9 All	2 x 10x 8ft
			Russell Ct Comm Area 10-13 All	2 x 10x 8ft
			Russell Ct Comm Area 14-17 All	2 x 10x 8ft
			Russell Ct Comm Area 18-21 All	2 x 10x 8ft
			Russell Ct Comm Area 22-25 All	2 x 10x 8ft
W22	Shenstone House, East Road	South	Shenstone Ho Block 1 - 14 All	2 x 6ft x 6ft
W23	The Rodings	South	The Rodings Block 1-4 All	5ft x 4.5 ft on 1 st floor
			The Rodings Block 5-8 All	5ft x 4.5 ft on 1 st floor
W24	Thorpe Way	South	Thorpe Way Block 14-20 Evens	5ft x 4.5 ft on 1 st floor
			Thorpe Way Block 22-28 Evens	5ft x 4.5 ft on 1 st floor
			Thorpe Way Block 64-70 Evens	5ft x 4.5 ft on 1 st floor
			Thorpe Way Block 74-80 Evens	5ft x 4.5 ft on 1 st floor
			Thorpe Way Block 90-96 Evens	5ft x 4.5 ft on 1 st floor
			Thorpe Way Block 102-108 Evens	5ft x 4.5 ft on 1 st floor
W25	Tom Amey Court, St Philips Road	South	Tom Amey Court Block 1-9 All	33 x 18ins












KINGSWAY WINDOW DETAILS

Address	Property numbers	Descriptions of windows
External entrances	1 - 4	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
	5 - 8	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
	21-22	Panel 7ft x 5ft
	23-24	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
	25-26	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
	27-30	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
	31-34	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
	35-38	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
	39-42	Sloping Perspex roof to 1 st floor 7x10ft + window 6x3ft
stairs nr lift nr surgery		3 windows 3x3ft
Block 4 nr 70)		4 x 4ft, 4 x 8ft
Block 5 43-66		4x18ft and roof on 3 rd fl
Nr 67		4x4ft
Block 2 Nr 95 corner		30x3ft, 36x3ft and Perspex roof of same length x 8ft
Nr 100		9x4ft near loft access
Block 1 nr 113/117		4x4, 2x 9x3ft and roofing same x 8ft wide
Stairs 110- 118		9x9
Nr sign 116		3x 3x3 ft, 3 x 9x3ft

REVISED TABLE 3












Block Name and Reference Number

City Homes Office Responsible

Number	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
													
Block 106 & 110	2	Type 3											
Block 108 & 112	2	Type 3											
Block 118 & 122	2	Type 3											
Block 119 Only	1	Type 3											
Block 120 & 124	2	Type 3											
Block 121 & 123	2	Type 3											
Block 126 & 128	2	Type 3											
Block 130 Only	1	Type 3											
Block 131 & 133	2	Type 3											
Block 135 - 139 Odds & 143	4	Type 3											
Block 136 & 138	2	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓
Block 140 Only	1	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓
Block 141 & 145	2	Type 3											
Block 149 & 153	2	Type 3											
Block 150 & 152	2	Type 3											
Block 151 & 155 – 159 Odds	4	Type 3											
Block 154 & 156	2	Type 3											
Block 16 & 18	2	Type 3											
Block 161 Only	1	Type 3	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓
Block 163 & 167	2	Type 3											
Block 165 & 169	2	Type 3											
Block 168 & 170	2	Type 3											
Block 172 & 174	2	Type 3											
Block 20 Only	1	Type 3											
Block 25 & 29	2	Type 3											
Block 27 & 31	2	Type 3											
Block 33 & 37	2	Type 3											
Block 35 & 39	2	Type 3											
Block 44 & 46	2	Type 3											
Block 45 & 49	2	Type 3											
Block 47 & 51	2	Type 3											
Block 48 Only	1	Type 3											
Block 50 - 56 Evens	4	Type 3											
Block 53 & 55	2	Type 3											
Block 57 Only	1	Type 3											
Block 63 & 67	2	Type 3											
Block 65 & 69	2	Type 3											












MINERVA WAY (GH61)

North

REVISED TABLE 3		Number	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside	
Block Name and Reference Number	City Homes Office Responsible															
																
WYCLIFFE ROAD (GH95)	South	Block 38 & 41	2	Type 2												
		Block 50, 52, 53 & 55	4	Type 2												
		Block 51 & 54	2	Type 2												
		Block 63, 65, 66 & 68	4	Type 2												
		Block 64 & 67	2	Type 2												
		Block 72, 74, 75 & 77	4	Type 2												
		Block 73 & 76	2	Type 2												
		Block 7, 9, 10 & 12	4	Type 2												
Block 8 & 11	2	Type 2														

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New Builds for Contract Variation

TABLE 1		City Homes Office Responsible	Block/Street Name	Number	Cleaning Start Date	No of flats in block	Category	Floor	Walls & Skirtings	Stairs	Bin room	Refuse Chute Covers	Handrails and balustrades	Glass in windows, doors and partitions – entrance and all floors	Doors, door plates & door entry systems, cills, ledges & louvers	Windows Internal / External	Lighting	Outside
																		
BARNWELL ROAD (NB1)	South	Flats 1, 2, 5, 6, 9, 10 (at 51 Barnwell Road)	tbc (end June) 2015	6	Type 1 (3 storeys)	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
		Flats 3, 4, 7, 8, 11, 12 (at 51 Barnwell Road)		6		✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
LATIMER CLOSE (NB2)	South	28, 30, 32, 34	15 June 2015	4	WO											✓ (1 window)		
COLVILLE ROAD (NB4a)	South	44 - 54 evens	tbc (end June) 2015	6	Type 1	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
WPPERHALL COURT (NB4b) (Colville Road)	South	1 - 16	tbc (end July) 2015	16	Type 1	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
CAMPKIN ROAD (NB5)	North	98, 98a, 100, 100a, 102, 102a, 104, 104a, 106, 106a, 108, 108a, 110	tbc (mid/end July) 2015	13	Type 1 (3 storeys)	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
ATKINS CLOSE (NB6)	North	99 – 113 odds only	22 June 2015	8	Type 1	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓

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