



Cleaning of shared areas

Information for council leaseholders

As a Leaseholder, you may have shared areas in and around your property. These are cleaned by our Cleaning Department.

This leaflet tells you:

- Who is responsible for cleaning shared areas
- What the cleaning schedule is and how to contact our cleaning team

Who is responsible for cleaning shared areas?

There may be shared areas such as landings and corridors, stairs and lifts, bin stores, entrance areas, drying areas and shed areas next to your property. If we clean and maintain these, we will send you a service charge bill every six months.

The cleaning is done by the Housing Cleaning team.

What is the cleaning schedule?

We no longer use the cleaning schedules you may have seen displayed in your block previously. After investigating performance standards we found that some cleaners were sticking to weekly, monthly and quarterly tasks rigidly, often neglecting obvious tasks that were not yet due. The cleaners now prioritise their own tasks within each block to have the greatest impact.

If there are internal communal hallways and stairs in your block, the cleaning will be done frequently, up to a maximum of 48 weeks out of 52. This cleaning service is charged at the higher rate.

If there are no internal shared areas, the cleaners may attend every six to eight weeks to sweep the paths and walkways at your block. They may also pick up any litter and report any fly-tipping while on site. This cleaning service is charged at the lower rate.

If there are communal windows at your block, these will be cleaned on average twice per year. An additional amount will be included in your service charge.

Your lease does not state the number of times per year the cleaners should attend. But it does require the council to keep the internal and external communal areas in good condition.

If the cleaning is not up to standard or you think it is not being done, please report this to the Cleaning Department. They will carry out any additional cleaning required to bring it back up to standard.

The Cleaning Services needs to know if something has been missed at your block. But please be reasonable with your expectation of what level of service can be provided at the same time as keeping your service charges reasonable.

Email: housingcleaning@dacorum.gov.uk

Tel: **01442 228000** and say “**Cleaning**”

For more information, please contact the Leasehold Services team by email: **servicecharges@dacorum.gov.uk** or telephone **01442 228000** and ask for **Leasehold Services**. Direct line: **01442 228 799**.

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