

Estate Services Standards Guide

Resident Guide to Estate Cleaning and Grounds Maintenance Standards

At Hexagon, we are committed to providing clean, safe and well-maintained communal areas for everyone who lives in our homes. This guide explains the standards we expect from our estate cleaning and grounds maintenance service, how we monitor performance, and how you can help us maintain pleasant environments for all residents.

The photographs throughout this guide provide examples of what we consider to be excellent, acceptable and poor standards. They are intended to help residents understand what "good" looks like and when it may be appropriate to report a concern. As every estate is different, our Neighbourhood Officers will always use their professional judgement when assessing an estate, considering factors such as weather conditions, seasonal changes, the layout of the estate and any health and safety considerations.

Our Rating System:

We assess the standard of our estate cleaning and grounds maintenance service using a simple 1 to 5 rating scale:

- **5 – Excellent Standard:** The estate meets Hexagon's expected standard with no significant issues identified.
- **4 – Good Standard:** A high standard has been achieved with only very minor issues present.
- **3 – Requires Attention:** The estate remains at an acceptable standard, although some improvements could be made.
- **2 – Below Standard:** The standard has fallen below our expectations and requires attention.
- **1 – Poor Standard:** The condition requires immediate action.

Our aim is for estates to achieve a **5** following each scheduled cleaning or grounds maintenance visit.

Understanding Estate Standards

Our estates are shared spaces that are used every day. While our contractors work hard to achieve the highest possible standard, conditions can change quickly due to factors outside their control. Weather, falling leaves, littering, fly-tipping, vandalism and everyday resident activity can all affect the appearance of an estate between scheduled visits.

For this reason, an estate may not always remain at a **5** standard after a contractor has left. Our Neighbourhood Officers take these factors into account when carrying out inspections and assessing contractor performance.

Cleanliness and the Condition of Our Buildings

It is important to remember that a clean communal area may not always look new or freshly decorated.

Some blocks, communal areas and shared spaces may look tired, worn or dated because of the age and condition of the building, even when they have been cleaned to the required standard. For example, walls may have marks or scuffs, flooring may show signs of wear, or paintwork and other finishes may look tired.

The condition and appearance of communal areas is separate from the cleaning and grounds maintenance service. Where decoration, refurbishment or improvements are required, these are considered through Hexagon's cyclical decoration and planned maintenance programmes, rather than being addressed through routine cleaning.

Our Estate Services inspections focus on whether an area has been cleaned and maintained to the required standard. They do not assess whether the decoration, fixtures, fittings or finishes are new or in perfect condition.

If you are unsure whether something is a cleaning issue or relates to the condition of your building, please contact your Neighbourhood Officer, who will be able to advise you and ensure that any concerns are directed to the appropriate service.

How we Monitor Performance

Neighbourhood Officers carry out planned estate inspections throughout the year to monitor the quality of our cleaning and grounds maintenance services. Inspections are carried out on a risk-based basis, with the frequency determined by factors such as previous contractor performance, the type of estate, known issues and any concerns that have been reported.

Where possible, inspections are completed between 24 and 48 hours after a scheduled cleaning visit. This allows the estate or block to return to normal use while still providing a fair assessment of the contractor's performance.

During each inspection, the estate is assessed against Hexagon's Estate Services Standards using the 1-5 rating system set out in guide.

Where an inspection identifies that the contractor has not met the required standard, a rectification notice will be issued to them. Depending on the nature of the issue, the contractor may be required to return promptly to complete the work or rectify it during the next scheduled visit where appropriate. Contractor performance is monitored throughout the year to help ensure consistently high standards are maintained.

How You Can Help

Maintaining our estates is a shared responsibility. Residents can help us by:

- Disposing of rubbish responsibly and using the correct waste and recycling facilities.
- Reporting fly-tipping, graffiti or damage as soon as possible.
- Keeping personal belongings out of communal areas unless permitted.
- Cleaning up after pets where appropriate.
- Treating our contractors and staff with courtesy and respect.

If you believe your estate has fallen below the expected standard, particularly where you consider it to be a **1** or **2** rating, please report the issue to your Neighbourhood Officer. They will investigate the concern and, where necessary, work with the relevant contractor to resolve it.

Residents are asked not to approach, direct or challenge cleaning or grounds maintenance contractors whilst they are carrying out their duties. Contractors work to agreed specifications and schedules, and any concerns should be raised directly with Hexagon. Inappropriate or abusive behaviour towards contractors may result in further action being taken in accordance with your tenancy or lease agreement. In exceptional circumstances, where the safety or welfare of contractors is at risk, services may need to be suspended until it is safe for them to return.

Cleaning and Ground Maintenance Schedules

The services provided at each estate vary depending on the location and the services covered by your tenancy or lease. In addition to routine communal cleaning and grounds maintenance, some estates may also receive services such as window cleaning, deep cleaning of communal areas, bin and bin store cleaning, shrub maintenance or seasonal grounds works.

The frequency of these services also varies between estates. If you would like more information about the services provided at your estate, including the cleaning and grounds maintenance schedule or what is included within your service, please contact your Neighbourhood Officer.

We also encourage residents to join their Neighbourhood Officer during estate inspections whenever possible. These visits provide an opportunity to discuss any concerns, ask questions and help us continue improving the quality of our neighbourhoods.

Our Rating System

5 = Excellent Standard

4 = Good Standard

3 = Requires Attention

2 = Below Standard

1 = Poor Standard

Lifts

5 – Excellent	
	The lift floor, doors, walls panels and frames are clean with no signs of dust or dirt and appear to have been cleaned regularly and there are no foul odours.
3 – Requires Attention	
	Floors, walls and runners are dirty, excessive litter.
1 – Poor	
	Build-up of dirt, litter, established stains, no evidence services have been provided.

Communal Windows

5 – Excellent	
	The window has no dirt, no dust, no cobwebs and generally the level of cleanliness is excellent.
3 – Requires Attention	
	The condition of the window is in a poor condition (e.g. water streak on inside of the window; there is a buildup of dirt and dust).
1 – Poor	
	The condition of the window is very poor (e.g. frame and glass covered in excessive cobwebs, dust and dirt).

Communal Lights

5 – Excellent	
	The lights must be working, and the light fittings should look as though they have recently been cleaned inside and out with no dirt or cobwebs on or around the fitting.
3 – Requires Attention	
	The lights must be working, and the light fittings should look as though they have recently been cleaned inside and out with no dirt or cobwebs on or around the fitting.
1 – Poor	
	There is clearly a build-up of dirt and cobwebs inside and outside of the light fittings. The cleaning of the light fittings has been neglected, and it may have cracks in the surround.

Ledges and Windowsills

5 – Excellent	
	The condition of the ledges is in excellent condition (totally dust and dirt free).
3 – Requires Attention	
	The ledges and windowsills are in poor condition, with a high build-up of dust and dirt e.g. evidence of old cobwebs, insects, dirt and litter.
1 – Poor	
	The condition of the ledges is totally unacceptable, with excessive amounts of dirt, dust and grime. It would also score a “1” if it was in a hazardous condition (e.g. broken glass or mirror or sharp objects)

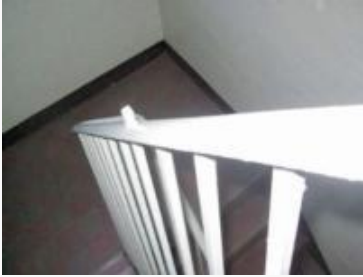
Walls & Ceilings

5 – Excellent	
	The walls in all communal areas are very clean and have no scuff marks or other dirt on them.
3 – Requires Attention	
	The walls in the block's communal areas are generally clean but have a few isolated dirty marks or scuff marks on them.
1 – Poor	
	The communal walls are generally very dirty throughout the whole building and there is no evidence that any marks or dirt have been attended to recently.

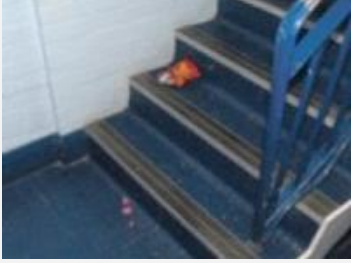
Entrance Lobby

5 – Excellent	
	There should be no evidence of dirt, dust or detritus in the corners and there should be no dirt or chewing gum stuck on the floor. The floors are swept and mopped and free from junk mail and newspaper.
3 – Requires Attention	
	There will be evidence of small amounts of dirt, detritus, litter and maybe cobwebs in the corners and dust along the top of the skirting board. There will be little evidence that the floors have been swept and mopped recently.
1 – Poor	
	There is clearly a build-up of litter and the cleaning of the lobby has been neglected. A build-up of personal items is present causing a fire hazard in the building.

Handrails

5 – Excellent	
	Handrails, banister rails, ledges, switches clean and dust free.
3 – Requires Attention	
	The handrails, bannisters, skirting boards and ledges have dirty lower sections and there will be too much evidence of old cobwebs, dust and litter.
1 – Poor	
	The handrail and bannisters are too dirty to be used. There is no evidence that any surfaces of the handrails, bannisters, skirting boards and ledges have been cleaned.

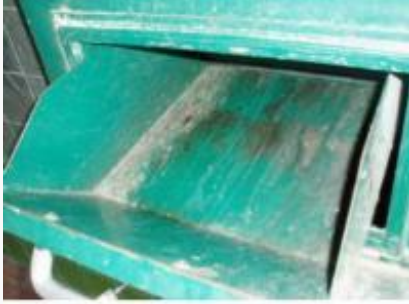
Floors and Staircases

5 – Excellent	
	There should be no dirt, dust, detritus or litter on the stairs and floors. There should be evidence that they are swept, mopped and are clean to the touch.
3 – Requires Attention	
	Little evidence of recent sweeping or mopping.
1 – Poor	
	Obvious signs of excessive dirt and debris.

Bins Areas

5 – Excellent	
	Bin areas clean and free from rubbish.
3 – Requires Attention	
	Small amounts of litter on the floor and dirt have started to build up and only minor attention is required.
1 – Poor	
	There is a build-up of litter and dirt on the floor and significant attention is required.

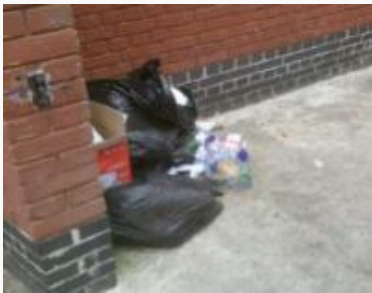
Rubbish Chutes

5 – Excellent	
	The hopper head is as clean as it can be and the floor and walls around the hopper head are also clean.
3 – Requires Attention	
	The hopper head is not perfect, with maybe small bits of dirt present, but there is no rotten food and very little dirt on the outside.
1 – Poor	
	At least one hopper head within the block is blocked with rubbish. There may also be evidence of rotting food and/or maggots within the hopper head.

Litter/Communal Areas

5 – Excellent	
	Bins are not overflowing and communal areas are free from large items of litter.
3 – Requires Attention	
	Bin is overflowing - no evidence that it is emptied regularly.
1 – Poor	
	Several large items of litter present in communal areas.

Fly Tipping/Bulk

5 – Excellent	
	The areas inside blocks and around the estate are completely clear of lumber and there is no evidence of fly tipping or bulk refuse.
3 – Requires Attention	
	The internal areas within blocks and external areas around the estate have more than a solitary item of fly tipping or bulk refuse. There may be black bags or packaging in communal areas, items of furniture in the landing corner, shopping trolleys in the corridor or rubbish deposited in the chute area.
1 – Poor	
	There are multiple items of fly tipping or bulk refuse in internal areas of blocks or the surrounding areas around estates. There may also be unsecured white goods on a communal landing or items of furniture just left in a communal area. Lumber may have been moved to a single location but is left unsecured and could cause injury or potential fire hazard.

Communal Areas & Spaces

5 – Excellent	
	The paths, roadways and communal areas, throughout the estate or around the blocks are very well kept and there is no evidence of leaves, litter and sharp objects.
3 – Requires Attention	
	These paths, grassed areas and roadways areas typically have no more litter and detritus than you would expect as the cleaning cycle wears on.
1 – Poor	
	These paths and roadways around the blocks, estates and/or areas typically have a high build-up of litter and debris (e.g. litter/tin cans, newspaper, old leaves etc.)

Grounds Areas

Grass areas - depending on time of year. Speak to Neighbourhood Officer about specific scheduling.

5 – Excellent	
	The grassed areas look as though they have been recently cut and are well maintained, with little evidence of weeds and good quality grass. The edges of the grassed areas should be cut back to their original line and not spreading over pathways and flower and shrub beds.
3 – Requires Attention	
	Grassed areas are overgrown, do not appear to have been cut as per the programme or to meet the service standards. The grass is generally in poor condition and needs to be cut back or trimmed. There may also be transgression of grass away from its original line, onto footpaths and into flower and shrub beds.
1 – Poor	
	The grassed areas appear to have not been attended to for some time e.g. growth of grass onto footpaths, and length of grass. The grassed areas are also of an unacceptable quality and although 'Green' consists mainly of weeds.

Weed Clearance/Paving Stones

5 – Excellent	
	The area is completely free of weeds. Evidence suggests that any weeds that have existed have been killed and all dead weeds removed.
3 – Requires Attention	
	As well as weeds that are still alive there is evidence of weeds that appear to have been sprayed but have not been removed or not sprayed for a long period. Weeds in this category will appear to have been there for some time and there is little evidence that annual or routine maintenance has taken place.
1 – Poor	
	There is evidence of large amounts of well established, as well as new weeds that appear to have never been attended to. There will be no evidence that any annual or routine maintenance has taken place or that any other weed control has been carried out. There may also be evidence of weeds that have been sprayed a long time ago and have not been removed.

Shrubs, Beds & Hedges

5 – Excellent	
	Shrub beds and hedges are well maintained, they have been attended to by routine maintenance, have been cut back and are attractive to the eye. There should be no shrubs or hedges that have overgrown footpaths, grassed areas and parking or seating areas.
3 – Requires Attention	
	Shrub beds and hedges are generally well maintained, but there is evidence of both new and established growth that requires routine attention. Shrubs or hedges should not yet be over-growing footpaths, grassed areas and parking or seating areas.
1 – Poor	
	There is evidence that in a number of areas shrub beds or hedges are over-growing footpaths, grassed areas and parking or seating areas. Shrubs and hedges look to have not been attended to for a long period of time and have the potential to be a hazard or risk to residents. Shrubs and hedges in this condition would be considered a service failure and would require immediate attention.

Trees

5 – Excellent	
	These trees will have an upright structure with no lean, no structural weaknesses and shall have a crown that is of a healthy green colour. There should be no deadwood or diseased limbs. These trees should not be blocking light from resident's windows or causing a hazard to pavements, walkways, car parking.
3 – Requires Attention	
	These trees will be medium leaning, show signs of some structural weaknesses and/or have some deadwood within the crown. They may also, without some attention, in future potentially block light from resident's windows and overhang or cause a hazard to pavements, walkways, car parking areas or other communal areas unless attention is paid to them.
1 – Poor	
	These will be trees that are heavily leaning, have major structural weaknesses and/or have major deadwood within the crown or show signs of disease (yellowing of the foliage). They may also be seriously blocking light from resident's windows and overhanging or causing a potential hazard to pavements, walkways, car parking areas or other communal areas.