



# Ethical Maintenance's Generic Cleaning Specification

[Name of development or apartment block]  
as at [dd mmm yyyy]

## 1. Contents

1. Contents .....	1
2. General Terms .....	1
3. Ground Floor .....	2
4. Stairs to First Floor .....	4
5. First Floor .....	6
6. Stairs to Other Floors .....	7
7. Other Floors.....	9
8. Basement .....	11
9. Attic.....	12
10. Lift.....	14
11. Bins and bin store areas.....	16
12. Communal toilets.....	17
13. Conclusion.....	20

## 2. General Terms

### General Service Provision

2.1. Ethical Maintenance operates with a transparent open book approach to providing property management services for homeowners in buildings and developments with common areas. In providing this service, the contractor has an integral role in quoting for the work, delivering the work, and accounting for what has been done. Ethical Maintenance is different from most property factors in that reports on the progress of works are made available to the homeowners. This enables owners to monitor what they are paying for. Once homeowners have selected a contractor to do the work, then this specification is a guide to the contractor to deliver the required quality of the work and to report on its progress.

### Good Practice

2.2. Where and to the extent that materials and workmanship are not fully specified they are to be:

2.2.1. Suitable for the purposes of the Service stated in or reasonably to be inferred from the Contract Documents, and

2.2.2. In accordance with good horticultural practice.

2.3. Manufacturer's Recommendations. In general:

2.3.1. Handle, store, prepare and apply each product in accordance with manufacturers printed or written recommendations/instruction. Inform Ethical Maintenance if these conflict with any other specified requirement;

2.3.2. Submit copies to Ethical Maintenance when requested.

2.4. Machines and Tools. Use only machinery and tools suitable for the site conditions and the work to be carried out. Use hand tools around trees, plants and in confined spaces where it is impracticable to use machinery.

**Safety**

2.5. Full compliance with HASAWA, COSHH and other regulations as appropriate is required. A Risk Assessment and Method Statement (RAMS) for all work carried out is to be submitted by the contractor before work commences.

2.6. The contractor agrees that they assume sole and complete responsibility for their work, including safety of persons and property; and that the contractor shall indemnify Ethical Maintenance against all liability, real or alleged, regarding the contractor's performance.

2.7. Insurance: The contractor shall provide Ethical Maintenance with current Certificates of Insurance showing that General Liability Insurance with an aggregate limit of not less than two million pounds. The insurance policies meeting these requirements shall remain in effect for the duration of the work.

**3. Ground Floor**

3.1. The areas to be cleaned are set out below.

3.2. In addition to the cleaning the following tasks are to be completed:

3.2.1. Task one

3.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
3.3. Hallway						
3.3.1. Door mat						
3.3.2. Carpets						
3.3.3. Hard floor						
3.3.4. Post-boxes						
3.3.5. Hallway other						
3.4. Main entrance door						
3.4.1. Windows, outside & inside						
3.4.2. Panels						
3.4.3. Electronic "access" pad						
3.4.4. Handles						
3.4.5. Door closer						
3.4.6. Entrance door other						
3.5. Other ground floor doors						

3.5.1.	Windows, outside & inside						
3.5.2.	Panels						
3.5.3.	Electronic “access” pad						
3.5.4.	Handles						
3.5.5.	Door closer						
3.5.6.	Door other						
3.6.	Outside access						
	<b>Area to be cleaned</b>	<b>No of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
3.6.1.	Footpaths						
3.6.2.	Steps						
3.6.3.	Outside access other						
3.7.	Windows						
3.7.1.	Windowpanes inside						
3.7.2.	Windowpanes outside						
3.7.3.	Windowsills						
3.7.4.	Window other						
3.8.	Walls						
3.8.1.	Walls						
3.8.2.	Decorations						
3.8.3.	Mirrors						
3.8.4.	Skirting						
3.8.5.	Walls other						
3.9.	Light fittings						
3.9.1.	Wall switches						
3.9.2.	Lighting fittings/shades						
3.9.3.	Lights other						
3.10.	Apartment Doors						
3.10.1.	Apartment doors other						
3.11.	High clean						
3.11.1.	High dust other						

3.11.2. Remove cobwebs						
3.12. Hallway furniture						
3.12.1. Hallway furniture other						
3.13. Post-boxes						
3.13.1. Tidy post & fliers						
3.14. Ground floor other						
3.15. Confirm light bulbs working						
3.16. Check safety equipment in place						
3.17. Report issues						

#### 4. Stairs to First Floor

- 4.1. The areas to be cleaned are set out below.
- 4.2. In addition to the cleaning the following tasks are to be completed:
  - 4.2.1. Task one
  - 4.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
4.3. Stairway						
4.3.1. Floor mat						
4.3.2. Stair tread						
4.3.3. Stair riser						
4.3.4. Stair nose						
4.3.5. Handrail						
4.3.6. Newel post						
4.3.7. Balusters						
4.3.8. Stair skirtings						
4.3.9. Stair outside the balusters						
4.3.10. Staircase other						
4.4. Stairway landing						
4.4.1. Floor mat						
4.4.2. Carpets						
4.4.3. Hard floor						
4.4.4. Staircase other						

4.4.5. Landing balustrade						
4.5. Stairway doors, including fire doors						
4.5.1. Windows, outside & inside						
4.5.2. Panels						
4.5.3. Handles						
4.5.4. Door closer						
4.5.5. Door other						
4.6. Windows						
4.6.1. Windowpanes inside						
4.6.2. Windowpanes outside						
4.6.3. Windowsills						
4.6.4. Window other						
4.7. Walls						
4.7.1. Walls						
4.7.2. Decorations						
4.7.3. Mirrors						
4.7.4. Skirting						
4.7.5. Walls other						
4.8. Light fittings						
4.8.1. Wall switches						
4.8.2. Lighting fittings/shades						
4.8.3. Lights other						
4.9. High clean						
4.9.1. High dust other						
4.9.2. Remove cobwebs						
4.10. Staircase furniture						
4.10.1. Stairway furniture other						
<b>Area to be cleaned</b>	<b>No of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
4.11. Stairway other						
4.12. Confirm light bulbs working						
4.13. Check safety equipment in place						
4.14. Report issues						

## 5. First Floor

- 5.1. The areas to be cleaned are set out below.
- 5.2. In addition to the cleaning the following tasks are to be completed:
  - 5.2.1. Task one
  - 5.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
5.3. First floor, main corridor/landing						
5.3.1. Mats						
5.3.2. Carpets						
5.3.3. Hard floor						
5.3.4. First floor other						
5.4. First floor, separate communal area						
5.4.1. Mats						
5.4.2. Carpets						
5.4.3. Hard floor						
5.4.4. First floor other						
5.5. Doors, including fire doors						
5.5.1. Windows, outside & inside						
5.5.2. Panels						
5.5.3. Handles						
5.5.4. Door closer						
5.5.5. Door other						
5.6. Windows						
5.6.1. Windowpanes inside						
5.6.2. Windowpanes outside						
5.6.3. Windowsills						
5.6.4. Window other						
5.7. Walls						
5.7.1. Walls						
5.7.2. Decorations						
5.7.3. Mirrors						
5.7.4. Skirting						
<b>Area to be cleaned</b>	<b>No of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
5.7.5. Walls other						
5.8. Light fittings						

5.8.1.	Wall switches						
5.8.2.	Lighting fittings/shades						
5.8.3.	Lights other						
5.9.	Apartment Doors						
5.9.1.	Apartment doors other						
5.10.	High clean						
5.10.1.	High dust other						
5.10.2.	Remove cobwebs						
5.11.	First floor furniture						
5.11.1.	First floor furniture other						
5.12.	First floor other						
5.13.	Confirm light bulbs working						
5.14.	Check safety equipment in place						
5.15.	Report issues						

## 6. Stairs to Other Floors

- 6.1. The areas to be cleaned are set out below.
- 6.2. In addition to the cleaning the following tasks are to be completed:
  - 6.2.1. Task one
  - 6.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
6.3. Stairway						
6.3.1. Floor mat						
6.3.2. Stair tread						
6.3.3. Stair riser						
6.3.4. Stair nose						
6.3.5. Handrail						
6.3.6. Newel post						
6.3.7. Balusters						
6.3.8. Stair skirtings						
6.3.9. Stair outside the balusters						
6.3.10. Staircase other						

6.4. Stairway landing						
Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
6.4.1. Floor mat						
6.4.2. Carpets						
6.4.3. Hard floor						
6.4.4. Staircase other						
6.4.5. Landing balustrade						
6.5. Stairway doors, including fire doors						
6.5.1. Windows, outside & inside						
6.5.2. Panels						
6.5.3. Handles						
6.5.4. Door closer						
6.5.5. Door other						
6.6. Windows						
6.6.1. Windowpanes inside						
6.6.2. Windowpanes outside						
6.6.3. Windowsills						
6.6.4. Window other						
6.7. Walls						
6.7.1. Walls						
6.7.2. Decorations						
6.7.3. Mirrors						
6.7.4. Skirting						
6.7.5. Walls other						
6.8. Light fittings						
6.8.1. Wall switches						
6.8.2. Lighting fittings/shades						



6.8.3. Lights other						
6.9. High clean						
6.9.1. High dust other						
6.9.2. Remove cobwebs						
6.10. Staircase furniture						
6.10.1. Stairway furniture other						
6.11. Stairway other						
6.12. Confirm light bulbs working						
6.13. Check safety equipment in place						
6.14. Report issues						

## 7. Other Floors

- 7.1. The areas to be cleaned are set out below.
- 7.2. In addition to the cleaning the following tasks are to be completed:
- 7.2.1. Task one
  - 7.2.2. Task two

Area to be cleaned	No. of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
7.3. Other, main corridor/landing						
7.3.1. Mats						
7.3.2. Carpets						
7.3.3. Hard floor						
7.3.4. First floor other						
7.4. Other, separate communal area						
7.4.1. Mats						
7.4.2. Carpets						
7.4.3. Hard floor						
7.4.4. First floor other						
7.5. Doors, including fire doors						
7.5.1. Windows, outside & inside						
7.5.2. Panels						

7.5.3.	Handles						
7.5.4.	Door closer						
7.5.5.	Door other						
7.6.	Windows						
7.6.1.	Windowpanes inside						
7.6.2.	Windowpanes outside						
7.6.3.	Windowsills						
7.6.4.	Window other						
7.7.	Walls						
7.7.1.	Walls						
7.7.2.	Decorations						
7.7.3.	Mirrors						
7.7.4.	Skirting						
7.7.5.	Walls other						
7.8.	Light fittings						
7.8.1.	Wall switches						
7.8.2.	Lighting fittings/shades						
7.8.3.	Lights other						
7.9.	Apartment Doors						
7.9.1.	Apartment doors other						
7.10.	High clean						
7.10.1.	High dust other						
7.10.2.	Remove cobwebs						
7.11.	Other floor furniture						
7.11.1.	Furniture other						
7.12.	Other floor other						
<b>Area to be cleaned</b>		<b>No. of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
7.13.	Confirm light bulbs working						
7.14.	Check safety equipment in place						
7.15.	Report issues						

## 8. Basement

Report on tidiness

- 8.1. The areas to be cleaned are set out below.
- 8.2. In addition to the cleaning the following tasks are to be completed:
- 8.2.1. Task one
- 8.2.2. Task two

Area to be cleaned	No. of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
8.3. Basement						
8.3.1. Mats						
8.3.2. Carpets						
8.3.3. Hard floor						
8.3.4. Tidiness of Basement						
8.3.5. Basement other						
8.4. Basement, separate communal area						
8.4.1. Mats						
8.4.2. Carpets						
8.4.3. Hard floor						
8.4.4. Basement other						
8.5. Doors, including fire doors						
8.5.1. Windows, outside & inside						
8.5.2. Panels						
8.5.3. Handles						
8.5.4. Door closer						
8.5.5. Door other						
8.6. Windows						
8.6.1. Windowpanes inside						
8.6.2. Windowpanes outside						
8.6.3. Windowsills						
8.6.4. Window other						
8.7. Walls						
Area to be cleaned	No. of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
8.7.1. Walls						

8.7.2.	Decorations						
8.7.3.	Mirrors						
8.7.4.	Skirting						
8.7.5.	Walls other						
8.8.	Light fittings						
8.8.1.	Wall switches						
8.8.2.	Lighting fittings/shades						
8.8.3.	Lights other						
8.9.	Apartment Doors						
8.9.1.	Apartment doors other						
8.10.	High clean						
8.10.1.	High dust other						
8.10.2.	Remove cobwebs						
8.11.	Basement furniture						
8.11.1.	Basement furniture other						
8.12.	Basement other						
8.13.	Confirm light bulbs working						
8.14.	Check safety equipment in place						
8.15.	Report issues						

## 9. Attic

- 9.1. The areas to be cleaned are set out below.
- 9.2. In addition to the cleaning the following tasks are to be completed:
  - 9.2.1. Task one
  - 9.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
9.3. Main attic						
9.3.1. Mats						
9.3.2. Carpets						
9.3.3. Hard floor						
9.3.4. Tidiness of attic						

9.3.5.	Attic other						
9.4.	Other attic separate communal area						
9.4.1.	Mats						
	<b>Area to be cleaned</b>	<b>No of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
9.4.2.	Carpets						
9.4.3.	Hard floor						
9.4.4.	First floor other						
9.5.	Doors, including fire doors						
9.5.1.	Windows, outside & inside						
9.5.2.	Panels						
9.5.3.	Handles						
9.5.4.	Door closer						
9.5.5.	Door other						
9.6.	Windows						
9.6.1.	Windowpanes inside						
9.6.2.	Windowpanes outside						
9.6.3.	Windowsills						
9.6.4.	Window other						
9.7.	Walls						
9.7.1.	Walls						
9.7.2.	Decorations						
9.7.3.	Mirrors						
9.7.4.	Skirting						
9.7.5.	Walls other						
9.8.	Light fittings						
9.8.1.	Wall switches						
9.8.2.	Lighting fittings/shades						
9.8.3.	Lights other						

9.9. Apartment Doors						
9.9.1. Apartment doors other						
9.10. High clean						
9.10.1. High dust other						
9.10.2. Remove cobwebs						
9.11. Attic furniture						
9.11.1. Attic furniture other						
9.12. Attic other						
9.13. Confirm light bulbs working						
9.14. Check safety equipment in place						
9.15. Report issues						

## 10. Lift

- 10.1. The areas to be cleaned are set out below.
- 10.2. In addition to the cleaning the following tasks are to be completed:
  - 10.2.1. Task one
  - 10.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
10.3. Lift						
10.3.1. Mats						
10.3.2. Carpets						
10.3.3. Hard floor						
10.3.4. First floor other						
10.4. Other, separate communal area						
10.4.1. Mats						
10.4.2. Carpets						
10.4.3. Hard floor						
10.4.4. First floor other						
10.5. Lift doors						
10.5.1. Windows, outside & inside						

10.5.2. Panels						
10.5.3. Electronic "access" pad						
10.5.4. Handles						
10.5.5. Lift door other						
10.6. Lift equipment						
10.6.1. Lift call panel inside lift						
10.6.2. Lift call panel outside lift						
10.6.3. Lift emergency phone						
10.6.4. Lift floor indicator						
10.6.5. Lift equipment other						
10.7. Windows						
10.7.1. Windowpanes inside						
10.7.2. Windowpanes outside						
10.7.3. Windowsills						
10.7.4. Window other						
10.8. Internal lift walls						
10.8.1. Walls						
10.8.2. Decorations						
10.8.3. Mirrors						
10.8.4. Skirting						
10.8.5. Walls other						
10.9. Light fittings						
10.9.1. Lighting fittings inside lift						
10.9.2. Lighting outside the lift						
10.9.3. Light switches						
10.9.4. Lights other						
10.10. High clean						
10.10.1. High dust other						
10.10.2. Remove cobwebs						
<b>Area to be cleaned</b>	<b>No of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
10.11. Lift furniture						
10.11.1. Lift furniture other						
10.12. Lift other						
10.13. Confirm light bulbs working						
10.14. Check safety equipment in place						

10.15. Report issues						
----------------------	--	--	--	--	--	--

## 11. Bins and bin store areas

- 11.1. The areas to be cleaned are set out below.
- 11.2. In addition to the cleaning the following tasks are to be completed:
  - 11.2.1. Task one
  - 11.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
11.3. Bin store tidiness						
11.3.1. Bin chute cleanliness						
11.3.2. Tidiness of recycling						
11.3.3. Rubbish out to main bins						
11.3.4. Overall tidiness						
11.3.5. Other bin store tasks						
11.4. Bin store floor						
11.4.1. Mats						
11.4.2. Carpets						
11.4.3. Hard floor						
11.4.4. Bin store floor other						
11.5. Other, separate communal area						
11.5.1. Mats						
11.5.2. Carpets						
11.5.3. Hard floor						
11.5.4. Bin store floor other						
11.6. Doors, including fire doors						
11.6.1. Windows, outside & inside						
11.6.2. Panels						
11.6.3. Handles						
11.6.4. Door closer						
11.6.5. Bin store door other						
11.7. Windows						
<b>Area to be cleaned</b>	<b>No of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
11.7.1. Windowpanes inside						



11.7.2. Windowpanes outside						
11.7.3. Windowsills						
11.7.4. Window other						
11.8. Walls						
11.8.1. Walls						
11.8.2. Decorations						
11.8.3. Mirrors						
11.8.4. Skirting						
11.8.5. Walls other						
11.9. Light fittings						
11.9.1. Wall switches						
11.9.2. Lighting fittings/shades						
11.9.3. Lights other						
11.10. Apartment Doors						
11.10.1. Apartment doors other						
11.11. High clean						
11.11.1. High dust other						
11.11.2. Remove cobwebs						
11.12. Attic furniture						
11.12.1. Hallway furniture other						
11.13. Attic other						
11.14. Confirm light bulbs working						
11.15. Check safety equipment in place						
11.16. Report issues						

## 12. Communal toilets

12.1. The areas to be cleaned are set out below.

12.2. In addition to the cleaning the following tasks are to be completed:

12.2.1. Task one

12.2.2. Task two

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
--------------------	-------	---------------------	------	----------	-----	--------

12.3. Floors						
12.3.1. Main floor						
12.3.2. Wash area floor						

Area to be cleaned	No of	Remove dirt, litter	Dust	Degrease	Mop	Vacuum
12.3.3. Cubicle floors						
12.3.4. Floors other						
12.4. Main toilet door						
12.4.1. Panels outside & inside						
12.4.2. Handles						
12.4.3. Door closer						
12.4.4. Main toilet door other						
12.5. Toilet cubicle doors						
12.5.1. Panels outside & inside						
12.5.2. Handles						
12.5.3. Door closer						
12.5.4. Cubicle toilet door other						
12.6. Sinks, taps & soap						
12.6.1. Sink & taps						
12.6.2. Sink plug holes						
12.6.3. Soap dispensers						
12.6.4. Sinks other						
12.7. Toilets						
12.7.1. Toilet seats & bowls						
12.7.2. Toilet tissue						
12.7.3. Toilet bowl cleaners						
12.7.4. Toilet other						
12.8. Walls						
12.8.1. Walls						
12.8.2. Decorations						
12.8.3. Mirrors						
12.8.4. Skirting						
12.8.5. Walls other						
12.9. Light fittings						
12.9.1. Wall switches						
12.9.2. Lighting fittings/shades						
12.9.3. Lights other						

12.10. Child changing equipment						
12.10.1. Child change equip other						
12.11. Waste bins						
12.12. Toilet room furniture						
12.12.1. Toilet room furniture other						
12.13. Appliances						
12.13.1. Hand dryer						
12.13.2. Paper towel dispensers						
12.13.3. Paper towels						
12.13.4. Paper towels other						
12.13.5. Appliances other						
12.14. Ledges and general surfaces						
<b>Area to be cleaned</b>	<b>No of</b>	<b>Remove dirt, litter</b>	<b>Dust</b>	<b>Degrease</b>	<b>Mop</b>	<b>Vacuum</b>
12.14.1. Ledges & surfaces other						
12.15. Windows						
12.15.1. Windowpanes inside						
12.15.2. Windowpanes outside						
12.15.3. Windowsills						
12.15.4. Window other						
12.16. High clean						
12.16.1. High dust other						
12.16.2. Remove cobwebs						
12.17. Deodorize the room						
12.18. Toilet other						
12.19. Confirm light bulbs working						
12.20. Check safety equipment in place						
12.21. Report issues						

### **13. Conclusion**

- 13.1. Adherence to this cleaning schedule is part of providing a quality service that the homeowners appreciate. As such it sets out the minimum standards required in delivering the cleaning service on a site managed by Ethical Maintenance.
- 13.2. Where a contractor feels that either the service could be improved or there is no requirement for a standard, the contractor should discuss this as soon as possible with Ethical Maintenance.

Ethical Maintenance  
239 Castle House, 1 Baker Street,  
Stirling FK8 1AL