

# Cleaning



Your service contracts

Friendship helps people live fuller lives.  
Our homes and support meet individual needs and  
create better neighbourhoods to live in.

This is a summary of our contract to provide chargeable  
cleaning services in shared (communal) indoor areas.

## Lobbies, stairs and landings

Every two weeks

- ✓ sweep, collect and dispose of all litter, dust, grit, chewing gum and leaves
- ✓ mop all areas with fresh water and cleaner to remove all traces of dirt, spills and stains
- ✓ wipe all surfaces, including fixtures and fittings, with a damp cloth to remove dust, dirt and cobwebs
- ✓ where necessary, vacuum the whole floor to remove all dust and fluff

## Windows, doors and screens

Every two weeks

- ✓ clean all accessible inside windows free of dust, dirt, stains and cobwebs so that they are left clear and bright

Every month

- ✓ clean all accessible outside windows and glass free of dust, dirt, stains and cobwebs so that they are left clear and bright

## Indoor bin storage areas

Every two weeks

- ✓ sweep, collect and dispose of all litter, dirt, chewing gum and leaves
- ✓ clean walls and floors with disinfectant

## Special tasks

Occasional work to order by Friendship

- ✓ remove graffiti, oil or paint. Scarify and reseal floors. Clear gutters
- ✓ surfaces clear of all marks or materials in keeping with surroundings

# How to contact us...



Your service contracts

## West Midlands

50 Newhall Hill,  
Birmingham  
B1 3JN

### Telephone

0121 506 2800

### Fax

0121 236 9953

## East Midlands

5 The Triangle,  
Enterprise Way,  
Nottingham  
NG2 1AE

### Telephone

0845 608 8110

### Fax

0115 986 0050

## Internet

[enquiries@fch.org.uk](mailto:enquiries@fch.org.uk)

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

## Repairs hotline

0800 279 2101

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شئووزىكى تر، تڪايه پەيوەندىيمان يېتۈە بگە  
ويسە ھى ۋەر ۋاھما نا تۇپ لىغى ۋىرەپا ۋىرە ساڭە ئال سىپەت ۋەتە

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir.

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

كسى دىگر زبان يا شكل كے ليے برائے مہربانى ہم سے رابطہ كيجیے