



# Cleaning & Cleanliness Policy

**Approved: August 2019**

**Review Date: August 2022**

If you have difficulty with sight, or if you require a translated copy of this policy, we would be pleased to provide the information in a form that suits your needs.

## **1. Purpose**

- 1.1 The aim of this policy is to outline Govanhill Housing Association (GHHA) responsibilities with regards to the cleaning and cleanliness of common areas of tenanted properties, as well at the hand-over stage of new lets.
- 1.2 The procedures detailed within this section have been written to ensure all properties are fit for human habitation, to ensure tenants are not faced with health risks due to the cleanliness of their property, and to comply with the requirements set out in the Environmental Protection Act 1990 and other relevant legislation.

## **2. References (see also Section 8.3 of LSM – Guidance Cleaning & Cleanliness)**

- The Environmental Protection Act 1990
- Crime and Disorder Act 1998
- Antisocial Behaviour etc. (Scotland) Act 2004

## **3. Procedures**

- 3.1 GHHA duties regarding the cleaning and cleanliness of domestic properties are outlined below:
  - GHHA will ensure all properties, including gardens, are clean and tidy before a tenant moves in;
  - An external contractor will be used to clean all communal areas on a weekly/fortnightly basis which tenants and common owners will be charged for; (If a service is in place within each common factored property)
  - Tenants will be made aware of the cleaning schedule;
  - Contract cleaners and grounds maintenance contractors will carry out general inspections on a regular basis;
  - A Housing Officer/Assistant will also carry out inspections on a regular basis. Depending on the cleanliness of the close this will be in a monthly, two monthly or three-monthly basis;
  - Tenants and residents on a Commercial Property will be asked to immediately move any personal belongings that are obstructing corridors, stairways and doors;
  - Adequate storage for rubbish will be provided by means of wheelie and recycling bins;
  - Tenants will be made aware at the start of their tenancy what day(s) the bins will be emptied; (the responsibility of notification of any changes in collection dates or methods will be via the Local Authority)
  - Reasonable steps will be taken to identify any tenants and residents of commercial property who do not dispose of rubbish/household items appropriately;
  - The Association may recharge a tenant for the cost of disposing any rubbish/household items where the tenant or resident has failed to do so correctly.
  - Records of visits and actions taken will be recorded on the Association's Capita Open Housing IT System.

#### **4. Tenant Responsibilities**

4.1 Tenants are also responsible for looking after their own health and safety. Occupants can face many health risks if they fail to maintain a clean and tidy property. The responsibilities of tenants are listed below:

- Tenants must ensure their homes and garden are kept clean;
- Corridors, stairways, landings and doors must be kept clear (failure to do so can hinder an occupant's ability to exit the premise in the event of an emergency safely, can impede access by the Scottish Fire & Rescue Service and can act as fuel for a fire);
- Wheelie bins must be put out on the correct day for refuse collectors if their home is serviced by a kerbside collection;
- Rubbish and household items must be disposed of correctly;
- Bulk rubbish should be placed safely and neatly away from the building in the backcourt or garden while it awaits collection by the Local Authority;
- Tenants must notify the Association if any structural defects appear (i.e. cracks on the floor or walls).

4.2 GHHA will make all tenants aware of their responsibilities at the start of their tenancy through the Tenancy Agreement, information packs and leaflets.

#### **5. Review**

5.1 Govanhill Housing Association will review it's this policy every three years or sooner if required by Statutory or best practice requirements