

**DN460353 - Provision of Communal Cleaning in the Dover District Area - Town & Country Cleaners Ltd**

<b>Criteria Used</b>	<b>Number of Bids Received</b>	<b>Ammendments/Modifications</b>	<b>Subcontractors</b>	<b>Conflicts of Interest</b>	<b>Audits/Reviews</b>
40% Quality 60% Cost	11 Compliant Bids	No	No	No	No Audits have taken place however reviews are carried out as per the Specification

## **CLEANING SPECIFICATION FOR DOVER DISTRICT COUNCIL**

### **1.0 QUALITY ASSURANCE SYSTEM**

The Contractor will be required to implement a Quality Assurance System for monitoring this Contract.

### **2.0 THE LAW**

It will be incumbent upon the Contractor to carry out the service in accordance with the statutory obligations and current policy for the time being of the Employer. Any payments prescribed by law and consequential costs resulting from the Contractor failing to carry out the legal duties must be paid by the Contractor. Payments may be deducted from any monies due to the Contractor or recovered as a debt from the Contractor. The Contractor must satisfy itself as to the law governing the performance of the Contract but without prejudice to such obligation of the Contractor for reference purposes and for the convenience of the Contractor, certain of the relevant legal provisions are set out below.

#### Health and Safety at Work Etc. Act 1974

Under the above Act, the Council is required to prepare a statement of its policies and duties to ensure the health, safety and welfare at work of all its employees.

A copy of the Employer's Safety Policy Statement is available for inspection. The Contractor will be expected to be fully conversant with and fulfil the requirements of the COSHH Regulations.

The Contractor will be expected to have regard to such Safety Policy Statement when preparing his own Codes of Practice, the standards of which must be at least equal to those of the Employer and to comply with such Safety Policy Statement in carrying out the Services.

The Service is to be carried out between the hours of 8 am and 5 pm the day following the refuse collection excepting Saturdays and Sundays (unless otherwise agreed between the parties).

### **3.0 COMMUNICATIONS**

In the interests of good communications, the Contractor shall regularly meet the Contract Administrator, at the Employer's offices, once a week to report on the previous weeks work, the work for the week to come, and any other relevant items.

The Contractor will also be required to undertake, at regular intervals, a joint inspection of the standard of cleaning being undertaken as specified in the Schedule in conjunction with and as agreed with the Contract Administrator and other parties as deemed appropriate by the Contract Administrator.

The Contractor shall always be available by phone during working hours 8 am to 5 pm.

#### **4.0 EQUIPMENT**

The Contractor shall always provide and maintain all equipment necessary for the performance of the Service.

The Contractor shall keep all equipment employed in the performance of the Services in good and serviceable repair, safe and in such condition as is commensurate with the proper performance by the Contractor of his obligations under the Contract (the costs of this shall be met by the Contractor).

The Contractor shall permit the Contract Administrator to inspect the equipment at any reasonable time and the Contract Administrator shall be entitled to require the Contractor to cease using any equipment for any reason whatsoever and no liability shall be incurred by the Employer for any loss to the Contractor thereby occasioned.

Prior to the commencement of the Contract, the Contractor will be required to submit to the Contract Administrator, for approval, a list of cleaning products and consumable items to be used on the Contract, these should be to no less a standard than currently being used. No alterations or additions should be made without approval. Copies of COSHH sheets of all products to be provided to the Contract Administrator.

All cleaning materials (including bin liners, paper towels and liquid soap, used in the performance of the Services) are to be provided by the Contractor.

#### **5.0 HYGIENE**

In the interests of hygiene, separate cleaning cloths and utensils must be used for different cleaning functions; for example, cloths used for cleaning taps, drinking fountains, wash basins etc should not be used for cleaning other areas.

#### **6.0 DISPOSAL OF WASTE**

The Contractor will be responsible for the removal and disposal of all waste

collected.

## **7.0 REPORTING FAULTS**

All faults/defects to any items within the communal areas of sites such as faulty electrics, faulty door entry systems, broken windows etc., should be immediately reported to the Contract Administrator.

## **8.0 STANDARDS**

Continual inspections will be maintained to ensure that the standard of cleanliness is being achieved and in order that compliance with the Conditions of Contract may be assessed. The Contractor will be informed immediately when the standard achieved falls below that required, in accordance with the Contract. The Contractor must, therefore, allow to rectify any area which the Contract Administrator deems to be below standard.

Any work which is considered unsatisfactory in any respect by the Contract Administrator will be subject to the relevant provisions of the Conditions of Contract.

## **9.0 COMPLAINTS**

All complaints must be reported to and will be dealt with by the Contract Administrator. Any valid complaints, omissions or oversights will be given to the Contractor for rectification.

## **10.0 CLEANING FUNCTIONS**

### **Internal Routine Tasks**

#### **VACUUM CLEAN**

Using an industrial electric vacuum cleaner, vacuum clean to remove soil from the carpet surface. All houseplants and portable furniture i.e. all chairs, small tables, light desks, door mats etc., shall be moved to enable as much of the floor as possible to be vacuumed, including corners and edging. Where heavy stains or soiling occur, these should be removed using approved solvents and/or disinfectants. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

#### **SWEEP FLOOR**

Sweep or suction clean the whole floor area leaving the surface in a safe and soil-free condition. All houseplants and portable furniture, i.e. all chairs, small tables, light desks, door mats etc., shall be moved to enable as much of the floor as possible to be swept, including corners and edging. Where heavy

stains or soiling occur, these should be removed using approved solvents and/or disinfectants. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

### WASH OR MOP VINYL FLOORS

Sweep or vacuum area initially. Using approved cleaning agent in correct dilution mop entire area to remove all surface marks and soil leaving surface in a safe and clean condition with no streaks or film. All houseplants and portable furniture, i.e. all chairs, small tables, light desks, door mats etc., shall be moved to enable as much of the floor as possible to be swept, including corners and edging. Where heavy stains or soiling occur, these should be removed using approved solvents and/or disinfectants. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

### SPOT-MOP FLOOR

Sweep or vacuum area initially. Using approved cleaning agent in correct dilution, spot mop to remove localised surface marks and soil, leaving the surface in a safe and soil-free condition with no streaks or film. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

### POLISH METAL WORK

To include brass or other bright metalwork including banister rails, light fittings, electric sockets, finger plates and the like.

Apply approved polish and then buff with a clean duster to produce a bright sheen surface with no streaks or film residue. Splashes on floors and surrounds should be removed at the end of the operation.

### DUSTING AND DAMP WIPING

Dust and/or damp-wipe using an approved cleaning agent as required to remove all surface soiling and dust from all ledges including window frames and sills, skirtings, shelves, framed pictures, radiators, pipework, handrails, venetian blinds, light fittings, telephones, all accessible surfaces of furniture, and other fixtures and fittings.

### WASTE/LITTER BINS

All bins are to be emptied, wiped clean where necessary and liners replaced where applicable, all waste to be removed and the bin

repositioned.

All bins without liners are to be emptied, washed (to remove all marks and stains) with an approved cleaning agent, dried and repositioned, all waste to be removed.

### REMOVAL OF LOOSE DUST AND COBWEBS

Vacuum clean or otherwise remove all loose dust and cobwebs at all levels.

### DOOR MATS

The door mat should be vacuumed in situ if fixed in a well. If loose laid the mat should be removed and vacuumed, all debris to be removed from the mat well. The mat should then be replaced. The Contractor is responsible for the removal of all sweepings and debris from these areas.

### WALLS

All internal communal wall surfaces are to be cleaned as required to remove stubborn marks and grime without affecting decoration using approved cleaning agents.

### CEILINGS

All ceilings are to be thoroughly dusted of cobwebs and other foreign matter as required.

### FURNITURE

All static and mobile furniture shall be dusted and polished daily. Soft furnishings and cushions vacuum cleaned, plumped and cleaned using an approved cleaning agent once per month.

## **Internal 6-monthly Tasks**

### SHAMPOO CARPET

Works are to be carried out to all carpeted areas twice a year. A rota of these works is to be submitted by the Contractor to the Contract Administrator within 6 weeks of the beginning of the Contract.

Sweep or vacuum area initially. Using an approved cleaning agent and appropriate equipment such as a heavy-duty soil extraction carpet shampoo machine, thoroughly clean all carpets. A trial should be conducted on a small

area of carpet to test for colour fastness before commencing with the operation. All houseplants and portable furniture i.e. all chairs, small tables, light desks, door mats etc., shall be moved to enable as much of the floor as possible to be shampooed. Arrangements should be made with the Contract Administrator for any heavy items of furniture etc. to be moved if possible. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

### STRIP AND POLISH VINYL FLOORS

Works are to be carried out to all tiled areas twice a year. A rota of these works is to be submitted by the Contractor to the Contract Administrator within 6 weeks of the beginning of the Contract.

Sweep or vacuum area initially. Strip all floors/stairs/landings of all polish and stubborn marks and, using an applicator fitted with a fibre head and applicator tray, spread the approved polish, as directed by the manufacturer/supplier, onto the floor surface. The first coat (or coats) should be applied to the main traffic lane, stopping at an appropriate distance from the wall. The final coat should be applied overall to present an even appearance. The type of polish and number of coats to be applied will be determined by the manufacturer's details. All houseplants and portable furniture i.e. all chairs, small tables, light desks, door mats etc., shall be moved to enable as much of the floor as possible to be cleaned. Arrangements should be made with the Contract Administrator for any heavy items of furniture etc. to be moved if possible. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

### BUFF WOODEN FLOORS

Works are to be carried out to all wooden floor areas twice a year. A rota of these works is to be submitted to the Contract Administrator within 6 weeks of the beginning of the Contract.

This task is carried out on designated wood type floor areas treated with solvent wax and consists of using a high-speed floor polishing machine with appropriate pad or brush. The area is to be swept or vacuumed initially. The machine is passed over the entire floor surface until the surface is safe and soil-free and a gloss finish is achieved. All houseplants and portable furniture i.e. all chairs, small tables, light desks, door mats etc., shall be moved to enable as much of the floor as possible to be cleaned. Arrangements should be made with the Contract Administrator for any heavy items of furniture etc. to be moved if possible. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

## COMMUNAL RUBBISH BINS

All communal bins are to be emptied, washed with an approved cleaning agent, disinfected, dried and repositioned bi-annually.

A rota of these works is to be submitted by the Contractor to the Contract Administrator within 6 weeks of the beginning of the Contract.

## **External / Communal Regular Tasks**

### EXTERNAL AREAS AND ASSOCIATED COMMUNAL AREAS

All external walkways, sitting and patio areas are to be swept clean with a hard broom and all spoil disposed of. This will include picking up of leaves and blown litter, the cleaning of any gullies, channels and surface drains within these areas, and to report to the Contract Administrator any broken or blocked gullies, channels and surface drains.

### CLEANING OF OUTSIDE OF EXTERNAL WINDOWS INCLUDING FRAMES AND CILLS

Due to the system of recharging costs, communal windows are to be priced separately.

The outside of all external communal windows must be cleaned using an approved cleansing agent in correct dilution to remove all soil and marks and polished to a smear-free finish, taking care not to leave any run marks on the windows or surrounding areas. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.

### CLEANING OF INSIDE OF COMMUNAL EXTERNAL WINDOWS INCLUDING FRAMES AND CILLS

The inside of all external communal area windows must be cleaned using approved cleaning agent in correct dilution to remove all soil and marks and polished to a smear-free finish, taking care not to leave any run marks on the windows or surrounding areas. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.



### CLEANING OF INTERNAL GLASS WINDOWS, SCREENS AND PARTITIONS INCLUDING FRAMES AND CILLS

All internal glass windows, doors and partitions with glazing must be cleaned using the approved cleaning agent in correct dilution to remove soil and marks from all glass (or glazing substitutes) and frames and dry polished to leave glass soil free with no streaks. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.

### CLEANING OF EXTERNAL DOORS INCLUDING FRAMES AND CILLS

External doors inside and out including frames must be cleaned using the approved cleaning agent in correct dilution to remove soil and marks from all glass (or glazing substitutes) and frames and dry polished to leave glass soil free with no streaks. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.

### CLEANING OF EXTERNAL UPVC FRAMES, CLADDING

Doors, windows and facings of uPVC materials are to be cleaned monthly using approved cleansing agent in correct dilution. Communal areas must have both sides of the framing cleaned. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.

### CLEANING OF ENTRANCE CANOPIES

The description of materials and workmanship apply throughout the Schedules, the Contractors attention is drawn to the fact that no reference to these descriptions of materials and workmanship is made in the Schedules. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.

### CLEANING OF OTHER GLAZING AND ASSOCIATED ITEMS

The description of materials and workmanship apply throughout the Schedules, the Contractors attention is drawn to the fact that no reference to these descriptions of materials and workmanship is made in the Schedules. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.

### CLEANING OF SIGNAGE

All permanent signage is to be cleaned weekly using approved cleaning agent in the correct dilution. Any splashes left on floors and surrounds should be removed at the end of the operation. All spillage must be cleared up.

### EMPTYING & CLEANING OF EXTERNAL CIGARETTE BUTT BINS

All permanent fixed Cigarette Butt Bins are to be emptied and cleaned using an appropriate cleaning agent in the correct dilution. Any splashes left on surface and/or surroundings should be removed at the end of the operation, all spillage should be cleared up. The Contractor is responsible for the removal of all sweepings and refuse from these areas.

### CLEANING OF PATHS, PAVED AREAS, PARKING AREAS AND BIN STORES

All hard surfaces are to be swept and the arisings taken off site. All litter, fouling and leaf fall is to be removed including in planted areas. Where obstructions such as parked vehicles cause difficulty in cleaning the Contractor is to make every effort to keep such areas clean using whatever special equipment may be necessary.

## **11.0 Products**

### DISINFECTANT

Disinfect using correct dilution or undiluted in the case of stubborn odours must be used according to the manufacturer instructions.

### AIR FRESHENER

The use of air freshener should be as limited as possible after cleaning any areas - a spray or liquid air freshener is to be applied as necessary, to neutralise unpleasant odours.

## **12.0 ABBREVIATIONS**

Abbreviations appear in the Flatted Schedules and refer to the following:

D	Twice per week
W	Once per week – to be incorporated on one of the twice per week visits
M	Monthly
B	Twice annually

Flatted blocks are to be cleaned twice per week with weekly and monthly tasks incorporated within these two cleans. Bi-annual tasks can be carried out separately.

Abbreviations appear in the Sheltered Schedules and refer to the following:

D	Five times per week
W	Once per week – to be incorporated on one of the daily visits
M	Monthly
B	Twice annually

### **13.0 DEFINITIONS**

WINDOW - for the purpose of the Contract the term "window" shall mean all glazing, including doors and panels, frames, sills, under sill panels, surrounds and handles.

### **14.0 MATERIALS**

All cleaning materials used in the performance of the works shall be of EEC manufacture and comply with the appropriate BS or EEC Regulations or, where none is applicable, shall be of the highest quality.

Prior to the commencement of the Contract, the Contractor will be required to submit to the Contract Administrator for approval, a list of cleaning products to be used under the Contract, together with copies of COSHH certificates, and to advise on any proposed additions or alterations to the list.

In accordance with Council environmental policy all approved cleaning agents must be CFC free.

## PRICE SCHEDULE

Note:

Prices to be inserted in columns 2 and 3 are for the average costs for 1 calendar month (annual cost divided by 12), exclusive of VAT, to carry out the Services as detailed in the Specification, Schedules and Contract.

1 ADDRESS	2 ALL CLEANING EXCEPT WINDOW CLEANING	3 CLEANING OF COMMUNAL GLAZING	4 TOTALS
1-8 Chapman House, Deal			£0.00
1-20 Charles House, Deal			£0.00
1-5 Dane House, Deal			£0.00
1-8 Edgar House, Deal			£0.00
1-5 Lancaster House, Deal			£0.00
29-32 Leivers Road, Deal			£0.00
33-36 Leivers Road, Deal			£0.00
37-40 Leivers Road, Deal			£0.00
41-44 Leivers Road, Deal			£0.00
45-48 Leivers Road, Deal			£0.00
1-26 Pittock House, Deal			£0.00
38-55 St Cecilia House, Deal			£0.00
69-83 St Martins Road, Deal			£0.00
85-107 St Martins Road, Deal			£0.00
1-30 St Nicholas Close, Deal			£0.00
1-8 Solomon House, Deal			£0.00
Stockdale Gardens, Deal			£0.00
1-18 Stuart House, Deal			£0.00
100-101 Trinity Place			£0.00
107-108 Trinity Place			£0.00
128-131 Trinity Place			£0.00
135-138 Trinity Place			£0.00
139-142 Trinity Place			£0.00
86-89 Trinity Place			£0.00
90-93 Trinity Place			£0.00
1-12 Tudor House, Deal			£0.00
1-18 Windsor House, Deal			£0.00
10-20 Adrian Street, Dover			£0.00
37-59 Anselm Road, Dover			£0.00
53-59 Beaufoy Road, Dover			£0.00
56-62 Beaufoy Road, Dover			£0.00
Canadian Estate			£0.00
16A-16C Cannon Street, Dover			£0.00
13-35 Colton Crescent, Dover			£0.00

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1 ADDRESS	2 ALL CLEANING EXCEPT WINDOW CLEANING	3 CLEANING OF COMMUNAL GLAZING	4 TOTALS
49-59 Colton Crescent, Dover			£0.00
61-71 Colton Crescent, Dover			£0.00
73-83 Colton Crescent, Dover			£0.00
85-95 Colton Crescent, Dover			£0.00
1-14 Cornwall House, Dover			£0.00
1-11 Crafford Street, Dover			£0.00
11-13A Curzon Road, Dover			£0.00
63-69 Douglas Road, Dover			£0.00
71-77 Douglas Road, Dover			£0.00
4-15 Dour Street, Dover			£0.00
1-18 Edinburgh House, Dover			£0.00
15-20 Erith Street, Dover			£0.00
15-26 Florida Close, Dover			£0.00
19-39 Friars Way, Dover			£0.00
41-61 Friars Way, Dover			£0.00
99-119 Friars Way, Dover			£0.00
19-35 Fulbert Road, Dover			£0.00
37-47 Fulbert Road, Dover			£0.00
1-6 George Street, Dover			£0.00
7-12 George Street, Dover			£0.00
13-18 George Street, Dover			£0.00
19-24 George Street, Dover			£0.00
25-30 George Street, Dover			£0.00
31-36 George Street, Dover			£0.00
37-42 George Street, Dover			£0.00
1-8 Godwyne Close, Dover			£0.00
9-16 Godwyne Close, Dover			£0.00
17-24 Godwyne Close, Dover			£0.00
25-32 Godwyne Close, Dover			£0.00
33-38 Godwyne Close, Dover			£0.00
39-44 Godwyne Close, Dover			£0.00
45-50 Godwyne Close, Dover			£0.00
1-25 Goodfellow Way, Dover			£0.00
25-47 Harold Street, Dover			£0.00

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1 ADDRESS	2 ALL CLEANING EXCEPT WINDOW CLEANING	3 CLEANING OF COMMUNAL GLAZING	4 TOTALS
46-62 Harold Street, Dover			£0.00
49-71 Harold Street, Dover			£0.00
73-95 Harold Street, Dover			£0.00
2-2A Herbert Street, Dover			£0.00
4-6A Herbert Street, Dover			£0.00
1-11 Hewitt Road, Dover			£0.00
21-31 Hewitt Road, Dover			£0.00
33-43 Hewitt Road, Dover			£0.00
45-55 Hewitt Road, Dover			£0.00
1-11 Hirst Close, Dover			£0.00
13-23 Hirst Close, Dover			£0.00
25-35 Hirst Close, Dover			£0.00
30-40 Hirst Close, Dover			£0.00
37-47 Hirst Close, Dover			£0.00
42-52 Hirst Close, Dover			£0.00
1-12 Ladywell House, Dover			£0.00
1-37 Lancaster House, Dover			£0.00
18-48 Leyburne Road, Dover			£0.00
50-80 Leyburne Road, Dover			£0.00
72-78 Lowther Road, Dover			£0.00
85-91 Lowther Road, Dover			£0.00
11-13A MacDonald Road, Dover			£0.00
43-45A Noahs Ark Road, Dover			£0.00
20-25 Park Street, Dover			£0.00
1-24 Pencester Court, Dover			£0.00
2-12 Peverell Road, Dover			£0.00
14-24 Peverell Road, Dover			£0.00
26-36 Peverell Road, Dover			£0.00
38-48 Peverell Road, Dover			£0.00
50-60 Peverell Road, Dover			£0.00
10-26 Rokesley Road, Dover			£0.00
45-55 Rokesley Road, Dover			£0.00
57-67 Rokesley Road, Dover			£0.00
69-79 Rokesley Road, Dover			£0.00

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1 ADDRESS	2 ALL CLEANING EXCEPT WINDOW CLEANING	3 CLEANING OF COMMUNAL GLAZING	4 TOTALS
42-48 St Davids Avenue, Dover			£0.00
50-56 St Davids Avenue, Dover			£0.00
14-20 St Georges Crescent, Dover			£0.00
22-28 St Georges Crescent, Dover			£0.00
21-27 St Giles Close, Dover			£0.00
1-25 St Monicas, Dover			£0.00
31-41 Sheridan Road, Dover			£0.00
2-12 Shooters Hill, Dover			£0.00
13-23 Shooters Hill, Dover			£0.00
14-24 Shooters Hill, Dover			£0.00
25-35 Shooters Hill, Dover			£0.00
37-47 Shooters Hill, Dover			£0.00
2-8 Squires Way, Dover			£0.00
10-16 Squires Way, Dover			£0.00
18-24 Squires Way, Dover			£0.00
1-34 Stembrook Court, Dover			£0.00
43-59 Weavers Way Flats, Dover			£0.00
1-32 Windsor House, Dover			£0.00
1-6 Winnant Way, Dover			£0.00
7-12 Winnant Way, Dover			£0.00
21-26 Winnant Way, Dover			£0.00
1-16 York House, Dover			£0.00
2-37 Wilmott Place, Eastry			£0.00
1-4 Chance Meadow, Guston			£0.00
17-23 Queens Rise, Ringwould			£0.00
22-44 Queens Rise, Ringwould			£0.00
25-31 Queens Rise, Ringwould			£0.00
1-8 Creighton Flats, Sandwich			£0.00
26-40 Hazelwood Meadows. Sandwich			£0.00
1-7 Honfleur Road, Sandwich			£0.00
9-11 Honfleur Road, Sandwich			£0.00
2-12 Honfleur Road, Sandwich			£0.00
5-15 Jubilee Road, Sandwich			£0.00

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1 ADDRESS	2 ALL CLEANING EXCEPT WINDOW CLEANING	3 CLEANING OF COMMUNAL GLAZING	4 TOTALS
8-18 Jubilee Road, Sandwich			£0.00
17-27 Jubilee Road, Sandwich			£0.00
20-26 Jubilee Road, Sandwich			£0.00
76-82 St Barts Road, Sandwich			£0.00
84-90 St Barts Road, Sandwich			£0.00
14-36 Templeside, Temple Ewell			£0.00
<b>Sheltered schemes</b>			
Barnesende Court, Sandwich			£0.00
Eastry Court, Aylesham			£0.00
2-24 Goschen Road, Dover			£0.00
Lambert House, Deal			£0.00
Norman Tailyour House, Deal			£0.00
Reece Adams House, Capel			£0.00
Sunny Corner, Aycliffe			£0.00
<b>TOTAL TENDER PER MONTH</b>			£0.00



## **SCHEDULE OF TASKS**

**FOR INDIVIDUAL BLOCKS  
GENERAL NEEDS**

**1-8 CHAPMAN HOUSE, FREEMENS WAY, DEAL**

1 Block, 3 storeys, 8 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Stone steps	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Quarry tiles	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors Door & window frames Handrails Ledges Balustrades Wall lights Pipework Service boxes	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced/plastered	Remove stubborn marks.	W
Walkways Patio area	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Inside and out	M

**1-20 CHARLES HOUSE, FREEMENS WAY, DEAL**

1 Block, 4 storeys, 20 flats

4 entrances

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac and concrete slabbed	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Fitted carpets	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrade	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Clean inside and out	M

**1-5 DANE HOUSE, COLLEGE ROAD, DEAL**

1 Block, 2 storeys, 5 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrade	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loosed items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Clean inside and out	M

**1-8 EDGAR HOUSE, TELEGRAPH ROAD, DEAL**

1 Block, 3 storeys, 8 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Stone steps	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways Basements Patio area	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		inside and out	M

**1-5 LANCASTER HOUSE, DELANE ROAD, DEAL**

1 Block, 2 storeys, 5 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac and concrete slabbed	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Clean inside and out	M

**LEIVERS ROAD, DEAL**

Block 29-32, 2 storeys, 4 flats

Block 33-36, 2 storeys, 4 flats

Block 37-40, 2 storeys, 4 flats

Block 41-44, 2 storeys, 4 flats

Block 45-48, 2 storeys, 4 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings External walkways	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Concrete/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Clean inside and out	M

**1-26 PITTOCK HOUSE, FREEMENS WAY, DEAL**

1 Block, 4 storeys, 26 flats

4 entrances

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Stairs Landings Side Passages Walkways	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Concrete/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M



**38-55 ST CECILIA HOUSE, POETS WALK, DEAL**

1 Block, 3 Storeys, 18 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete steps and slabbed	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Basement area	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrade	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways Rear yards and old bin stores	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc. Place any loose items in rubbish sacks, tie and leave ready for collection.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out	M

**69-83 & 85-107 ST MARTINS ROAD, DEAL**

2 Blocks, 2 storeys, 10 flats/maisonettes per block

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Basement area	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Various	Remove stubborn marks.	W
Walkways Patio area	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Clean inside and out	M

**1-30 ST NICHOLAS CLOSE, DEAL**

1 Block, 2 storeys, 30 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete steps and slabbed	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Basement area	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes M	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex	Dust - remove all cobwebs etc.	W
Walls	Brick faced/artex	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Clean inside and out	M

**1-8 SOLOMON HOUSE, TELEGRPAH ROAD, DEAL**

1 Block, 3 storeys, 8 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac and concrete slabs	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		Clean inside and out	M

**STOCKDALE GARDENS, DEAL**

8 Blocks, 2 storeys, 2 flats per block

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab and brick paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies		Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways Rear yards and old bin stores	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin areas	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-18 STUART HOUSE, GRACE WALK, DEAL**

3 Blocks, 3 storeys, 6 flats per block

One building

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete steps/ramp	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro/ carpet	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Basement area	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex	Dust - remove all cobwebs etc.	W
Walls	Brick faced/painted	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**TRINITY PLACE, DEAL**

Block 100-101, 2 storeys, 2 flats

Block 107-108, 2 storeys, 2 flats

Block 128-131, 2 storeys, 4 flats

Block 135-138, 2 storeys, 4 flats

Block 139-142, 2 storeys, 4 flats

Block 86-89, 2 storeys, 4 flats

Block 90-93, 2 storeys, 4 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External) inc bridge access	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways Basements Patio area	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins	B
Communal glazing		inside and out	M

**1-12 TUDOR HOUSE, BIRDWOOD AVENUE, DEAL**

2 Blocks, 3 storeys, 6 flats per block

One building

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete steps/ramp	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro/ carpet	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Basement area	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex	Dust - remove all cobwebs etc.	W
Walls	Brick faced/painted	Remove stubborn marks.	W
Walkways	Tarmac/paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin store	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	Q



**1-18 WINDSOR HOUSE, GRACE WALK, DEAL**

3 Blocks, 3 storeys, 6 flats per block

One building

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete steps and slabbed	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Basement area	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex	Dust - remove all cobwebs etc.	W
Walls	Brick faced/artex	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Communal bin store	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**10-20 ADRIAN STREET, DOVER**

1 Block, 3 storeys, 6 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete steps and slabbed	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Basement area	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex	Dust - remove all cobwebs etc.	W
Walls	Brick faced/plastered	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**37-59 ANSELM ROAD, DOVER**

2 Block, 3 storeys, 12 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete steps and slabbed	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Inner hall	Quarry tiled	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Hallway Stairs Landings Lobbies Basement area	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	W
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Communal drying room		Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced/artex	Remove stubborn marks.	W
Walkways Basement walkways	Concrete/tiles	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**53-59 & 56-62 BEAUFOY ROAD, DOVER**

2 Blocks, 2 storeys, 4 flats per block

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Stores area	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**CANADIAN ESTATE, Dover**

12 external staircases in total  
4 at Manitoba House  
4 at Edmonton House  
2 at Churchill House  
2 at Niagara House

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
External landing alcoves top and bottom	tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W

**16A-16C CANNON STREET, DOVER**

1 Block, 2 storeys, 3 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**COLTON CRESCENT, DOVER**

Block 13-35, 3 storeys, 12 flats

Block 49-59, 3 storeys, 6 flats

Block 61-71, 3 storeys, 6 flats

Block 73-83, 3 storeys, 6 flats

Block 85-95, 3 storeys, 6 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External) External stairwells	Brick and slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Balconies	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry. Remove and dispose of any litter	W
Ceilings	Various	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways Courtyard	brick paved/concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-14 CORNWALL HOUSE, DURHAM HILL, DOVER**

2 Blocks, 4 &amp; 3 storeys, 14 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, door mats etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, door mats etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Slab/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M



**1-11 CRAFFORD STREET, DOVER**

1 Block, 3 storeys, 6 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, door mats etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies	Carpet	Vacuum clean to remove soil from carpets. All potted plants, door mats etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Basement & stairs	Concrete/brick	Sweep hard standing area, remove and dispose of any litter/weeds etc.	D
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Patio areas	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**11-13A CURZON ROAD, DOVER**

1 Block, 2 storeys, 3 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab/brick paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, door mats etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, door mats etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Slab/brick paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab/brick paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**63-77 DOUGLAS ROAD, DOVER**

2 Blocks, 2 storeys, 4 flats to each block

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External) inc stairways	Slab/brick paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds.	D
Patio area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**4-15 DOUR STREET, DOVER**

2 Blocks, 3 storeys, 12 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External) inc external corridors	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Internal Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways incl. under archway	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin stores area	Concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-18 EDINBURGH HOUSE, DURHAM HILL, DOVER**

3 Blocks, 4 storeys, 18 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Slab paved/Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**15-20 ERITH STREET, DOVER**

1 Block, 3 storeys, 6 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Various	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin & Stores area	Various	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**15-26 FLORIDA CLOSE, DOVER**

1 Block, 3 storeys, 12 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**FRIARS WAY, DOVER**

Block 19-39, 3 storeys, 11 flats

Block 41-61, 3 storeys, 11 flats

Block 99-119, 3 storeys, 11 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete/slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M



**FULBERT ROAD**

Block 19-35, 2 storeys, 8 flats

Block 37-47, 2 storeys, 8 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Brick paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**GEORGE STREET, DOVER**

Block 1-6, 2 storeys, 6 flats

Block 7-12, 2 storeys, 6 flats

Block 13-18, 2 storeys, 6 flats

Block 19-24, 2 storeys, 6 flats

Block 25-30, 2 storeys, 6 flats

Block 31-36, 2 storeys, 6 flats

Block 37-42, 2 storeys, 6 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**GODWYNE CLOSE, DOVER**

Block 1-8, 4 storeys, 8 flats

Block 9-16, 4 storeys, 8 flats

Block 17-24, 4 storeys, 8 flats

Block 25-32, 4 storeys, 8 flats

Block 33-38, 3 storeys, 6 flats

Block 39-44, 3 storeys, 6 flats

Block 45-50, 3 storeys, 6 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**GOODFELLOW WAY, DOVER**

Block 1-25, 2 storeys, 25 flats

Two entrances

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Brick paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**HAROLD STREET, DOVER**

Block 25-47, 4 storeys, 12 flats

Block 46-62, 3 storeys, 9 flats

Block 49-71, 4 storeys, 12 flats

Block 73-95, 4 storeys, 12 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**2-6A HERBERT STREET, DOVER**

2 Blocks, 3 storeys, 6 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**HEWITT ROAD, DOVER**

Block 1-11, 3 storeys, 6 flats

Block 21-31, 3 storeys, 6 flats

Block 33-43, 3 storeys, 6 flats

Block 45-55, 3 storeys, 6 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**HIRST CLOSE, DOVER**

Block 1-11, 2 storeys, 6 flats

Block 13-23, 2 storeys, 6 flats

Block 25-35, 3 storeys, 6 flats

Block 30-40, 3 storeys, 6 flats

Block 37-47, 3 storeys, 6 flats

Block 42-52, 3 storeys, 6 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M



**1-12 LADYWELL HOUSE, PARK STREET, DOVER**

2 Blocks, 3 storeys, 12 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-37 LANCASTER HOUSE, LANCASTER ROAD, DOVER**

4 Blocks, 4 storeys, 37 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**LEYBURNE ROAD, DOVER**

Block 18-48, 4 storeys, 16 flats (two entrances)

Block 50-80, 4 storeys, 16 flats (two entrances)

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**LOWTHER ROAD, DOVER**

Block 72-78, 2 storeys, 4 flats

Block 85-91, 2 storeys, 4 flats

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**11-13A MACDONALD ROAD, DOVER**

1 Block, 2 storeys, 4 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**43-45A NOAHS ARK ROAD**

1 Block, 2 storeys, 4 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**20-25 PARK STREET, DOVER**

1 Block, 2 storeys, 6 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-24 PENCESTER COURT, STEMBROOK ROAD, DOVER**

3 Blocks, 4 storeys, 24 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Slab paved/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M



**PEVERELL ROAD, DOVER**

Block 2-12, 3 storeys, 6 flats

Block 14-24, 3 storeys, 6 flats

Block 26-36, 3 storeys, 6 flats

Block 38-48, 3 storeys, 6 flats

Block 50-60, 3 storeys, 6 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac/concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**ROKESLEY ROAD, DOVER**

Block 10-26, 3 storeys, 9 flats

Block 45-55, 3 storeys, 6 flats

Block 57-67, 3 storeys, 6 flats

Block 69-79, 3 storeys, 6 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete/tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac/concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**ST DAVIDS AVENUE, DOVER**

Block 42-48, 2 storeys, 4 flats

Block 50-56, 2 storeys, 4 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Concrete/vinyl/tiles/ altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Concrete/vinyl/tiles/ altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac/concrete	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**ST GEORGES CRESCENT, DOVER**

Block 14-20, 2 storeys, 4 flats

Block 22-28, 2 storeys, 4 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipeworks Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Various	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin & Stores area	Various	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**21-27 ST GILES CLOSE, DOVER**

1 Block, 2 storeys, 4 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete/tarmac/ slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings External walkway	Concrete coated with Protecta-kote	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Concrete/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Tarmac/slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-25 ST MONICAS, 155 FOLKESTONE ROAD, DOVER**

1 Block, 4 &amp; 3 storeys, 25 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete/tarmac/ slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings External walkway	Concrete coated with Protecta-kote	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Concrete/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Tarmac/slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**31-41 SHERIDAN ROAD, DOVER**

1 Block, 3 storeys, 6 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Brick paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Brick paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac/slab paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**SHOOTERS HILL, DOVER**

Block 2-12, 3 storeys, 6 flats

Block 13-23, 3 storeys, 6 flats

Block 14-24, 3 storeys, 6 flats

Block 25-35, 3 storeys, 6 flats

Block 37-47, 3 storeys, 6 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Various	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro quarry tiles	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro quarry tiles	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Various	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Various	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M



**SQUIRES WAY, DOVER**

Block 2-8, 2 storeys, 4 flats

Block 10-16, 2 storeys, 4 flats

Block 18-24, 2 storeys, 4 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Various	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro quarry tiles	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro quarry tiles	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Various	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Various	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-34 STEMBROOK COURT, DOVER**

1 Block, 4&amp;3 storeys, 34 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Concrete/slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Concrete/slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Slab paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**43-59 WEAVERS WAY, DOVER**

1 Block, 3 storeys, 9 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-32 WINDSOR HOUSE, DURHAM HILL, DOVER**

4 Blocks, 4 storeys, 32 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**WINANT WAY, DOVER**

Block 1-6, 2 storeys, 6 flats

Block 7-12, 2 storeys, 6 flats

Block 21-26, 2 storeys, 6 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyards	Concrete/tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-16 YORK HOUSE, LANCASTER ROAD, DOVER**

2 Blocks, 4 storeys, 16 flats

One building

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**2-37 WILMOTT PLACE, EASTRY**

9 Blocks, 2 storeys, 36 flats

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-4 CHANCE MEADOW, GUSTON**

1 Block, 2 storeys, 4 flats

Refuse collection - Wednesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M



**QUEENS RISE, RINGWOULD**

Block 17-23, 2 storeys, 4 flats

Block 22-44, 3 storeys, 12 flats (3 entrances)

Block 25-31, 2 storeys, 4 flats

Refuse collection - Thursday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Various	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways	Various	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Various	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**1-8 CREIGHTON FLATS, SANDWICH**

2 Blocks, 2 storeys, 8 flats

One building

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Various	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**26-40 HAZELWOOD MEADOW, SANDWICH**

2 Blocks, 2 storeys, 8 flats

One building

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Various	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Brick faced	Remove stubborn marks.	W
Walkways Courtyard	Concrete/brick paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin store	Concrete/brick paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any refuse in bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**HONFLEUR ROAD, SANDWICH**

Block 1-7, 2 storeys, 4 flats

Block 9-11, 2 storeys, 2 flats

Block 2-12, 3 storeys, 6 flats

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area Courtyard	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**JUBILEE ROAD, SANDWICH**

Block 5-15, 3 storeys, 6 flats

Block 8-18, 3 storeys, 6 flats

Block 17-27, 3 storeys, 6 flats

Block 20-26, 2 storeys, 4 flats

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area Courtyard	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**76-106 ST BARTS ROAD, SANDWICH**

2 Blocks, 2 storeys, 16 flats

One building

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area Courtyard	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**14-36 TEMPLESIDE, TEMPLE EWELL**

1 Block, 3 storeys, 12 flats (3 entrances)

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Tarmac	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	D
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Pipework Service boxes Balustrades	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Tarmac	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	D
Bin area Courtyard	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	D
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

## **SCHEDULE OF TASKS**

**FOR INDIVIDUAL BLOCKS  
SHELTERED**



**BARNESENDE COURT, SANDWICH**

1 Block, 2 storeys, 8 flats

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W
Entrances (Internal)	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	W
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	W
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Service boxes	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways Courtyard	Various	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	W
Communal lounge	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	D
Communal kitchen	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent all floors and leave surfaces dry. Remove and dispose of any litter. Clean with water and suitable cleaning agent sink, taps, tiled areas, ledges and worktops etc.	D

AREA	SURFACE	SPECIFICATION	FREQ
Communal laundry	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink etc. Refill soap & paper towels etc. De-lint tumble dryer(s).	D
Communal wcs	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise wc etc. Refill soap & paper towels etc.	D
Communal bathrooms	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink & bath etc. Refill soap & paper towels etc.	D
Lift		Clean with water & approved agent or vacuum floor. Clean and sanitise all of cab, rinse & dry. Remove and dispose of any litter.	W
Office	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	W
Bin area	Tarmac	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	W
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**EASTRY COURT, BOULEVARD COURRIERS, AYLESHAM**

1 Block, 2 storeys, 19 flats, internal corridors, internal stairwells, lift, communal lounge, communal kitchen, communal wc, communal laundry, conservatory, scooter store and office

Refuse collection - Tuesday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W
Entrances (Internal)	Various	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	D
Hallway Stairs Landings Lobbies	Various	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Ceilings	Artex/paint	Dust - remove all cobwebs etc.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Walls	Paint	Remove stubborn marks.	W
Walkways Patio area	Tarmac/brick paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	W
Communal lounge	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	D
Communal kitchen	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent all floors and leave surfaces dry. Remove and dispose of any litter. Clean with water and suitable cleaning agent sink, taps, tiled areas, ledges and worktops etc.	D

AREA	SURFACE	SPECIFICATION	FREQ
Communal laundry	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink etc. Refill soap & paper towels etc. De-lint tumble dryer(s).	D
Communal wc	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise wc etc. Refill soap & paper towels etc.	D
Lift		Clean with water & approved agent or vacuum floor. Clean and sanitise all of cab, rinse & dry. Remove and dispose of any litter.	W
Office	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	W
Guest Room	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	W
Hair salon	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sinks & worktops etc. Refill soap & paper towels etc.	D
Scooter Store	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Bin stores	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Communal bins		Clean and disinfect bins.	B
Glazing to entire property		Clean inside and out.	M

**2-24 GOSCHEN ROAD, DOVER**

2 Blocks, 2 storeys, 12 flats

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W
Entrances (Internal)	Vinyl/tiles/altro	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	W
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	W
Hallway Stairs Landings Lobbies Corridors	Carpet	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	W
Skirtings Doors/Door & window frames Ledges Handrails Wall lights Service boxes	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Ceilings	Artex/painted	Dust - remove all cobwebs etc.	W
Walls	Painted	Remove stubborn marks.	W
Walkways	Concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	W
Bin area	Brick paved	Sweep hard standing area, remove and dispose of any litter/weeds etc. Place any loose items in rubbish bins.	W
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**LAMBERT HOUSE, TELEGRAPH ROAD, DEAL**

1 Block, 3 storeys, 18 flats, internal corridors, internal stairwells, lift, communal lounge, communal kitchen, communal wc, communal laundry and office

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W
Entrances (Internal)	Various	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	D
Hallway Stairs Landings Lobbies	Various	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Ceilings	Artex/paint	Dust - remove all cobwebs etc.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Walls	Paint	Remove stubborn marks.	W
Walkways Patio area	Tarmac/brick paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	W
Communal lounge	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	D
Communal kitchen	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent all floors and leave surfaces dry. Remove and dispose of any litter. Clean with water and suitable cleaning agent sink, taps, tiled areas, ledges and worktops etc.	D
Communal laundry	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink etc. Refill soap & paper towels etc. De-lint tumble dryer(s).	D
Communal wc	Altro	Sweep/vacuum and wash clean with water &	D

AREA	SURFACE	SPECIFICATION	FREQ
		approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise wc etc. Refill soap & paper towels etc.	
Lift		Clean with water & approved agent or vacuum floor. Clean and sanitise all of cab, rinse & dry. Remove and dispose of any litter.	W
Office	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	W
Scooter Store	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Bin stores	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**NORMAN TAILYOUR HOUSE, HOPE ROAD, DEAL**

1 Block, 2 storeys, 24 flats, internal corridors, internal stairwells, lift, communal lounge,

communal kitchen, communal wc, communal bathrooms, communal laundry, scooter store and office

Refuse collection - Monday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W
Entrances (Internal) and other communal areas	Various	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	D
Hallway Stairs Landings Lobbies	Various	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Ceilings	Artex/paint	Dust - remove all cobwebs etc.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Walls	Paint	Remove stubborn marks.	W
Walkways Patio area	Tarmac/brick pave	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	W
Communal lounge	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	D
Communal kitchen	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent all floors and leave surfaces dry. Remove and dispose of any litter. Clean with water and suitable cleaning agent sink, taps, tiled areas, ledges and worktops etc.	D
Communal laundry	Vinyl/tiles	Sweep/vacuum and wash clean with water &	D



AREA	SURFACE	SPECIFICATION	FREQ
		approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink etc. Refill soap & paper towels etc. De-lint tumble dryer(s).	
Communal wc	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise wc etc. Refill soap & paper towels etc.	D
Communal bathrooms	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink & bath etc. Refill soap & paper towels etc.	D
Lift		Clean with water & approved agent or vacuum floor. Clean and sanitise all of cab, rinse & dry. Remove and dispose of any litter.	W
Office	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	W
Scooter Store	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Bin stores	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**REECE ADAMS HOUSE, CAULDHAM CLOSE, CAPEL-LE-FERNE**

1 Block, 2 storeys, 20 flats, internal corridors, internal stairwells, communal lounge, communal kitchen, communal wcs, communal bathroom, communal laundries, therapy room, hair salon, guest room, lift, office and scooter store

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W
Entrances (Internal)	quarry tiles	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	D
Hallway Stairs Landings Lobbies	Carpet/altro	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave dry. Remove and dispose of any litter.	D
Ceilings	Artex/paint	Dust - remove all cobwebs etc.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Walls	Paint	Remove stubborn marks.	W
Walkways Patio area	Tarmac/brick paved /concrete	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	W
Communal lounge	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	D
Communal kitchen	Vinyl tiles	Sweep/vacuum and wash clean with water & approved cleaning agent all floors and leave surfaces dry. Remove and dispose of any litter. Clean with water and suitable cleaning agent sink, taps, tiled areas, ledges and worktops etc.	D
Communal wcs	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise wc etc. Refill soap & paper towels etc.	D

AREA	SURFACE	SPECIFICATION	FREQ
Communal bathroom	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink & bath etc. Refill soap & paper towels etc.	D
Communal laundries	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink etc. Refill soap & paper towels etc. De-lint tumble dryer(s).	D
Therapy room	Altro & rug	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Vacuum clean and remove stubborn marks to rug.	D
Hair salon	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sinks & worktops etc. Refill soap & paper towels etc.	D
Guest room incl kitchenette bathroom	Carpet Vinyl tiles Altro	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings. Re-make beds including launder sheets. Clean & sanitise with water & suitable cleaning agent, whb, taps, bath, tiled areas, ledges and worktops etc. Clean & sanitise sink, mini-fridge, worktops etc.	W
Lift		Clean with water & approved agent or vacuum floor. Clean and sanitise all of cab, rinse & dry. Remove and dispose of any litter.	W
Office	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	W
Scooter Store	Altro	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Bin stores	Concrete/paved	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

**SUNNY CORNER, OLD FOLKESETONE ROAD, DOVER**

1 Block, 3 storeys, 28 flats, internal corridors, internal stairwells, lift, communal lounge, communal kitchen, communal wc, communal laundry, scooter store and office

Refuse collection - Friday

AREA	SURFACE	SPECIFICATION	FREQ
Entrances (External)	Slab paved/concrete	Sweep and wash clean with water and approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter/weeds etc.	W
Entrances (Internal)	Various	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter.	D
	Fibre mat(s)	Take up, beat and replace all door mats. Vacuum mat well.	D
Hallway Stairs Landings Lobbies	Various	Vacuum clean to remove soil from carpets. All potted plants, ornaments etc to be moved to ensure cleaning of corners and edgings. Remove and dispose of any litter.	D
Ceilings	Artex/paint	Dust - remove all cobwebs etc.	D
Skirtings Doors/Door & window frames Ledges Handrails Wall lights	Various	Dust and damp wipe clean using approved cleaning agent and wipe dry.	W
Walls	Paint	Remove stubborn marks.	W
Walkways Patio areas	Tarmac/brick paved	Sweep hard surfaced areas, remove and dispose of any litter/weeds etc.	W
Communal lounge	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	D
Communal kitchen	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent all floors and leave surfaces dry. Remove and dispose of any litter. Clean with water and suitable cleaning agent sink, taps, tiled areas, ledges and worktops etc.	D
Communal laundry	Vinyl/tiles	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink etc. Refill soap & paper towels etc. De-lint tumble dryer(s).	D
Communal wcs	Altro	Sweep/vacuum and wash clean with water &	D

AREA	SURFACE	SPECIFICATION	FREQ
		approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise wc etc. Refill soap & paper towels etc.	
Communal bathroom	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sink & bath etc. Refill soap & paper towels etc.	D
Lift		Clean with water & approved agent or vacuum floor. Clean and sanitise all of cab, rinse & dry. Remove and dispose of any litter.	W
Office	Carpet	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings.	W
Guest room incl kitchenette bathroom	Carpet Vinyl tiles Altro	Vacuum clean & remove stubborn marks. Dust & polish furniture, pictures, ledges, surfaces etc. Remove and dispose of any litter. Clean and plump soft furnishings. Re-make beds including launder sheets. Clean & sanitise with water & suitable cleaning agent, whb, taps, bath, tiled areas, ledges and worktops etc. Clean & sanitise sink, mini-fridge, worktops etc.	W
Hair salon	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sinks & worktops etc. Refill soap & paper towels etc.	D
Medical room	Altro	Sweep/vacuum and wash clean with water & approved cleaning agent, disinfect and leave surfaces dry. Remove and dispose of any litter. Clean & sanitise sinks & worktops etc. Refill soap & paper towels etc.	D
Scooter Store	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Bin stores	Concrete	Sweep and wash clean with disinfected water and dry. Remove all dust and cobwebs from walls and ceilings. Place any loose items in rubbish sacks.	W
Communal bins		Clean and disinfect bins.	B
Communal glazing		Clean inside and out.	M

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JCT MTC 2016 with GDPR and Council  
Amendments  
for  
Provision of Communal Cleaning in the  
Dover District Area

January 2020

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## CONDITIONS OF CONTRACT

The Form of Contract in respect of Cleaning Services shall be the **JCT Standard Form of Measured Term Contract 2016 Edition**

The Employer shall be:

DOVER DISTRICT COUNCIL of WHITE CLIFFS BUSINESS PARK, WHITFIELD,  
DOVER CT16 3PJ (**Employer**)

The Contractor shall be:

[ -name- ] (company registration no. [ ] whose registered office is at  
[ -address- ]

The Contractor shall enter into the Contract with the Employer executed as a Deed

The Recitals, Articles and Contract Particulars shall be construed in accordance with the following:

1<sup>st</sup> Recital: Properties within the Dover District Council are as listed in the schedule of properties ("the Contract Area") in accordance with the details set out or referred to in the Contract Particulars

Article 3: The Contract Administrator shall be:

East Kent Housing Limited of Garrity House, Miners Way, Aylesham,  
CANTERBURY, CT3 3BF.

or, if he ceases to be the Contract Administrator, such other person as the Employer nominates in accordance with Clause 3.10.1 of the Conditions.

Article 4: The Principal Designer for the purposes of this Contract shall be

The Contractor

or such other person as the Employer at any time appoints to fulfil that role either in relation to all Orders or for specific Orders

Article 5: The Principal Contractor for the purposes of the CDM Regulations shall be the Contractor

or such other contractor as the Employer at any time appoints to fulfil that role either in relation to all Orders or for specific Orders

Article 9: Modifications, etc – The Articles of Agreement and the Conditions shall have effect as modified by the Employer's Schedule of Amendments attached hereto

### Contract Particulars

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**These shall be read as completed as follows:**

Item	Insertion
1.1 List of Properties in the Contract Area (first Recital)	Properties within the Dover District Council are as listed in the schedule of properties (“the Contract Area”)
1.2 Description of types of work	Cleaning of communal areas in General Needs blocks of flats and sheltered blocks
Fifth Recital and Schedule Supplemental Provisions	
Collaborative working	Paragraph 1: applies
Health and Safety	Paragraph 2: applies
Cost savings and value improvements	Paragraph 3: applies
Sustainable development and environmental considerations	Paragraph 4: applies
Performance Indicators and monitoring	Paragraph 5: applies
Notification and negotiation of disputes	<p>Paragraph 6: applies</p> <p>Employer’s nominee for notification and negotiation of disputes: Director of Property Services, East Kent Housing Limited</p> <p>Contractor’s nominee:</p> <p>[ - <i>insert details</i> - ]</p> <p>or such replacement as each Party may notify to the other from time to time</p>
Article 1 and clause 7.1 Contract Period	<p>From</p> <p>1 January 2021</p> <p>to 31<sup>st</sup> December 2025 with the option of a one-year extension subject to the Contractor’s satisfactory performance</p>



Item	Insertion
Article 7 and clauses 9.3 to 9.8 Arbitration	apply
Clause 1.1 BIM Protocol (where applicable)* State title, edition, date or other identifiers of relevant documents	Does not apply
Clause 2.4 Minimum Value of any one Order	N/A
Maximum Value of any one Order	N/A
Clause 2.5 Approximate anticipated Value of work to be carried out under this Contract	£1,000,000 ( <i>One Million Pounds</i> )  for the Contract Period excluding the extension
Liquidated Damages	In the event the Contractor is in delay in performing an Instruction or Order, liquidated damages shall be payable at the rate of 2% of the value of the work described within the Instruction or Order per week or part thereof, subject to a minimum value of £50, and up to a maximum of 12% of the total value of the work described within the Instruction or Order.
Clause 2.6 Priority coding for Orders	N/A
Clause 4.2 Construction Industry Scheme (CIS)	The Employer is a 'contractor' for the purposes of the CIS at the commencement date
Clauses 4.3, 4.4 and 4.5 Progress Payments	N/A  The Valuation Date in each month is the last day of the month and the Application shall be received no later than 15 <sup>th</sup> day of the following month

Item	Insertion
Clause 5.2 Responsibility for measurement and valuation	The Contractor shall measure and value all Orders
Clauses 5.3, 5.6.1 and 5.6.2 Schedule of Rates The Schedule of Rates is	as provided for the Price Schedule
subject to adjustments of the rates listed in that Schedule by the	n/a
of the Adjustment Percentage which is	n/a
Clause 5.6.1 Fluctuations	applies
Clause 5.6.1 Basis and dates of revision	<p>The rates tendered shall be subject to Consumer Price Index ('CPI') with a base date of 1<sup>st</sup> January each year and annually thereafter for the duration of the Contract Period.</p> <p>The first applicable adjustment for rates will be effective from 1<sup>st</sup> January 2022 by indices.</p>
Clauses 5.4, 5.6.3 and 5.6.4 Daywork Valuation – percentage additions	
Where not included in or annexed to the Schedule of Hourly Charges, the percentage additions to the invoice price of non-labour items are as follows:	
Overheads and profit on Materials	<div></div> %
Overheads and profit on Plant, Services and Consumable Stores	<div></div> %
Overheads and profit on Sub-Contractors	<div></div> %

Item	Insertion
Clause 5.6.3 Revision of Schedule of Hourly Charges	does not apply
Clause 5.7 Overtime Work	N/A%
Clauses 6.4.1, 6.7A, 6.&B, 6.8 and 6.11 Insurance	Public & Product Liability: £10,000,000 for any one occurrence or series of occurrences arising out of one event  Employer's Liability: minimum of £10,000,000
Percentage to cover professional fees	15%
Clause 6.7A.1 Insurance of existing structures	applies
Clause 6.7B Insurance of work or supply comprised in Orders	applies
the annual renewal date is:	
Terrorism Cover	Not required
Clause 7.1 Break Provisions – Employer or Contractor	26 weeks
Clauses 9.2, 9.3 and 9.4.1	
Adjudication	Nominator of Adjudicator:  The Royal Institution of Chartered Surveyors

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Arbitration  
Appointer of Arbitrator

President or a Vice-President of  
The Royal Institution of  
Chartered Surveyors

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## Schedule of Amendments to the JCT Measured Term Contract 2016 Edition (Article 9)

### Definitions

Clause 1.1:

“Contract Documents” – delete the definition and replace with the following words:

“JCT Standard Form of Measured Term Contract 2016;

The Employer’s Schedule of Amendments to the JCT Measured Term Contract 2016 Edition;

The Contractor’s Tender Document including:

- Form of Tender dated [REDACTED];
- Method Statements;
- Pricing Schedule
- Specifications/Schedule of Tasks/Preliminaries

Any relevant specified correspondence between the parties”

“Employer” – at the end of the definition, insert the words “and it’s permitted assignees under this Contract”.

Insert the following new Definitions:

“**Environmental Laws** – any law statute, statutory instrument or legislation of the European Union having effect in the United Kingdom, or circulars, guidance notes and the like issued by the United Kingdom Government or relevant regulatory agencies relating to the protection or pollution of the environment (within the meaning of the Environmental Protection Act 1990)”.

“**Hazardous Substances** – any substances which are capable of carrying harm to man or any living organisms supported by the environment (within the meaning of the Environmental Protection Act 1990)”.

“**Proprietary Material** – all drawings, details, plans, specifications, schedules, reports, calculations and other work, whether in written or electronic form (and any designs, ideas and concepts contained in them) prepared, conceived or developed by or on behalf of the Contractor in connection with this Contract and/or any Order”.

### Contractor’s Obligations

Clause 2.1 – the following new clauses shall be inserted:

“2.1A The Contractor shall fully carry out the works using all the reasonable skill, care, expedition and efficiency to be expected of a properly qualified and competent contractor (and to the extent that the Order includes any design to be carried out by the Contractor using all the reasonable skill, care, expedition

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and efficiency to be expected of a properly qualified and competent architect or other appropriate designer) who is experienced in carrying out work (and preparing designs) of a similar scope, nature and complexity and size to the Order.

- 2.1B The Contractor shall work in a proper and workmanlike manner and fully in accordance with the Contract Administrator's instructions, any instructions of the Employer, the Contract Documents and other Statutory Requirements and shall give all notices required by the Statutory Requirements.
- 2.1C To the extent that the Order contains any design, the Contractor shall be responsible for carrying out and completing the entire design for the Order.
- 2.1D The Contractor shall take due account of the terms of any agreements between the Employer and third parties as are from time to time disclosed to him and shall perform his obligations under this Contract in such a manner as not to constitute, cause or contribute to any breach by the Employer of his obligations under such agreements and shall indemnify the Employer in respect of any loss and/or damage which he incurs as a result of any breach by the Contractor of this clause where such loss and/or damage arises under such agreements.
- 2.1E The Contractor shall not use, generate, dispose of or transport to the Site any Hazardous Substances otherwise than in accordance with Environmental Laws.”

### **Materials, Goods and Workmanship**

Clause 2.2.1 shall be deleted and replaced by the following new clause 2.2.1:

“The Contractor in carrying out each Order shall not specify or use materials which are generally known at the time of use to be deleterious to health and safety or to durability in the particular circumstances in which they are used and the Contractor shall use materials, goods and workmanship of the quality and standards specified in the Order, or if not so specified, of the quality and standard to be expected of a contractor experienced in works of a like nature to the works set out in the Order. The Contractor warrants to the Employer that he has not specified and will not specify for use nor use in carrying out each Order any substance and/or material which is not in conformity with any relevant British or European Standards or Codes of Practice or which are generally known to the UK construction industry to be deleterious to health and safety or the durability of the Works in the particular circumstances in which it is used or which is not used in accordance with the guidance contained in the publication "Good Practice in the Selection of Construction Materials" 1997) Ove Arup & Partners.”

Clause 2.2.2 shall be deleted and replaced by the following new clause 2.2.2:

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“Where and to the extent that the approval of the quality of materials or goods or of the standards of workmanship is a matter for the opinion of the Contract Administrator, such quality and standards shall be to his reasonable satisfaction. To the extent that the quality of materials and goods or standards of workmanship are not described in the Order nor stated to be a matter for such opinion or satisfaction, they shall be of a standard appropriate to the relevant work. For the avoidance of doubt the standards of workmanship required pursuant to this clause shall be no less than those set out in British Standard 8000 or any other standard that may be applicable.”

### **Rights of Employer**

Clause 2.3.5 - the following words shall be deleted “and the Contractor shall be entitled to a handling charge of 5% on that value. The Adjustment Percentage shall not be applied to that charge”.

Clause 2.3.6 shall be deleted and replaced with the following new clause 2.3.6:

“Any materials and/or goods supplied by the Employer for any Order shall be at the sole discretion of the Employer”

### **Value of work to be carried out under this Contract**

Clause 2.5 shall be deleted and replaced with the following new clause 2.5:

“The Employer is not obliged to provide the Contractor with any Orders nor does the Employer give any warranty or undertaking as to the actual amount of work that will be ordered and no variance in the actual value of work ordered shall give rise to a change in any rate, price or percentage adjustment. For the avoidance of doubt, the Employer shall not be liable for any loss of profits, loss of contracts or other costs, expenses or losses suffered or incurred by the Contractor as a result of the Contractor not being awarded any Orders under this Contract.”

### **Programme**

Clause 2.7 shall be amended by deleting the words “Nothing in the programme or in any amendment or revision of it shall impose any obligations beyond those imposed by the Contract Documents” and replacing this with the following words:

“The Contractor Administrator shall have 7 days from receipt of the programme to approve or register its disapproval, in writing, of the programme. If the Contract Administrator fails to respond within the 7 days then it shall be deemed to have approved. Provided the Contract Administrator has approved or deemed to have approved the programme, the Contractor shall procure that all of the works carried out in accordance with or under any Order(s) is carried out strictly in accordance with the programme. If the Contract Administrator has stated to the Contractor that it does not approve of the programme then the Contractor shall resubmit a revised programme to the Contract Administrator for approval and this process shall be repeated until the Contract Administrator has given its written approval to the programme, whereupon

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the Contractor shall carry out the works within the order strictly in accordance with such approved programme.”

### **Divergence from Statutory Requirements**

Clause 2.8.2 shall be deleted and replaced with the following new clause 2.8.2:

“Provided the Contractor has provided the written notice specified in clause 2.8.1 then it shall not be liable under this Contract if the work carried out under an Order, does not comply with the Statutory Requirements, but only to the extent that the non-compliance results from the divergence between the Statutory Requirements and either an Order or a Variation that the Contractor has previously advised the Employer of in accordance with clause 2.8.1.”

### **Extension of Time**

Clause 2.10.1 shall be deleted and replaced with the following new clause 2.10.1:

“If, at any time during the course of completing an Order, the Contractor shall establish that the progress of the works under the Order shall have been effected by reason of:

- (i) force majeure; or
- (ii) fire, lightning, explosion, storm, tempest, flood, bursting or overflowing of water tanks, apparatus or pipes, earthquake, aircraft or other aerial devices or articles dropped from them, riot or civil commotion or any other risks insured against,

the Contract Administrator shall allow such extension of time as is fair and reasonable in the circumstances upon written application by the Contractor to the Employer and Contract Administrator provided always that such application is made immediately that the Contractor is aware that such delay has or might occur (which written application shall include any documentation the Contractor may wish to provide in support of or justifying its application and the Contractor's assessment of the extension of time it seeks). To the extent that any extension of time is granted, a revised date for completion for the Order shall be fixed by the Contract Administrator and notified to the Contractor.”

### **Defects**

Clause 2.12 shall be renumbered 2.12.1 and amended by deleting the words “6 months” and substituting with “12 months” and adding the words “and shall commence rectification within 5 days of notification” at the end of the Clause:

Additional Clause 2.12.2:

“In the case of default, the Employer may provide labour and/or materials or enter into a contract to make good such defects and all costs and expenses consequent thereon shall be borne by the Contractor and shall be recoverable from the Contractor by the



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Employer either by offsetting against monies due on any contract with the Employer or by directly invoicing the Contractor.”

### **Assignment**

The clause heading shall be amended from “Assignment” to “Assignment and Novation”

Clause 3.1 shall be deleted and replaced with the following new clause 3.1:

“The Employer may assign, novate or otherwise transfer this Contract or the benefit thereof at any time without the consent of the Contractor. The Contractor hereby consents to the novation of this Contract by the Employer and agrees to enter into such documents as are required to effect such novation. The Contractor shall not assign, novate or otherwise transfer this Contract without the prior written consent of the Employer.”

### **Sub-Contracting**

Delete Clause 3.2 and replace with the following clauses:

- “3.2.1 The Contractor shall not sub-contract any works under the Contract without the previous written consent of the Contract Administrator. Such consent shall not be unreasonably withheld or delayed and shall apply to all works except to the extent otherwise stated in that consent.
- 3.2.2 In the event of the Employer agreeing to any assignment under clause 3.1 or sub-contracting under clause 3.2.1, such consent shall not relieve the Contractor from any liability or obligation under this Contract and the Contractor shall be responsible for the acts, defaults and negligence of any assignee or sub-contractor, his or its agents, servants or employees. The provision of this clause 3.2.2 shall be subject to the provisions of the new Section 20.2 (below) relating to collateral warranties”

### **Contractor’s Representative**

Clause 3.3 shall be deleted in its entirety and replaced by the following new clause 3.3:

- “3.3.1 The Contractor shall appoint a competent Contractor’s Representative for the proper administration of this Contract.
- 3.3.2 The Contractor’s Representative shall have suitable and sufficient qualifications and experience to carry out this function and shall be the representative empowered to act on behalf of the Contractor for all purposes connected with the Contract.
- 3.3.3 The Contractor’s Representative shall be the person named in the Contract Particulars or such other person nominated in writing by the Contractor from

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time to time to act in the name of the Contractor for the purposes of the Contract.

3.3.4 From time to time the Contractor may appoint one or more representatives to act for the Contractor generally or for specified purposes or periods. Immediately any such appointment is made or terminated, the Contractor shall give written notice thereof to the Employer and until such notice is received the Contractor shall be under no obligation to comply with any instruction issued by such representative.

3.3.5 Any Order, notice, information, instruction or other communication given to the Contractor's Representative shall be deemed to have been given to the Contractor.

Additional Clause 3.4.4:

"The Contract Administrator or their representative shall have at all times access to the Site or other places off-site where materials or equipment are being stored or prepared for the works."

### **Cancellation of an Order**

Additional Clause 3.6.3:

"The provisions of clauses 3.6.2.1 and 3.6.2.2 do not apply where scheduled works or an Order for works is cancelled before any physical works have commenced."

### **Exclusion from Site**

Clause 3.7 shall be amended by inserting the following sentence at the end of the clause:

"The Contractor shall then ensure that such person is immediately excluded from the Site."

### **Additional Employer's Rights and Remedies**

Additional Clause 3.11:

"Where the Contractor's performance significantly and consistently fails to meet the required targets or Key Performance Indicators (KPIs) and the Contractor has not proposed acceptable remedial measures in respect of such failings within 28 days of being requested by the Contract Administrator in writing to do so, or the Contractor indicates that their current workload will not enable them to complete within targets, the Employer may award work to other contractors. Where works are awarded to other contractors, it will be measured and valued using fair and reasonable tendered rates. Should this incur additional costs to the Employer, the Employer reserves the right to charge the Contractor the extra-over cost plus 10% administration costs."

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## **Progress Payment**

Clause 4.3 shall be deleted and replaced with the following new clause:

### **“Monthly Payment**

Payments shall be made on a per calendar month basis and shall include all Orders completed in the previous calendar month that have been agreed as completed by the Contract Administrator and shall form part of the Contractor’s monthly payment application in accordance with clause 4.5.1.”

### **Payment Application**

Clause 4.5.1 shall be amended by inserting the words “Subject to clause 4.3” at the beginning of the clause.

### **Payments – final date and amount**

Clause 4.6.1 to be removed entirely.

Clause 4.6.2 to be amended to read:

“Subject to any notice given by the Employer under clause 4.6.5., the Employer shall pay the sum stated as due in the relevant certificate following receipt of the Contractor’s VAT invoice, within 14 days of receipt of the certificate, in the sum described on the certificate.

Any such invoices submitted will be subject to approval by the Contract Administrator prior to these being passed for payment by the Employer.

The Employer shall pay any such properly due invoice within 30 days of receipt of the invoice.

### **Valuation - daywork**

Clause 5.4.2 shall be amended by inserting the words “and any other evidence required by the Employer.” at the end of the clause:

### **Derived Rates**

Clause 5.5 shall be deleted and replaced by the following new clause 5.5:

“5.5.1 Where the rates or prices in the Schedule of Rates do not apply or where there is no applicable all-in labour rate in the Schedule of Hourly Rates, as the case may be, the value shall be decided by the Contract Administrator and shall be based upon such rates or prices as may fairly be deducted therefrom, rates and prices deduced from the Schedule of Rates being subject to adjustment by the Adjustment Percentage.

5.5.2 If it is not practicable or would not be fair and reasonable to apply the rates or prices in the Schedule of Rates or Schedule of Hourly Charges or to deduce rates or prices therefrom, the value shall be ascertained on a fair and

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reasonable basis by the Contract Administrator after consultation with the Contractor.”

### **Overtime**

Additional Clause 5.7.4:

“Where the Contractor wishes to work outside normal working hours, he must first obtain the permission of the Contract Administrator and the person in charge of the premises. In these circumstances no additional or enhanced payments will be made.”

### **Liability of the Contractor – personal injury or death**

Clause 6.1 shall be amended by inserting the words “or of any obligation pursuant to clause 2.12,” in the third line after the word “Order” and before the word “except”.

### **Liability of the Contractor – injury or damage to property: nuisance**

Clause 6.2 shall be amended by inserting the words “or of any obligation pursuant to clause 2.12” in the fourth line after the word “Order” and before the word “and”.

The following words shall be inserted at the end of clause 6.2:

“The Contractor shall at all times reasonably prevent any public or private nuisance (including without limitation any such nuisance caused by noxious fumes, noisy working operations or the deposit of any materials or debris on the public highway) or other interference with the rights of any adjoining or neighbouring landowner, tenant or occupier or any statutory undertaker arising out of an Order or of any obligation pursuant to clause 2.12 and shall defend or, at the Employer's option, assist the Employer in defending any action or proceedings which may arise as a result of any breach by the Contractor of its obligations under this Contract.”

### **Contractor's Insurance and his Liability**

Additional clause: 6.4.3

“Without limiting his other obligations under the Contract or otherwise at law, the Contractor shall maintain professional indemnity insurance of not less than £2 million in respect of each and every claim.”

### **Related Definitions**

Under clause 6.6, the definition of “Joint Names Policy” shall be deleted and replaced as follows:

“a policy of insurance which shall be taken out by the relevant party as set out in the relevant clause jointly with any funder or other third party as the Employer may require and under which the insurers have no right of recourse against the Employer and/or any person named as an insured, or recognised as an insured thereunder”.

Additional clause 6.15

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“The Contractor shall ensure so far as is reasonably practicable the health, safety and welfare at work of his employees and shall conduct his undertakings in such a way as to ensure that persons other than his employees who may be affected by his operations are not exposed to risks to their health or safety and shall in all respects perform all his duties under the Health and Safety at Work etc. Act 1974 and all Health and Safety Regulations made thereunder.”

### **Break Provision – Rights of each Party**

Clause 7.1 shall be amended to read as follows

- 7.1 The Employer shall have the right to reduce the duration of the Contract Period by giving the Contractor not less than 26 weeks’ notice to that effect (or such lesser period of notice as is stated in the Contract Particulars (item16)). That notice may in either case expire at any time not less than 6 months after the date of commencement of the Contract Period.

Clause 7.2 shall be amended to read as follows

- 7.2 As from receipt by the Contractor of notice under clause 7.1 the Contractor shall not, unless otherwise agreed between him and the Contract Administrator, be under any obligation to accept any subsequent Orders which cannot reasonably be completed before the expiration of the notice, but the Contractor shall not be relieved of his obligation to complete all Orders properly given prior to the receipt of the notice, even if such Orders cannot be, or are not, completed before the expiry of such notice, and to complete any subsequent Orders that can reasonably be completed before that expiration or that he otherwise accepts.

### **Default by Contractor**

Additional Clause 8.4.1.3:

“fails to comply with any of his obligations including all of the Contractor’s obligations contained within the Council’s Tender Documents and/or the Contractor’s priced Schedule of Rates in respect of this Contract.”

Insert new clauses 8.4.2.1 and 8.4.2.2 as follows:

- “8.4.2.1 Where the Contractor receives notice under clause 8.4.1 that it has failed to perform the works in accordance with the Contract Documents, the Employer may, without prejudice to any other remedy it may have:
- i. request from the Contractor that, at the Contractor's own expense and as specified by the Employer, it reschedules and carries out the works in a manner satisfactory to the Employer, which may include rectifying completed works or repeating the provision of any of the works within such period as the Employer may specify by such written notice; and/or

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- ii. withhold or reduce payments to the Contractor, as the Employer shall reasonably deem appropriate in each particular case; and/or
  - iii. request that the Contractor pay or allow to the Employer liquidated damages at the rate stated in the Contract Particulars between the specified date for completion and the actual date of completion; and/or
  - iv. employ a third party to carry out and complete the works.

8.4.2.2 Any expenses incurred which are in addition to the cost of the relevant part of the works arising as consequence of suspension of the works or procuring a third party to carry out the works, shall be recovered in full from the Contractor, including any administrative costs reasonably incurred by the Employer.”

Re-number existing clauses 8.4.2 and 8.4.3 as 8.4.3 and 8.4.4 respectively.

## **TUPE**

Insert new Section 10 (TUPE) to the JCT Conditions of Contract as follows:

### **“Section 10 TUPE**

- 10.1 The Contractor accepts and undertakes that when it tendered for (and entered into) this Contract it has taken into consideration the provisions of the European Acquired Rights Directive 77/187 (“Directive”) and the Transfer of Undertakings (Protection of Employment) Regulations 2006 (“Regulations”) and has considered the application or otherwise of those provisions to this Contract and has taken the appropriate action required under the Directive and/or the Regulations.
- 10.2 Where, in the opinion of the Employer, the Regulations are likely to apply on the termination or expiration of the Contract, the Contractor shall provide such information as the Employer may require in order to comply with the Regulations including, without limitation, such information regarding any Contractor employee who would transfer under the same terms of employment under the Regulations. Such information shall be provided to the Employer within fourteen (14) days of request or as otherwise required by the Regulations.
- 10.3 Where the award of this Contract, or any successor/replacement contract, creates rights under the Regulations, the Contractor shall indemnify the Employer against any transfer costs (including, without limitation, any claims, damages, awards, orders or payments for the Contractor’s failure to comply with the Regulations).”

## **Prevention of Bribery and Corruption**

Insert new Section 11 to the JCT Conditions of Contract as follows:

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“11.1 The Contractor warrants and undertakes to the Employer that:

- 11.1.1 it will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 and will not give any fee or reward the receipt of which is an offence under sub-section (2) of Section 117 of the Local Government Act 1972;
- 11.1.2 it will procure that any person who performs or has performed services for or in its behalf (“Associated Person”) in connection with this Contract complies with this clause and subject to the JCT Form of Contract to be used;
- 11.1.3 it will not enter into any agreement with any Associated Person in connection with this Contract, unless such agreement contains undertakings on the same terms as contained in this clause and subject to the JCT Form of Contract to be used;
- 11.1.4 it has and will maintain in place effective accounting procedures and internal controls necessary to record all expenditure in connection with the Contract;
- 11.1.5 from time to time at the reasonable request of the Employer it will confirm in writing that it has complied with its undertakings under clauses 11.1.1 to 11.1.4 and will provide any information reasonably requested by the Employer in support of such compliance;
- 11.1.6 it shall notify the Employer as soon as practicable of any breach of any of the undertakings contained within this clause of which it becomes aware.

- 11.2 Where the Contractor or Contractor's employees, servants, sub-contractors, suppliers or agents or anyone acting on the Contractor's behalf, engages in conduct prohibited by the Bribery Act 2010 or the Local Government Act 1972 section 117(2) in relation to this or any other contract with the Employer, the Employer has the right to;
- a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Employer resulting from the termination, including the cost reasonably incurred by the Employer of making other arrangements for the provision of the works and any additional expenditure incurred by the Employer throughout the remainder of the Contract.
  - b) recover in full from the Contractor any other loss sustained by the Employer in consequence of any breach of this clause, whether or not the Contract has been terminated.”

## **Freedom of Information**



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Insert new Section 12 to the JCT Conditions of Contract as follows:

- “12.1 The Employer is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 ("the Acts"). As part of the Employer's duties under the Acts, it may be required to disclose information forming part of the Contract to anyone who makes a request. The Employer has absolute discretion to apply or not to apply any exemptions under the Acts.
- 12.2 The Contractor shall assist and co-operate with the Employer (at the Contractor's expense) to enable the Employer to comply with the information disclosure requirements under the Acts and in so doing will comply with any timescale notified to it by the Employer.
- 12.3 The Contractor acknowledges that the Employer is committed to the Government's transparency agenda requiring the Employer to publish on line items of spend over £500 (five hundred pounds) including actual payments made to the Contractor, the Contractor's tender and the terms of this Contract (excluding commercially sensitive information).
- 12.4 The Contractor acknowledges that the Employer may, acting in accordance with the Secretary of State for Constitutional Affairs Code of Practice on the discharge of public authorities' functions under Part 1 of FOIA (issued under section 45 of the FOIA, November 2004) be obliged under the FOIA or the Environmental Information Regulations to disclose information;
- a) without consulting with the Contractor, or
  - b) following consultation with the Contractor and having taken its views into account.”

## **Data Protection**

Insert new Section 13 to the JCT Conditions of Contract as follows:

“**Controller**” has the meaning give in the Data Protection Legislation;

“**Data Loss Event**” has the meaning given in the Data Protection Legislation;

“**Data Protection Legislation**” means: i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time; ii) the DPA to the extent that it relates to processing of personal data and privacy; iii) all applicable Law about the processing of personal data and privacy;

“**Data Protection Impact Assessment**” an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;

“**Data Protection Officer**” has the meaning given in the Data Protection Legislation;



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**“Data Subject Request”** means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;

**“Data Subject”** has the meaning given in the Data Protection Legislation;

**“DPA”** means the Data Protection Act 2018 as amended from time to time;

**“GDPR”** means the General Data Protection Regulation (Regulation (EU) 2016/679);

**“Joint Controllers”** where two or more Controllers jointly determine the purposes and means of processing;

**“LAW”** means any law, subordinate legislation within the meaning of Section 21(1) Interpretation Act 1978, bye law, enforceable right within the meaning of Section 2 of the European communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment or a relevant court of law, or directive or requirements with which the Processor is bound to comply;

**“LED”** means the Law Enforcement Directive (Directive (EU) 2016/680);

**“Personal Data”** has the meaning given in the Data Protection Legislation;

**“Personal Data Breach”** has the meaning given in the Data Protection Legislation;

**“Protective Measures”** appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it;

**“Processor”** has the meaning given in the Data Protection Legislation;

**“Processor Personnel”** all directors, officers, employees, agents, consultants and contractors of the Processor and/or of any sub-contractor of the Processor engaged in the performance of its obligations under this Agreement;

**“Sub-processor”** any third party appointed to process Personal Data on behalf of the Contractor related to this agreement;

13.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Employer is the Controller and the Contractor is the Processor unless otherwise specified in Schedule Processing Personal Data). The only processing that the Processor is authorised to do is listed in Schedule Processing Personal Data and may not be otherwise be determined by the Processor.

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- 13.2 The Employer intends for the contract administrator (East Kent Housing) to share the personal data, as specified in the Schedule Processing Personal Data, with the Contractor on behalf of the Employer.
- 13.3 The Processor shall notify the Controller and the Controller's contract administrator immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
- 13.4 The Processor shall provide all reasonable assistance to the Controller and the Controller's contract administrator in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:
- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
  - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
  - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
  - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 13.5 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- a) process that Personal Data only in accordance with Schedule Processing Personal Data, unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller and the Controller's contract administrator before processing the Personal Data unless prohibited by Law;
  - b) ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Controller or the Controller's contract administrator, on behalf of the Controller, may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
    - (i) nature of the data to be protected;
    - (ii) harm that might result from a Data Loss Event;
    - (iii) state of technological development; and
    - (iv) cost of implementing any measures;
  - c) ensure that:

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- (i) the Processor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule Processing Personal Data);
  - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
    - (A) are aware of and comply with the Processor's duties under this Clause;
    - (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
    - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Controller or as otherwise permitted by this Agreement; and
    - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and
  - d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
    - (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
    - (ii) the Data Subject has enforceable rights and effective legal remedies;
    - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
    - (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller or the Controller's contract administrator with respect to the processing of the Personal Data;
  - e) at the written direction of the Controller or the Controller's contract administrator, delete or return Personal Data (and any copies of it) to the Controller's contract administrator on termination of the Agreement unless the Processor is required by Law to retain the Personal Data.

13.6 Subject to Clause 13.7, the Processor shall notify the Controller and the Controller's contract administrator immediately if it:

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- a) receives a Data Subject Access Request (or purported Data Subject Access Request);
  - b) receives a request to rectify, block or erase any Personal Data;
  - c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  - d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
  - e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  - f) becomes aware of a Data Loss Event.
- 13.7 The Processor's obligation to notify under Clause 13.6 shall include the provision of further information to the Controller and the Controller's contract administrator in phases, as details become available.
- 13.8 Taking into account the nature of the processing, the Processor shall provide the Controller either directly or to the Controller's contract administrator, as requested by the Controller, with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 13.6 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:
- (a) the Controller and the Controller's contract administrator with full details and copies of the complaint, communication or request;
  - (b) such assistance as is reasonably requested by the Controller and the Controller's contract administrator to enable the Controller and the Controller's contract administrator, on behalf of the Controller, to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
  - (c) the Controller and the Controller's contract administrator, at their request, with any Personal Data it holds in relation to a Data Subject;
  - (d) assistance as requested by the Controller and the Controller's contract administrator following any Data Loss Event;
  - (e) assistance as requested by the Controller and the Controller's contract administrator with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.

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- 13.9 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- (a) the Controller or the Controller's contract administrator, on behalf of the Controller, determines that the processing is not occasional;
  - (b) the Controller or the Controller's contract administrator, on behalf of the Controller, determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
  - (c) the Controller or the Controller's contract administrator, on behalf of the Controller, determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 13.10 The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
- 13.11 The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
- 13.12 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Processor must:
- (a) notify the Controller and the Controller's contract administrator in writing of the intended Sub-processor and processing;
  - (b) obtain the written consent of the Controller;
  - (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 13.12 such that they apply to the Sub-processor; and
  - (d) provide the Controller with such information regarding the Sub-processor as the Controller, either directly or via the Controller's contract administrator, may reasonably require.
- 13.13 The Processor shall remain fully liable for all acts or omissions of any Sub-processor.
- 13.14 The Controller may, at any time on not less than 30 Working Days' notice, revise this Clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).
- 13.15 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Controller may on not less than 30 Working Days' notice to the Contractor amend this Agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

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- 13.16 Where the Parties include two or more Joint Controllers as identified in the Schedule Processing Personal Data in accordance with GDPR Article 26, those Parties shall enter into a Joint Controller Agreement based on terms compliant with the GDPR and in accordance with Government guidance notes issued from time to time.

### **Equal Opportunities, Unlawful Discrimination and Human Rights**

Insert new Section 14 to the JCT Conditions of Contract as follows:

- “14.1 The Contractor shall comply with all applicable equalities, inclusion, and diversity legislation, which shall include any law, statute, bye-law, regulation, order, regulatory policy, guidance or code of practice, rule of court or directives or requirements of any regulatory body, delegated or subordinate legislation or notice of any regulatory body (“the Equalities Provisions”) now in force or which may be in force in the future and with the Employer's equality and diversity policies as may be amended from time to time, copies of which will be provided by the Employer to the Contractor at the Contractor's written request.
- 14.2 For the avoidance of doubt, the term “Contractor” in this clause 13 shall include the Contractor's employees, agents, representatives and sub-contractors employed in the execution of the Contract.
- 14.3 The Contractor will provide to the Employer such information as the Employer may reasonably request in respect of the impact of equality issues on the operation of the Contract.
- 14.4 If a complaint is made about the acts or omissions of the Contractor in relation to the Equality Provisions, the Contractor may be the subject of an investigation by the Employer. During the course of such an investigation the Contractor shall make all documents the Employer considers to be relevant to the investigation available and co-operate with the investigation. If any breach of the Employer's duties under the Equalities Provisions is found to have occurred due to the acts or omissions of the Contractor, the Contractor shall indemnify the Employer in respect of any loss, damage and/or compensation, fines and costs (including but not limited to legal costs and expenses) which may be suffered by or imposed on the Employer by any court, tribunal or ombudsman.
- 14.5 If requested to do so by the Employer the Contractor shall co-operate with the Employer at the Contractor's expense in connection with any legal proceedings, ombudsman enquiries, arbitration or Court proceedings in which the Employer may become involved arising from any breach of the Employer's duties under the Equalities Provisions due to the alleged acts or omissions of the Contractor.
- 14.6 The Contractor shall carry out the works in a manner which is consistent with the Human Rights Act 1998 as though (for the avoidance of doubt) it is bound by the

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Act and in such a way that the Employer shall not be liable to any person for a breach of its duties under the said Act and shall indemnify the Employer against any direct or indirect costs expenses damages compensation liabilities or other claims incurred or suffered by the Employer arising from or in relation to a breach or alleged breach of the said Act.

- 14.7 Failure by the Contractor to comply with the provisions of this clause 13 may lead to the termination of this Contract.”

### **Contractor’s Persons**

Insert new Section 15 to the JCT Conditions of Contract as follows:

- “15.1 The Contractor shall comply with all relevant legislation relating to the Contractor’s Persons however employed including (but not limited to) the compliance in law of the ability of the Contractor’s Persons to work in the United Kingdom.
- 15.2 The Contractor shall employ sufficient persons to ensure that the works are carried out in accordance with the Contract. The Contractor's Persons engaged in and about the provision of the works shall be properly and sufficiently qualified, competent, skilled and experienced and the Contractor shall ensure that such Persons are properly and continuously trained, sufficiently instructed and adequately supervised with regard to the provision of the works generally and in particular:
- (i) the task or tasks such Persons have to perform;
  - (ii) all relevant rules, procedures and statutory requirements concerning health and safety, including the Employer's health and safety policy;
  - (iii) all other statutory requirements in connection with the Contract
- and the Contractor shall indemnify the Employer against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Contractor of this clause 15.
- 15.3 The Employer shall be entitled to require the Contractor to remove from the performance and carrying out of the works any of the Contractor's Persons whose behaviour is in the opinion of the Employer negligent, (should it become aware) disruptive, disturbing or likely to cause offence to the Employer or its employees and where the Employer has received a valid complaint.
- 15.4 The Employer shall in no circumstances be liable either to the Contractor or to any Persons (including its sub-contractors) removed pursuant to clause 14.3 in respect of any cost, expense, liability, loss or damage occasioned by such removal and the Contractor shall fully indemnify the Employer in respect of any



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claim or proceedings made or brought against the Employer by such Contractor's Persons."

## **Safeguarding**

Insert new Section 16 to the JCT Conditions of Contract as follows:

- "16.1 The Contractor shall make arrangements during the provision of any works under this Contract to ensure that the Contractor and the Contractor's Persons comply, in all respects, with all relevant legislation and Employer policy in relation to the safeguarding of children and vulnerable adults, which may include enhanced disclosure checking of the Contractor's Persons, undertaken through the Disclosure and Barring Service ("DBS") and a check against the adults barred list or the children's barred list as appropriate
- 16.2 The Contractor shall monitor the level and validity of the checks for each of the Contractor's Persons.
- 16.3 The Contractor warrants that at all times for the purposes of this Contract, it has no reason to believe that any person who is or will be employed or engaged by the Contractor in the provision of the works is barred from the activity in accordance with the provisions of the Safeguarding Vulnerable Groups Act 2006 and any regulations made thereunder, as amended from time to time."

## **Asbestos**

Insert new Section 17 to the JCT Conditions of Contract as follows:

- 17.1 Where any works under this Contract involves the use and handling of asbestos, the Contractor shall, at all times, comply with the provisions of the Control of Asbestos Regulations 2012 and any other relevant legislation, codes of practice and guidelines in respect of asbestos.
- 17.2 Where incidental asbestos is discovered or suspected at any of the Employer's premises or sites, the Contractor shall notify the Contract Administrator immediately. The Contract Administrator will advise the Contractor by further instruction.
- 17.3 Where no asbestos survey has been conducted, the Employer may require the Contractor to arrange a survey and provide the Employer with the results of the survey as soon as is reasonably possible.
- 17.4 In order that the Employer's asbestos register may be updated, the Contractor shall promptly notify the Employer in writing of any new asbestos materials discovered, or any asbestos materials found to have become seriously damaged and of any asbestos materials wholly removed from the property.
- 17.5 It is a condition of this Contract that all of the Contractor's personnel, which shall include all of the Contractor's employees, agents, representatives and



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sub-contractors engaged in the provision of the Works, are required to have undertaken asbestos awareness/identification training prior to commencing work at any of the Employer's properties. The Contractor shall provide the Employer with written evidence of such training prior to commencing the Works and such written evidence must be held in the Contractor's office for inspection by the Employer at all times. If it is determined that a member of the Contractor's personnel has not undertaken such asbestos awareness/identification training, then that member of the Contractor's personnel shall be removed from the provision of the Works immediately.

- 17.6 The Contractor shall indemnify the Employer against any expense, liability, loss, claim or proceedings etc., in respect of personal injury to any person whomsoever and the contraction of any industrial disease as a result of exposure to asbestos during the course of the work within this Contract will be deemed to be covered by that condition.

### **Additional Employer's Requirements**

Insert new Section 18 to the JCT Conditions of Contract as follows:

- "18.1 In the event of any inconsistencies or any ambiguity between the Articles of Agreement, Conditions and this Schedule of Amendments, the Parties agree that the Schedule of Amendments shall take precedence over the Articles of Agreement and Conditions whilst the Articles of Agreement shall take precedent over the Conditions.
- 18.2 The Contractor shall ensure that it has policies or codes of conduct in relation to:
- equality and diversity policies
  - sustainability
  - information security rules
  - whistleblowing and/or confidential reporting policies.
- 18.3 The Contractor shall keep and maintain until 6 years after the Contract has been completed, or as long a period as may be agreed between the Parties, full and accurate records of the agreement including:
- (a) the works provided under it;
  - (b) all expenditure reimbursed by the Employer;
  - (c) all payments made by the Employer.

The Contractor shall on request afford the Employer or the Employer's representatives with such access to those records as may be required in connection with this Contract.

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- 18.4 The Contractor shall co-operate fully with any enquiry or investigation made by the Employer's internal or external auditors, or any other quality or performance inspectors, that in any way concerns this Contract or any sums claimed or charged in relation to this Contract. The Employer may use information given by the Contractor in connection with this Contract to prevent and detect fraud and money-laundering; it may also share this information, for the same purpose, with other organizations that handle public funds. The Contractor shall take all necessary action to prevent money laundering. Where the Employer deems that the Contractor has been involved in money laundering it will take whatever measures appropriate to prevent this and report such action to the relevant authorities. The discovery of fraud and/or money laundering shall be grounds for termination of the Contractor's employment.
- 18.5 The Contractor shall comply with any Employer policies affecting the Contract and shall if requested provide the Employer with any relevant information required in connection with any legal inquiry, arbitration or court proceedings in which the Employer may become involved or any relevant disciplinary hearing internal to the Employer and shall give evidence in such inquiries or proceedings or hearings arising out of the Contract. The Contractor shall co-operate fully with the Commissioner for Local Administration in England (the Local Government Ombudsman) in any investigation by him of any complaint relating to the Contract and in enquiries by any of the Employer's Committees. From time to time, the Employer may require the Contractor to provide reports to, or be involved in discussions with, elected members. The Contractor shall comply with the Employer's reasonable requirements and shall not be entitled to any additional payment in respect thereof save to the extent such costs are incurred as a result of a default on the part of the Employer.
- 18.6 The Contractor shall, upon becoming aware of anything in connection with the Contract that is likely to give rise to legal inquiry or litigation, forthwith notify the Contract Administrator, giving such details as are available.
- 18.7 The Contractor shall deal with any complaints about its performance of the Contract, received from whatever source, in a prompt, courteous and efficient manner. The Contractor shall set up an internal process for dealing with complaints and shall keep a written record of all complaints received and of the action taken in relation to such complaints. The Contractor shall inform the Contract Administrator in writing of all complaints received and of all steps taken, and shall permit its record of complaints to be inspected by the Contract Administrator (or any other person nominated by him) at all reasonable times on reasonable notice.
- 18.8 The Contractor shall not speak to the press or broadcasting media about any matters connected with the Contract without the prior written consent of the

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Contract Administrator. If the Contractor intends to advertise its provision of the works to the Employer, it shall obtain approval of the Employer before doing so as to the content of such advertisement.

- 18.9 The Contractor should note that it is of the utmost importance that their employees and sub contract employees carry with them at all times their company's identification card to produce when challenged by the Employer's staff or council residents.
- 18.10 Where under the Contract any sum of money shall be recoverable from or payable by the Contractor, the same may be deducted from any sum item due or which at any time thereafter may become due to the Contractor under the Contract or under any other similar construction contract with the Employer.
- 18.11 The Contractor shall be deemed to have obtained information on all matters affecting the execution of the works. No claim arising from errors or omissions will be considered.
- 18.12 The Contractor shall comply with all Standing Orders of the Employer in so far as they are applicable to the execution of the Works. It is the responsibility of the Contractor to determine the nature and extent of such Standing Orders for lack of knowledge will not constitute grounds for non-compliance. A copy will be available for inspection on request.
- 18.13 The Contractor shall comply with all statutory requirements to be observed and performed in connection with the Contract and shall indemnify the Employer against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Contractor of this clause.

### **Bonds and Parent Company Guarantee**

Insert new Section 19 to the JCT Conditions of Contract as follows:

- “19.1 At the exclusive discretion of the Employer, when the Contractor is a subsidiary of another company is shall procure that its ultimate holding company (or, at the Employer's complete discretion, such other company within the Contractor's group as the Employer shall require) shall provide a parent company guarantee in favour of the Employer in respect of the Contractor's obligations under the Contract executed as a deed in the form set out in Appendix 1. The guarantee must be in place before the Contract commences.
- 19.2 At the exclusive discretion of the Employer, where the Contractor does not have a parent company or where the parent company is not approved by the Employer, the Contractor shall enter into a contract guarantee bond, in the form set out in Appendix 2, by which they shall be jointly and severally bound to the Employer in a sum equivalent to 10% of the total contract value conditioned for

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the due fulfilment of the terms and conditions of the Contract. The surety shall be either an insurance company or bank whose registered office is situated in England. The bondsman is to be approved by the Employer. The bond must be in place before the Contract commences."

### **Collateral Warranties and Copyright**

Insert new Section 20 to the JCT Conditions of Contract as follows:

#### **"Copyright Contractor Warranties in favour of others**

- 20.1 If required by the Employer, the Contractor shall execute and deliver to the Employer deeds of collateral warranty in favour of any purchaser and/or any funder in the form agreed by the Employer and in each case such deed to be procured and provided to the Employer within 14 days of the Employer's written request to do so. If the Contractor fails to deliver any deed of warranty validly requested under this clause 20.1 within 14 days of the Employer's request, the Employer may withhold any payment or further payment (as the case may be) which would otherwise be due to the Contractor under this Contract until such deed of warranty is delivered."

#### **Sub-contractor Warranties**

- 20.2 If required by the Employer, the Contractor shall procure that all sub-consultants and sub-contractors appointed to carry out any work shall provide to the Employer a deed of collateral warranty in favour of the Employer and/or any purchaser and/or any funder in a form agreed by the Employer with such amendments as are required to account for the warrantor being either a sub-contractor or sub-consultant, and in each case such deed to be procured and provided within 14 days of the appointment of the sub-consultant or sub-contractor or of the Employer's written request as relevant together with a certified copy of the relevant completed appointment document.

#### **Copyright Licence**

- 20.3 The copyright in the Proprietary Material shall remain vested in the Contractor, but the Contractor grants to the Employer an irrevocable royalty-free non-exclusive permanent licence to use and to reproduce any or all of the Proprietary Material for any purpose connected with this Contract and/or any Order, including (without limitation) the execution, completion, maintenance, letting, occupation, management, sale, advertisement, extension, alteration, reinstatement and repair of any works carried out under this Contract and/or any Order."