

Cleaning **Specifications**



Presented by



NETSTRATA

EST 1996

CLEANING SPECIFICATIONS

The maintenance specifications detailed in this correspondence have been prepared as a general guide to encompass all types of strata property, home unit, villa or townhouse schemes to high rise residential and commercial buildings, shopping centres, factory complexes, retirement villages and restaurants. Reader discretion is advised when applying the specifications to their own type of property.

Suggestions to improve or enhance the services provided to suit the specific needs of your strata scheme are encouraged and should be reported to your strata manager for consideration by the Owners Corporation.





Interior cleaning

The following items are attended to by the cleaners at each service;

- Vacuum, spot clean & deodorise all common area carpets, any stains that are unable to be removed should be reported to the Strata Manager;
- Sweep, mop clean & remove all marks (eg chewing gum, scuff marks) from all tiled and paved areas, any stains that are unable to be removed should be reported to the Strata Manager;
- Clean all scuff marks, handprints or dirty marks off foyer walls;
- Dust, polish and wipe all stair banister's, hand rails and windowsills;
- Clean all accessible common glass (up to 2 metres FFL);
- Remove any litter such as old newspapers, telephone books, or junk mail etc from foyers;
- Check that all internal lights are working and replace any accessible light globes as required and charge accordingly, including Emergency Exit lights. Any light fitting which is not working or is inaccessible should be reported to the Strata Manager;
- Remove all dead insects, cobwebs from light fitting covers and accessible gutters;
- Replace any broken or missing light fitting covers – including exit lights and charge accordingly;
- Keep all common areas free of spiderwebs including light covers, windowsills, ceilings etc;
- Report to Strata Manager on requirements for additional cleaning outside this specification, including carpet (steam) cleaning, graffiti cleaning or damage to common property or facilities.

Exterior cleaning

The following items are attended to by the cleaners at each service;

- Sweep all exterior paved areas, driveways and paved areas in garages & dispose of any debris;
- Hose, clean & disinfect garbage bay areas on each visit (if any);
- Clear all common property drainage pits and grates of leaves and other debris;
- Check that all external garden lights are working and replace any accessible light globes as required and charge accordingly;
- Clean and disinfect common toilet (if any);
- Keep all common areas free of cobwebs (eg garden, garden lights, garage lighting, fences, gutters & eaves where accessible);
- Clean and dust common mailboxes;
- Report to Strata Manager on requirements for: inaccessible light fittings required, damage to common property or facilities, inoperative common property equipment;
- Remove and dispose of any excess rubbish dumped in garbage areas or other common areas. Cost of this service additional to quoted service fee – all occurrences to be reported to Strata Manager or as arranged.

Garden & lawn service

The following items are attended to by the gardeners at each service;

- Mow **ALL** common lawn areas including street front nature strip and remove lawn clippings;
- Trim **ALL** common lawn edges, including street front;
- Keep **ALL** paved areas, gardens and grassed areas free of weeds;
- Spray and remove weeds in all garden beds and landscaped areas on a regular basis;
- Rake and remove any fallen leaves, branches, rubbish or droppings (such as berries) from the common grounds including garden beds;
- Maintain all common area garden beds and plantings, keep garden beds weed and dead foliage free, replace dead plants (as instructed);
- Trim and prune **ALL** garden shrubs, plants and trees encroaching paved areas, driveways, pathways and overhanging drainage inlets on a regular basis and remove all trimmings.

Garden fertilising

- Lawn areas to be fertilised annually with suitable fertiliser at manufacturers recommended rates, garden beds and plantings to be fertilised as required with suitable fertiliser at manufacturers recommended rates.

Note: These works are charged additional to quoted service fee, specifying the date and types of works undertaken.

Periodical works to be carried out every 3 months or as required

- When water restrictions permit, wash and disinfect garbage & recycling receptacles (common bins only);
- Dust down (do not hose) all individual garage doors and main entry garage doors;
- Clean dust and dirt from common sewerage & water pipes in garage areas;

Note: These works are charged additional to quoted service fee, specifying the date and types of works undertaken.

Frequency of cleaning & gardening service

- Depending on the style and type of strata scheme, cleaning is usually undertaken on a weekly or fortnightly basis, at the discretion of the Owners Corporation.
- Lawn and gardening services are performed on a fortnightly rotation during Spring/Summer and monthly during Autumn and Winter, providing the Owners Corporation with an average 22 services per year.
- To find out the frequency and days of service at your strata scheme, simply contact your Strata Manager.

Insurance

- All contractors to carry Workers Compensation and Public Liability Insurance to the full extent required by New South Wales laws.

Owner residents note

- If you would like the contractors to leave you their card after they have completed their routine servicing of your strata scheme, please contact our office so we may arrange the same.

Main Phone Line **(02) 8567 6400**
Fax Line **(02) 9588 4644**
Street Address **298 Railway Parade, Carlton**
Postal Address **PO Box 265, Hurstville NSW BC 1481**
Website **www.netstrata.com.au**