

# **Croydon Housemark Cleaning Standards**

Tenants & Leaseholder Panel 30<sup>th</sup> July 2024



# New Cleaning Standards

- Created by Housemark, Croydon Residents and staff (Caretaking Task and Finish Group)
- Specific to Croydon Council properties
- Croydon Estates Photobook provide clear and concise standards
- Number of joint site inspections took place summer 2023
- Standards pictorial and written agreed with residents
- Staff are aware of standards expected
- Pictures digitally included within the Photobook App

# Grading Internal

## Grade A

The walls in all communal areas are very clean and have no scuffmarks or other dirt on them.



## Grade B

The walls in the block's communal areas are generally clean but have a few isolated dirty marks or scuff marks on them.

# Grading Internally

## Grade C

The walls in communal areas have more than the acceptable level of dirt and scuffmarks on them. Examples of such marks could be pram tyre marks, dirty stains or evidence of food etc.



The communal walls are generally very dirty throughout the whole building and there is no evidence that any marks or dirt have been attended to recently. The cleanliness of the walls is generally of a standard that would constitute a service failure and would warrant a **“Grade D”** score.

# More Internals

## Grade A

The window has no dirt, dust, cobwebs and the general level of cleanliness is excellent. The condition of the window, its frame or sill, should not affect the judgement of its cleanliness



**Grade B** The window is as we expect it to be





# Grading- External- On the horizon



## Grade A

The grass area and shrub beds are typically in very good condition, there is no evidence of litter, no build-up of old leaves or grass cuttings and no sharp objects such as needles or broken glass



## Grade B

These grassed areas and shrub beds typically have no more evidence of litter, old leaves or grass cuttings than one would expect depending on the frequency of the litter clearance cycle. There should be no evidence of sharp objects such as needles or broken glass or no large build-up of leaves

# Raising Standards



Croydon Estate  
Photobook

Website -  
communicate  
standards

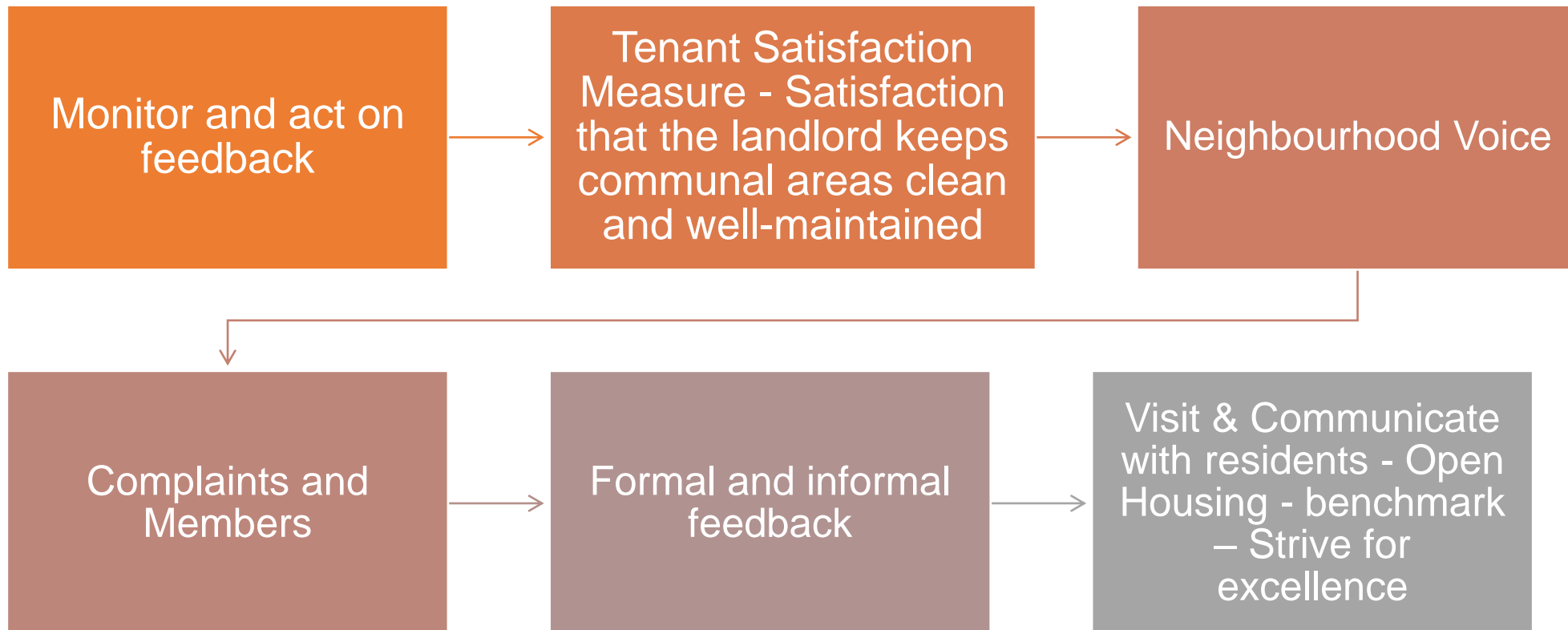
Use performance  
reports

Roll out residents  
app - provide training

June- Caretakers x 4  
attended British  
Institute of Cleaning  
(BICS) Assessors  
and Trainers Training

September &  
October 2024 – All  
Caretakers training  
in BICS standard

# Raising Standard





# Thank you for listening

- Any questions