

Factoring Team

Coronavirus Service Update - May 2020

Communal Close Cleaning and Window Cleaning Services

We hope you have been able to stay safe and well over these past few months.

The following update relates to residents who receive communal close cleaning and window cleaning services.

As you may be aware, Tenement Steps temporarily suspended their close cleaning and window cleaning services on 23 March 2020 following Government guidelines and all charges to residents stopped from that date.

We are pleased to inform you that Tenement Steps will be gradually resuming their services again as follows:

- **A deep clean will be carried out to properties receiving communal close cleaning from 1 June – 30 June 2020 – there will be a one off charge to residents for this service**
 - Wiping down all handrails (after brushing steps), dado rail and window ledges
 - Lifting and tapping of all mats – mats must then be rolled and stood upright
 - Brushing stairs and landings
 - Washing stairs and landings
 - Removing cobwebs from lower walls
 - Brushing entrance steps and door frame
 - Polishing entrance door glass (excluding any fanlight)
 - Wiping/brushing down banister spindles where required
 - Remove junk mail and flyers
- Touch point disinfection – wipe surfaces using Dettol Antibacterial Cleansing Surface Wipes
 - Intercoms
 - Door handles
 - Push plates
 - Handrails
 - Lift Controls if applicable
- **Normal quarterly window cleaning will recommence from 1 June 2020**



- **Normal fortnightly close cleaning will recommence from 1 July 2020**

Tenement Steps can resume services provided they are able to comply with the current guidance on social distancing whilst operating. We would be grateful if you encounter their operatives in your close that you observe social distancing guidelines by staying 2 metres or more away from others at all times. If you encounter their operatives in the stairways and you need to make your way past them, we request that you first alert them to your presence and they will happily move to a safe distance to allow you to pass.

Your co-operation in this matter is greatly appreciated, as it will help keep everyone safe and allow Tenement Steps to resume their service.

As well as adhering to social distancing guidelines, Tenement Steps have completed work place risk assessments covering their staff and their working practices. All operatives will wear Personal Protective Equipment (gloves and face masks) and will be easily identified by wearing branded uniform. By following these assessments, we can assure all residents that their work will be carried out in a safe and controlled manner.

Our factoring team are here to help and can be contacted on 0141 357 3773, Option 4.

We would like to thank you for your patience and understanding at this time.