

Letter to Customers 28 May 2020

Communal Cleaning Service

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

As you may be aware, Tenement Steps temporarily suspended their communal cleaning service on 23 March 2020 following government guidelines. 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 all properties from 1 June – 30 June 2020
 - 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 communal cleaning will commence 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 encountering their operatives in your close that you observe social distancing guidelines by staying 2 metres or more away 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 tenants that their work will be carried out in a safe and controlled manner.

If you wish to discuss this, please contact our housing team on 0141 357 3773, selecting Option 3

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

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Michael Monaghan', with a stylized flourish at the end.

Michael Monaghan
Housing Services Manager