

PARAGON HOUSING ASSOCIATION LIMITED

STANDARD FOR CLEANING COMMON STAIRS AND CLOSES



STANDARD FOR CLEANING COMMON STAIRS AND CLOSES.

This Standard has been developed jointly with tenants and owner occupiers within Paragon Housing Association estates who live in tenement ** (See over for definition) buildings. It sets out reasonable and acceptable standards of cleanliness which all residents within tenement buildings with common stairs and closes can be expected to meet.

Duties

Obligations of Tenants

The Association's tenancy agreement set out the legal rights, duties, and obligations of both the Association and the tenant. Section 2 - Use of the House and Common Parts sets out in detail the tenants obligations for maintain the property and common parts of the building. (See appendix 1 copy of extract of Section 2 of the tenancy agreement)

At the time of signing the Tenancy Agreement the conditions contained in it are emphasised by the staff.

Obligations of Owners Occupiers

The specific obligations of owners are set out in the title deeds of their own property. The title deeds of the flats in a tenement may be silent or unworkable on some matters. In these cases the rules of the Tenement Management Scheme will come into play. The Tenement Management Scheme was introduced by the Tenements (Scotland) Act 2004.

At the time of purchasing the property an owner occupier's solicitor should explain to them the obligations set out in their title deeds.

Responsibilities

All residents in flats are responsible for taking a turn to clean the stairs and the internal common parts, such as stair windows and banisters.

The tenants of houses on the ground floor are responsible for cleaning the internal common parts of the ground floor. The tenants of houses on upper floors are responsible for cleaning the common parts on their floor and the areas between their floor and the floor below.

Tenants and other residents are expected to make sure that the common stairs and common parts are cleaned once a week, 52 weeks a year.

They should:





- Remove any litter which has been dropped
- Sweep, mop and wash all floors, landings, stairs once per week. When washing the stairs use a good cleaning product which does not contain bleach as this may damage some types of floor finish.
- Sweep any pieces of carpet on the floors.
- Clean windows if applicable.
- Wipe the banister.
- Never leave property on the stair landings or common areas, including bicycles, motorcycles or prams. Do not do anything which causes inconvenience or danger to anyone using the common parts.
- Maintain their bin and bin area in a clean and tidy condition. Make sure that household rubbish is securely contained in their own bin.
- If a pet fouls a common area the owner should clear up after it and dispose of any waste in their own bin or in any special bins provided for that purpose by the Council..

**** Definition of A Tenement**

For this Standard the definition of a tenement is a block of flatted properties with a common close including buildings of two, three or four storeys and maisonettes.

Action by Staff

The following table shows the action to be taken by staff should an area fall below the acceptable standard of cleanliness.

GRADE	CONDITION
GRADE A 	Stairs, windows clean and tidy no litter or engrained dirt. Smells fresh in close.
GRADE B 	Predominantly clean apart from minor amounts of litter or dirt.
GRADE C 	Stairs unwashed and not swept down but otherwise tidy. Faint odour in stair.
GRADE D 	Stairs and windows heavily soiled and dirty, litter or rubbish or large items lying around. Strong smell in close and graffiti on walls.

Action by Staff

The following table shows the action to be taken by staff should an area fall below the acceptable standard of cleanliness.

GRADE	ACTION BY STAFF
Grade A	<p>No action required. Housing Officer continues to carry out normal routine inspections.</p>
Grade B	<p><u>Unsatisfactory</u></p> <p>Knock door if no-one in leave a card. Staff to carry out inspections next week. If no improvement send letter 1. Check that Stair Cleaning Rota in place and if none or Rota lost Housing Officer sets one up. Carry out further inspections if still not clean send letter 2 and continue to inspect regularly until satisfactory.</p> <p><u>Once Satisfactory</u></p> <p>Send letter to acknowledge improvement and continue to carry out inspections as normal routine.</p>
Grade C & D	<p><u>Unsatisfactory</u></p> <p>Knock door if no-one in leave a card. Carry out further inspection next week. If no improvement send letter 1. Check Stair Cleaning Rota in place and if none or Rota lost Housing Officer sets one up. Carry out further inspection following week. If no improvement send letter 2. If no improvement consult with residents in close. Carry out further inspection. If still no improvement letter and advise will arrange for stairs to be cleaned and recharge tenants.</p> <p><u>Once Satisfactory</u></p> <p>Send letter to acknowledge improvement and continue to carry out inspections as normal routine.</p>

EXTRACT FROM TENANCY AGREEMENT
SECTION 2 - USE OF HOUSE AND COMMON PARTS

- 2.8 At least on a weekly basis, or more if required, you must take your turn, with all other tenants and owner-occupiers sharing the common parts, in keeping them clean and tidy. If you share a common stair, you must also take your turn in regularly cleaning, washing and keeping tidy the common stair, its windows and banisters. If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies open to us.
- 2.9 You must comply with any local arrangements for the use and sharing of the common parts including drying greens and drying areas. You must comply with any local rotas for the use and sharing of the common parts. In cases of dispute between the users of the common parts, we are entitled to decide the arrangements and rotas for the use of, and the sharing of, the common parts. Before making our decision, we will consult with you. Our decision will be binding on you.
- 2.10 If you have exclusive use of a garden attached to the house, you must take reasonable care to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). If you fail to do this, we are entitled to decide exactly what work requires to be done so as to comply with this duty. Before making our decision, we will consult with you. Our decision will be binding on you. If you do not do the work contained in this paragraph we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, chop down or destroy any bushes, hedges or trees without our written permission unless you planted them.
- 2.11 If you share a garden with others, you must take your turn with them to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, destroy or chop down any bushes, hedges or trees without our written permission unless you planted them.
- 2.12 No property belonging to you or anyone residing with you or anyone visiting you, including bicycles, motorcycles or prams, should be stored in any of the common parts except in areas set aside for storage. You must not do anything which causes inconvenience or danger to anyone using the common parts.
- 2.13 You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical items).

MAIN POINTS FROM THE TENANCY AGREEMENT

- All stairs and common areas in the close should be cleaned weekly, taking turns to do this with your neighbours in the close.
- Do not leave property lying around in the common areas including bicycles, motorcycles or prams. This could cause inconvenience or danger to anyone using these areas. You should store your belongings using any storage areas provided with the flat.
- Keep your bin area clean and tidy. Put your rubbish bin out for collection on the appropriate day and return it to the storage area once it has been emptied, as soon as possible.
- Contact the Council to arrange for a special collection of bulky items you wish to have uplifted.
- If your flat has a garden which is for your own use, or for use with your neighbours, you should keep it from becoming overgrown, untidy or causing a nuisance. You must not remove, destroy or chop down any bushes, hedges or trees without our permission unless you planted them.

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