

External estate inspection record

Area: Blenheim Gardens Estate

Inspector:

Date: _____

Standards for cleaning and gardening assessments:

- 1 = not met at all or hardly met
- 2 = partly met and defects are significant and could not be easily resolved
- 3 = partly met and defects are minor and could be easily resolved
- 4 = fully met

The Estate Inspection Grading System Explained

Blenheim Gardens RMO uses a system of 1, 2, 3 and 4 to grade standards of estate cleaning and gardening inspections. This page aims to explain what this system in a general sense.

The RMO's estate inspection grades are awarded as a reflection of the estate as a whole, rather than a specific area within any area or inspected area. The photographs used in this manual depict grading standards in a single area. The rationale is that if this photo was considered in isolation, or if the photo was representative of all areas within the estate or inspection area, then the grade the photo represents would be awarded.

Grade 4 = All Clear – the standard we aim for. It should look like this after the area has been cleaned



This relates to an exceptionally high standard that is unlikely to be maintained in all places, at all times, but which we aim for after an area has been cleaned or after a physical element has been replaced or refurbished.

An area graded 4 will:

- have no marks, stains, dirt, litter and detritus visibly apparent, other than where it is ingrained in the fabric of the building or external area look like it has just had a thorough clean

This grade requires that all aspects of the task in question are complete

Grade 3 = Satisfactory – no more litter than you would expect as the day wears on



A Grade 3 area will not be completely free of dirt, litter and detritus. However, the extent to which it is present is unlikely to be noticed by most people walking through or past the area or be regarded as having a significant adverse effect on the quality of the local environment. We aim that no area should fall below this standard in between cleaning cycles as highlighted in our estate cleaning charter.

An area graded 3 will:

- look clean and in good condition
- have few signs of litter, detritus or visible removable marks, stains
- look like cleaning is taking place regularly

Grade 2 = Poor – high build-up of litter e.g. litter, tin cans, newspaper etc.

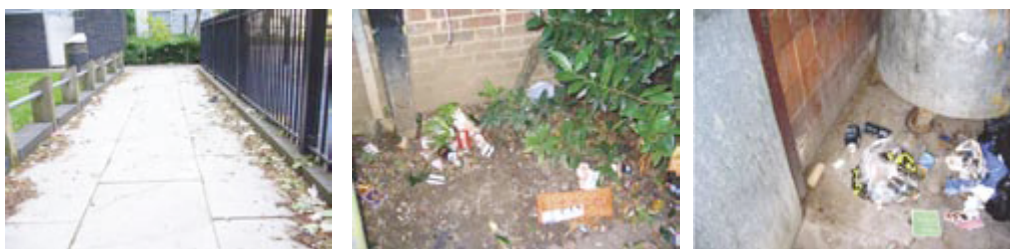


A Grade 2 area typically has dirt, marks, stains, litter or detritus present to such an extent that it is very noticeable to most people passing through the area. The build up is greater than would be reasonably expected bearing in mind the frequency of which the area is cleaned and normal wear and tear. This is not an acceptable standard and requires cleaning to rectify the situation.

An area graded 2 will:

- have visible marks and signs of litter and detritus
- look like cleaning has not taken place as regularly as planned
- look like it requires attention to bring it up to an acceptable standard

Grade 1 = Very Poor – this we hope you would not see. Vast litter build-up and fouled communal areas i.e. stairs, walkways and so on



A Grade 1 area typically has marks, stains, litter, detritus and dirt present to such an extent that it is highly visible and has a serious negative impact on the surrounding environment. The build-up may be so bad that it presents a health and safety hazard. This grade also applies to some tasks where a fundamental component of the task has visibly not been completed.

An area graded 1 will:

- display no sign that cleaning is/has taken place
- have excessive rubbish and/or fouling and/or marks and stains; and/or
- present health and safety hazards, such as broken glass, faeces, needles or other sharp objects

Caretaking Task-Frequency Schedule

- **Sweep all car parks/parking areas (3 times a week)**
- **Sweep and clean roadways (up to 3 times a week)**
- **Sweep all pathways and paved areas (3 times a week)**
- **Litter and dog waste bins will be emptied at least once a week**
- **Bulk waste collection will be carried out three times per week**
- **Human excrement and dog fouling will be cleared on the day reported**
- **Dead animals will be collected and disposed of the same day they are reported**
- **Refuse bins will be rotated daily and emptied three times per week**
- **Bin chambers will be deep-cleaned every three months**
- **Communal balconies will be swept twice a week and washed every six weeks**
- **Communal stairs will be swept twice per week and washed every six weeks**
- **Window frames and LEB cupboards on balconies will be cleaned annually**
- **Communal alleyways will be swept twice per week**
- **Garage doors will be cleaned at least once per year**
- **Graffiti will be removed within 24 hours of it being reported**
- **Offensive graffiti will be removed the same day it is reported**
- **Abandoned vehicles will be removed within 7 days of being reported**
- **Hazardous vehicles will be removed within 24 hours of being reported**
- **Fly tipping will be removed within 48 hours of being reported**
- **Trip hazards will be made safe the same day that the request is received**
- **Spills in communal areas will be removed the same day that they are reported**
- **Grassed areas will be cut at least three times between April and November**
- **Remove litter and leaves from grass areas and shrub beds (2 times a week)**
- **Check hoppers for blockages clear as necessary (daily)**
- **Wash external parts of hopper and surrounding wall and flooring (weekly)**
- **Check estate lighting replacing bulbs/tubes where necessary wipe clean shade and fitting before replacing (weekly)**
- **Clean/dust light fitting external surfaces including shades/covers (4 weekly)**

- **Clean handrails and banister rails (weekly)**
- **Check security of roof access (daily Mon-Fri)**
- **Sweep and wash bin chambers with disinfectant (weekly)**
- **Check security of intakes & sweep, removing all unauthorised items (weekly)**
- **Remove lumber from all internal and external areas to a safe storage point as necessary (daily)**

Inspection sheet

General maintenance		Standard	pass	fail	Defects sheet ref
1	Roadways and footpaths and other public areas - safety	- All surface finishes in reasonable condition and not likely to present risk of injury to pedestrians - No resident property obstructing free passage to paths etc			
2	External pipework, gutters and overflows	No evidence of leaks or defects, or of possible blockages.			
3	Parked vehicles	No abandoned, untaxed or obstructive vehicles			
4	Lighting (attach to Block i.e. Bulkhead	Lights are working (where possible to check) or appear to be in working order			
5	Lighting (not attached to blocks)	Lights are working (where possible to check) or appear to be in working order			
6	Signs and noticeboards	- Signs and noticeboards are legible & up to date - have a cared-for overall appearance			
7	Gates and fencing	- Gates in working order and lockable where needed - fencing fit for purpose and not an eyesore			
8	Intake cupboard, Storage Area & Bin	- All sites are secure and accessible to authorised staff - buildings present a reasonably cared for appearance with no significant repair needs apparent			
9	Tenants gardens where visible	- Gardens have a reasonably cared for appearance - do not present any danger to residents			
10	All areas generally (apart from items already covered)	No item or feature needing significant repair or presenting a risk to health & safety			
11	Other owned sites / buildings adjacent to estate. i.e. care home, nursery, windmill public house, St.Saviour's house & Shops on Prague Place	- Sites and buildings are safe and secure and do not present a threat or risk to residents inc. children - No major refuse or other eyesores present which impact on the estate - Free of graffiti and posters etc			
12	Dog Mess	Dog Bin emptied. No fouling on foot part or grass area's.			

Cleaning services (hard and soft)			Standard to be met	1	2	3	4	Defects sheet ref
1	Roadways and footpaths and all other public areas with hard surfaces	-	No noticeable piles of old leaves, rubbish, dirt etc, - no weeds over 50 mm or weeds under treatment - no moss presenting risks - free of litter apart from that which has been dropped since last sweep					
2	Roadways gutters		Free of compacted debris and anything obstructing free flow of water					
3	Garage and parking areas		Free of significant oil deposits or other hazardous vehicle wastes and items					
4	Refuse areas / facilities inc recycling areas	-	All facilities free of hazardous waste - reasonably free of noxious smells / insects - no refuse overflow from bins					
5	Graffiti and handbills		No graffiti or unauthorised handbills / stickers on any wall or other surface					
6	Bulk refuse	-	No dumped bulk refuse items - No fly tips					
7	Dangerous refuse		No broken glass, faeces, food debris or any other hazardous waste					
8	Lawns, shrub beds and other landscaped areas		Free of litter, noticeable piles of old leaves or other piles of blown plant debris					
			Totals					
Gardening (general inspection)								
1	Lawns, shrub beds and other landscaped areas	-	No evidence of significant abuse of areas e.g. car parking, mud paths etc - Not damaged by excavations, subsidence etc					
2	Organic Gardens	-	Maintained properly, and grass no longer than 3", with no excessive weed growth - no excessive encroachment onto hard areas - no signs of damage from mowers - free of piles of cuttings, free of rubbish, dogs mess					
3	Shrub and flower beds - General		Planted and maintained to give an overall cared-for and pleasant appearance (given season)					
4	Shrub and flower beds-Mall Area		Foliage does - not present a significant trip, slip or other hazard on adjacent footways etc - not touch or significantly reduce light to residents windows					
5	Trees	-	Do not present a hazard to residents or risk of damage to buildings - Not excessively reducing light to homes					
6	Green waste		No evidence of cuttings and other green waste being stored in an unsightly or dangerous way, or abandoned on estate (other than grass cuttings on lawns)					
7	All areas generally (apart from items already covered)		No item or feature needing significant repair or other attention, or presenting a risk to health and safety					
			Totals					

External inspection: Record of defects and actions

General maintenance

Ref from inspection sheet	Location	Action taken / date	Defect resolved
A			
B			
C			
D			
E			

Cleaning services

Ref from inspection sheet	Location	Action taken / date	Defect resolved
F			
G			
H			
J			
K			

Gardening

Ref from inspection sheet	Location	Action taken / date	Defect resolved
L			
M			
N			
P			
Q			