

# Cleaning service standards

For low-rise flats



**The Gateshead Housing Company**  
Working with Gateshead Council

**The communal areas of the block of flats you live in are cleaned on a weekly basis.**

**This leaflet provides you with details of the service you can expect to receive and how to get in contact if you wish to comment on the service or ask a question.**

**The cleaning service is provided on behalf of the housing company by Gateshead Council's Local Environmental Services.**

**All employees undertaking cleaning are trained and provided with the appropriate equipment to carry out their duties.**

**They should at all times comply with relevant Health and Safety regulations.**

**The specification describes the cleaning service provided to all communal areas within low-rise flats.**

## The following cleaning tasks are carried out:

### Weekly tasks

- Sweep and damp mop all hard floor areas and stairs
- Wipe clean banisters/railings on all floors
- Dust all woodwork including skirting boards
- Wash paintwork to external doors, both faces
- Clean glass to external doors both faces
- Litter pick and sweep all access paths to entrances and exits
- Report any graffiti to client.

### Chute areas – (where applicable)

- Inspect chute area and report any bulky items for collection
- Brush out chute area floor
- Check hopper is operational and report any defects to the nearest housing office
- Check and report to home repairs any blockages to the chute
- Wash down railings in chute areas.

## **Bin store area (including external ones)**

- Where separate bin store is provided, litter pick and sweep out.

## **Additional tasks**

- Wash and disinfect refuse chute areas as required.

You can help us by providing feedback on the cleaning service.

If you have any comments about the cleaning service please contact your nearest housing office.

To cover the cost of the cleaning service a weekly charge is payable by tenants in the blocks where the service is provided.

This is added to your weekly rent charge. You will be advised of the charge when you sign your tenancy agreement.

The service charge is reviewed on an annual basis by Gateshead Council and you will be notified of any changes each year.

Please note the cost to leaseholders is included in their annual charge.

You can help to keep the communal areas clean and safe by not placing personal effects and belongings in these areas.

These can create an obstruction and also pose a fire hazard.

If you have bulky items of waste to be disposed of you can arrange for them to be collected by Gateshead Council.

Collections can be arranged by contacting the Customer Service Centre on **0191 433 7000**.

A charge will apply.

Please ensure that you only put bulky items out on the day of collection.

Please note that smoking is not permitted in the communal areas.

If you notice any vandalism, repairs or graffiti please report them as soon as possible.

## How to contact us - housing offices

**Dunston** - Dunston Activity Centre, Ellison Road, Dunston, Gateshead, NE11 9SS. Tel: 0191 433 8888. Fax: 0191 488 7652.  
Email: [dunstonoffice@gatesheadhousing.co.uk](mailto:dunstonoffice@gatesheadhousing.co.uk)

---

**Felling High Street Hub** - 58 High Street, Felling, Gateshead, NE10 9LT. Tel: 0191 433 5888. Fax: 0191 433 8077.  
Email: [fellingoffice@gatesheadhousing.co.uk](mailto:fellingoffice@gatesheadhousing.co.uk)

---

**Gateshead Civic Centre** - Regent Street, Gateshead, NE8 1JN. Tel: 0191 433 2730. Fax: 0191 477 8373.  
Email: [centraloffice@gatesheadhousing.co.uk](mailto:centraloffice@gatesheadhousing.co.uk)

---

**Gateshead Council @ Birtley** - 16 Durham Road, Birtley, DH3 1LE. Tel: 0191 433 6102. Fax: 0191 433 6127.  
Email: [birtleyoffice@gatesheadhousing.co.uk](mailto:birtleyoffice@gatesheadhousing.co.uk)

---

**Gateshead Council @ Blaydon** - 5 Wesley Court, Blaydon, Gateshead, NE21 5BT. Tel: 0191 433 6202. Fax: 0191 433 6227.  
Email: [blaydonoffice@gatesheadhousing.co.uk](mailto:blaydonoffice@gatesheadhousing.co.uk)

---

**Gateshead Council @ Leam Lane** - 129 Cotemedede, Leam Lane, Gateshead, NE10 8QH. Tel: 0191 433 5888. Fax: 0191 433 5885.  
Email: [leamlaneoffice@gatesheadhousing.co.uk](mailto:leamlaneoffice@gatesheadhousing.co.uk)

---

**Wrekenton** - 143-145 High Street, Wrekenton, Gateshead, NE9 7JR. Tel: 0191 433 5822. Fax: 0191 433 5833.  
Email: [wrekentonoffice@gatesheadhousing.co.uk](mailto:wrekentonoffice@gatesheadhousing.co.uk)

---

All housing offices can be contacted by texting 'ENQ' and your message to 0762 480 4167.

## Offices at Gateshead Civic Centre, Leam Lane and Wrekenton are open from:

- Monday - 8.45am to 5pm
- Tuesday - 8.45am to 5pm
- Wednesday - 8.45am to 3.45pm
- Thursday - 8.45am to 5pm
- Friday - 8.45am to 4.30pm.

## Offices at Birtley, Blaydon and Dunston are open from:

- Monday - 9am to 5pm
- Tuesday - 9am to 5pm
- Wednesday - 9am to 3.45pm
- Thursday - 9am to 5pm
- Friday - 9am to 4.30pm.

**Felling office is open 9am to 12 noon Monday to Friday.**

**Please note:** Cash counters at Birtley, Blaydon, Dunston and Leam Lane open at 9am and close 30 minutes before the times stated. Cash counters at Gateshead Civic Centre and Wrekenton open at 8.45am and close 30 minutes before the times stated. Felling housing office is not a payment office.

## HomeRepairs

To report a repair visit [www.gatesheadhousing.co.uk/repairfinder](http://www.gatesheadhousing.co.uk/repairfinder)

You can also call **0800 408 6008** Monday to Friday between 8am and 5pm (or until 6.30pm on a Monday).

Emergency repairs can be reported at any time, seven days a week. You can also:

- **Email:** [repairs@gatesheadhousing.co.uk](mailto:repairs@gatesheadhousing.co.uk)
- **Text:** 'REPAIR' and your message to 0762 480 4167
- **Fax:** 0191 433 5354.

## Tyne and Wear Homes

Call: 0191 433 5345. Fax: 0191 433 5354.

Text: 'CBL' and your message to 0762 480 4167.

Email: [tyneandwearhomes@gatesheadhousing.co.uk](mailto:tyneandwearhomes@gatesheadhousing.co.uk)

Web: [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk)

The Gateshead Housing Company manages more than 20,000 homes in the North East of England on behalf of Gateshead Council.

We work with residents and the wider community to create homes and neighbourhoods that meet the aspirations of the people of Gateshead.

Regular updates can be found at:

 [www.gatesheadhousing.co.uk](http://www.gatesheadhousing.co.uk)

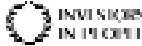
 [www.facebook.com/gatesheadhousingcompany](http://www.facebook.com/gatesheadhousingcompany)

 [www.twitter.com/gatesheadhc](http://www.twitter.com/gatesheadhc)




**Got a smartphone?**

Scan this QR code to find out more.



Do your bit for recycling by passing this on to a neighbour when you have read it.

 Informations Informace Informácie زانیاری معلومات  
Länguägä Lìne Informação Informacje Bilgi اطلاعات 信息

**Available in large print,  
Braille and audio.**