

# Estate Services Standards 2024

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**City of London Housing Service**

**Department of Community and  
Children's Services**



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# Introduction

*The Standards contained in this document have been introduced to assist the City of London Housing Service in its continued effort to provide high quality estate services to its residents.*

*Estate services include the cleaning, caretaking and grounds maintenance duties across all the City of London's housing estates.*

*Through these standards, we aim to provide a clear and detailed framework using a simple grading system, which is routinely assessed for quality assurance. The results will then be reported to residents and used by managers to improve service quality and overall standards.*

# Responsibilities

## Estate Services Team

**Estate Cleaners** – Responsible for the cleaning and maintenance of the estates. The caretakers are expected to report any health and safety concerns, repairs, ASB or housing management issue.

**Gardeners** - Responsible for the ground maintenance of the estates. The gardeners are also expected to report any health and safety concerns, repairs, ASB or housing management issue.

**Estate Supervisors** – Responsible for the supervision of the estate caretaking teams. The supervisor's main role is to ensure the estates are maintained and kept up to a high standard by carrying out regular inspections, issuing actions as required and monitoring progress. This includes following up on any actions, carrying out investigations as required and ensuring health and safety on the estates is a priority and continued area of focus.

# Standards of Service

To be able to provide a fair and reasonable assessment of the quality of the service provided, consideration must be given to the condition of the buildings. This may include:

- General wear and tear of the building and fixtures/fittings
- Areas requiring major repair works
- Irreparable damage
- Ingrained stains and burn marks

As these issues are likely out of the control of the caretaker and the remit of their responsibility, this should be considered when carrying out an assessment of the cleanliness of the building or communal area.

Allowances should also be made for unforeseen circumstances, such as adverse weather conditions, which could affect the outcome of an assessment.

Frequency of tasks will follow service level requirements. Tasks will be prioritised if an assessment determines greater attention needs to be applied to areas of concern.

# Grading System

A

## Excellent

Exceptionally high standard which we aim to achieve across most areas. The area will have no marks, stains, litter or detritus apparent. Consideration will be given to providing an exception where physical markings are ingrained into the fabric of the building or common parts.

B

## Good

The area will be of high standard with no clear signs of dirt, litter or detritus. It will be noticeably clean and tidy however at closer inspection may have a few signs of detritus, stains or removable marks. This grade will count as a pass; however, inspectors will note potential areas of improvement or areas where programmed works may be required.

C

## Room for Improvement

The area will be of an acceptable standard with some minor signs of dirt, litter or detritus. It will be relatively clean and tidy but may have a few signs of detritus, stains or removable marks. This grade will count as a acceptable; however, inspectors will note areas of improvement or areas where programmed works may be required.

D

## Poor

This area is below standard and will typically have signs of dirt, stains, marks litter or detritus noticeable to persons passing through. It will likely be apparent that the area is not regularly cleaned due to the build-up of dirt and debris and would be expected to be cleaned to bring it up to an acceptable standard.

E

## Unacceptable

The area will be of a very low standard typically with highly visible dirt, marks, stains, litter and detritus. It may potentially present risks to the health and safety of persons passing through due to hazards. It will be likely the area has not been cleaned or maintained regularly and is regarded as a totally unacceptable standard which requires immediate action.

## Door Entries and Entrances



### Excellent

- Area is swept and free of litter, refuse or detritus
- Door and any glazed parts look clean and there are no visible removable marks, stains or dust
- No bulk items and the area is free of any obstruction
- Door is secure and closes properly without assistance



### Good

- Area is generally clear with minimal litter or detritus
- Very few removable marks and stains visible on door and glazed parts
- Bulk items removed or made safe and reported
- Area requires little attention to return it to an A standard



### Room for Improvement

- Area has been swept but there might be some litter or detritus
- Some minor visible removable marks and stains on door and glazed parts
- Bulk items removed or made safe and reported
- Cleaning is taking place as planned with room for improvement



### Poor

- A noticeable build up of litter, detritus or refuse
- Removable marks and stains highly visible on door and glazed parts
- A 'D grade' area may also have bulk refuse in an unsafe position or other health and safety hazards, e.g. faeces, sharp objects, obstructions



### Unacceptable

- Excessive build ups of litter, detritus or refuse
- Removable marks and stains highly visible on door and glazed parts with severe amounts of dust and/or dirt
- An 'E grade' area will also have bulk refuse in an unsafe position or other health and safety hazards, e.g. faeces, sharp objects, obstructions

## Lobbies



### Excellent

- Area is swept and free of litter, refuse or detritus
- Area looks clean and there are no visible removable marks, stains or detritus
- Bulk items removed or made safe and reported
- Area looks well-maintained and clean



### Good

- Area is not completely free of litter, refuse, detritus or refuse, but is generally clear
- Very few removable marks and stains visible
- Bulk items removed or made safe and reported
- Area requires little attention to return it to an A standard



### Room for Improvement

- Area may have some noticeable but minor litter, detritus or refuse
- Some visible removable marks and stains
- Bulk items removed or made safe and reported
- Cleaning is taking place as planned but there is room for improvement



### Poor

- Noticeable build up of litter, detritus or refuse
- Removable marks and stains highly visible
- A 'D grade' area may also have some bulk in an unsafe position or other health and safety hazards, e.g. faeces, sharp objects



### Unacceptable

- Excessive build up of litter, detritus or refuse
- Removable marks and stains highly visible
- The area has bulk or hazardous items in an unsafe position or other health and safety hazards, e.g. faeces, sharp objects
- No attempt has been made to clean or clear the area in some time

## Noticeboards



### Excellent

- Noticeboard is in excellent condition, very clean with no repairs required.
- All notices are relevant (i.e. in date), tidy and in good condition.
- Information relating to the estate teams and housing services is available.



### Good

- Noticeboard is in good condition, some minor marks but clean with no repairs required.
- All notices are relevant, tidy and in good condition.
- Information relating to the estate teams and housing services is available.



### Room for Improvement

- Noticeboard is in fair condition, some removable marks and/or repairs required.
- Limited, inappropriate and/or damaged notices
- No estate team or housing services information



## Poor

- Noticeboard is in poor condition, damaged and requires replacing.
- Very limited, inappropriate and/or damaged notices
- No estate team or housing services information



## Unacceptable

- Noticeboard is in an Unacceptable condition, is damaged, hazardous and requires replacing.
- Has no appropriate and/or has many damaged notices
- No estate team or housing services information

## Lifts



### Excellent

- Floor is completely clear of litter, detritus, marks and stains
- There is no buildup of litter or detritus in the corners
- Walls and doors are clean and free of removable marks, stains, detritus and graffiti
- Alarm bells working
- Defective lifts reported



### Good

- Floor is visibly clear of litter and detritus but may have very minor marks and stains
- The corners are clear, and the floor appears clean
- Walls and doors are predominantly clean
- Alarm bells are working
- Any defects have been reported



### Room for Improvement

- There may be some minor litter or detritus present
- The corners are mostly clear, and the floor appears clean
- Walls and doors are predominantly clean
- Alarm bells are working
- Any defects have been reported



### Poor

- Buildup of litter and detritus is noticeable; and/or
- Dirt and detritus is visible in corner and on lower walls; and/or
- Some removable stains and marks are highly visible on walls
- Alarm bells working
- Any defects have been reported



### Unacceptable

- Excessive buildup of litter and detritus on floor; and/or
- Many removable marks and stains are highly visible on walls and floors; and /or
- Health and safety hazards are present in lift; and/or
- Alarm bells are not working, or defects have not been reported

## Stairs and Stairwells



### Excellent

- Stairs clean and free of litter, detritus and refuse
- Floor, walls and skirting boards are free of marks and stains
- Banisters, rails and ledges area clean and free of dust
- No bulk refuse



### Good

- Minimal litter, detritus or refuse build up on stairs
- Floor, walls and skirting generally clean with few marks and stains present
- Minimal dirt or dust on rails and banisters
- No bulk refuse or it has been made safe with collection arranged



### Room for Improvement

- Some minor signs of litter, detritus and refuse; and/or
- Some minor marks and stains on floors and walls
- Rails and banisters are dusty
- No bulk refuse or it has been made safe with collection arranged



### Poor

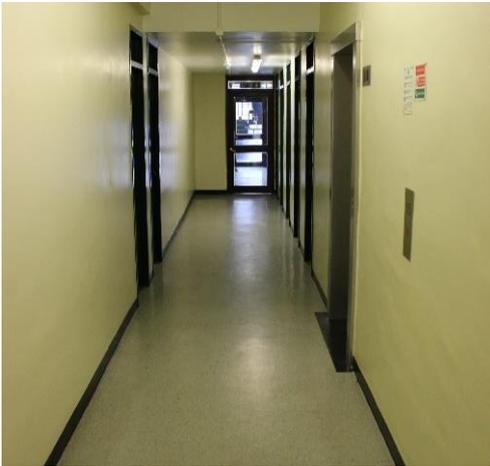
- Noticeable buildup of litter, detritus and refuse; and/or
- Marks and stains on floors and walls
- Rails and banisters are dusty
- No bulk refuse or it has been made safe with collection arranged



### Unacceptable

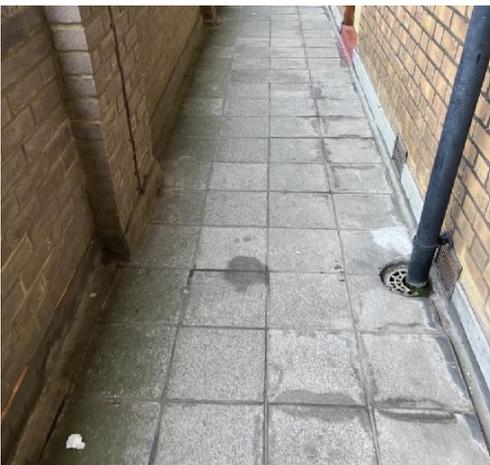
- Excessive buildup of litter, detritus and refuse; and/or
- Many marks and stains on floors and walls; and/or
- Rails and banisters may be very dusty; and/or
- Bulk refuse is present that's has not been made safe or reported

## Floors, Corridors and Balconies



### Excellent

- Area is swept and free of litter, refuse or detritus
- Area looks clean and there are no visible removable marks, stains or detritus
- No Bulk items
- Area looks well maintained and cleaning is taking place regularly



### Good

- Area is not completely free of litter, refuse, detritus or refuse, but is generally clear
- Very few removable marks and stains visible
- Bulk items removed or made safe and reported
- Area requires little attention to return it to an A standard



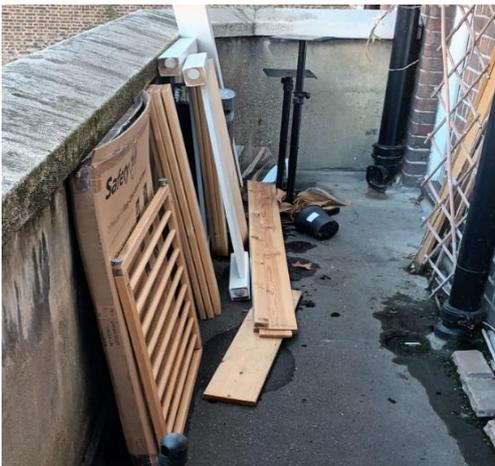
### Room for Improvement

- Area has not been swept resulting in noticeable litter, detritus or refuse
- Some visible removable marks and stains
- Bulk items removed or made safe and reported
- Clear that cleaning is taking place as planned but some room for improvement



### Poor

- Build up of litter, detritus or refuse
- Removable marks and stains highly visible
- A 'D grade' area may also have bulk in an unsafe position or other health and safety hazards, e.g. combustible materials, sharp objects



### Unacceptable

- Excessive buildup of litter, detritus or refuse
- Removable marks and stains highly visible
- Area will also have bulk in an unsafe position or other hazards of health and safety concern , e.g. combustible materials, sharp objects

## Windows and Glazing



### Excellent

- Window is clean and clear with no marks and smears with a clear view through.
- Window frames and ledges are clear of dirt, dust, detritus and cobwebs



### Good

- Window is generally clean and clear with any marks or smears being minor
- No visible or very few cobwebs
- Minimal evidence of dirt, dust and/or detritus on window frame or ledges



### Room for Improvement

- Window has some noticeable marks and smears; and/or
- Some minor Cobwebs; and/or
- Minor buildup of dirt, dust or detritus on window frames or ledges



### Poor

- Window displays many marks and smears
- Many cobwebs present around the window
- Clear buildup of dust, dirt or detritus on window frames or ledges



### Unacceptable

- Window displays excessive marks and smears to the extent that it reduces visibility; and/or
- Excessive amount of cobwebs; and/or
- Excessive buildup of dust, dirt or detritus on window frames or ledges

## Lights



### Excellent

- All light bulbs are working
- Light and surrounding areas are free of dirt, marks, stains, dust and cobwebs
- Light shade is clean and translucent



### Good

- All light bulbs are working
- Light and surrounding area are generally free of dirt, dust, cobwebs and stains
- Light shade is generally clean



### Room for Improvement

- All light bulbs are working
- Noticeable levels of dirt, dust, cobwebs on and around light
- Light shade is generally clean but there is some room for improvement



### Poor

- There may be a buildup of dirt, dust and cobwebs on and around the light; and/or
- The light shade may be visibly dirty



### Unacceptable

- One or more light bulbs is defective
- There is an excessive buildup of dirt, dust and cobwebs on and around the light
- The light shade is noticeably very dirty

## Chutes, Hoppers and Chute Rooms



### Excellent

- Area has been washed and disinfected recently and is relatively free of bad odours
- Area is clear of any litter, detritus and refuse
- No bulk items are present or have been made safe and are awaiting collection
- No hazards or blockages



### Good

- There are few removable marks and stains
- There are only minimal quantities of litter, detritus or refuse present
- Area is predominantly clean
- No hazards or blockages



### Room for Improvement

- Some minor signs of litter, detritus and refuse
- Some minor stains on chute hopper
- Cleaning is taking place regularly as planned but there is room for improvement
- No hazards
- Some minor blockages



### Poor

- Noticeable litter, detritus and refuse
- Stains on chute hopper and/or floor
- Some bulk items in area
- Not clear that cleaning is taking place as regularly as planned
- No hazards
- Some blockages



### Unacceptable

- Excessive litter, detritus or refuse; and/or
- Multiple stains on chute hopper or floor; and/or
- Bulk item/s stored inappropriately; and/or
- Hazardous items present; and/or
- Area appears very unclean and there may be offensive odours
- Severe blockages

## Bin Chambers and Refuse Areas



### Excellent

- Bin chamber/s is clear of blockages
- Floor is completely clear of litter and refuse
- Floor and wall are clean with no removable stains or marks
- Chamber has been washed recently



### Good

- Bin chamber/s is clear of blockages
- Floor area has only minimal litter, refuse and removable marks and stains
- If bins are full any extra rubbish is placed neatly in black bags
- Chamber has been washed recently



### Room for Improvement

- The bin chamber may be blocked without appropriate action taken to unblock it
- Litter, refuse removable stains and marks are visible
- Bin chamber may have been cleared but needs to be washed down



### Poor

- Noticeable litter, detritus and refuse
- Stains on chutes, walls and/or floor
- Some bulk items in area
- Not clear that cleaning is taking place as regularly as planned
- No hazards
- Some blockages



### Unacceptable

- The bin chamber may be blocked without appropriate action taken to unblock it
- Excessive amount of litter and/or refuse
- Removable stains and marks clearly visible
- Bulk items and/or hazards present
- Bin chamber is not clean or washed and/or there are offensive odours

## Pathways, Pavements and Courtyards



### Excellent

- Area is clear of litter, detritus and leaves
- Bulk items are not present or have been made safe and collection arranged
- No hazardous items
- Cleaning has taken place regularly



### Good

- Predominantly free of litter and detritus with no accumulations of leaves
- Would require little work to return area to an A standard
- Bulk items are not present or have been made safe and collection arranged



### Room for Improvement

- Some litter, detritus and leaves are noticeable, including some accumulations of leaves
- Cleaning has taken place as planned but there is room for improvement
- No hazardous items
- Some bulk may be present due for collection



### Poor

- A buildup of detritus and litter; and/or
- Bulk refuse present that has not been made safe or reported; and/or
- No evidence to show that cleaning has taken place as regularly as planned



### Unacceptable

- Excessive buildup of detritus and litter; and/or
- Excessive amounts of bulk refuse present that has not been made safe or reported; and/or
- Hazardous items are present
- No evidence to show that cleaning has taken place as regularly as planned

## Grass Areas



### Excellent

- Area is completely free of litter and refuse
- Bulk refuse is either not present or has been made safe and is awaiting collection
- Grass cut back and maintained to a high standard
- No hazardous items



### Good

- Area is predominantly clear
- Litter and/or refuse is present, but minimal
- Bulk refuse either not present or has been made safe and is awaiting collection
- Grass cut back and maintained to a reasonable standard
- No hazardous items



### Room for Improvement

- Some minor litter and refuse
- Bulk refuse either not present or has been made safe and is awaiting collection
- Grass may be becoming slightly overgrown and uneven
- No hazardous items



### Poor

- A build up of litter and refuse; and/or
- Bulk refuse present that has not been made safe or reported; and/or
- Grass is overgrown and/or dying out



### Unacceptable

- An excessive build up of litter and refuse; and/or
- Bulk refuse present that has not been made safe or reported; and/or
- Grass is very overgrown and/or dying out
- Hazardous items are present

## Shrubs, Beds and Trees



### Excellent

- Area is completely free of litter and refuse
- Bulk refuse is not present
- Hedgerows and shrubs cut back, shaped and maintained to a high standard
- No hazardous items



### Good

- Area is predominantly clear
- Litter and/or refuse is present, but only very minor
- Bulk refuse either not present or has been made safe and is awaiting collection
- Hedgerows and shrubs cut back and maintained to a reasonable standard
- No hazardous items



### Room for Improvement

- Some buildup of litter and refuse, but not much
- Bulk refuse may be present but has been made safe and is awaiting collection
- Hedgerows and shrubs are growing uneven
- No hazardous items



### Poor

- Buildup of litter and refuse is noticeable
- Bulk refuse either not present or has been made safe and is awaiting collection
- Hedgerows and shrubs are becoming overgrown and uneven
- No hazardous items



### Unacceptable

- Build up or litter and refuse is excessive and highly noticeable; and/or
- Bulk refuse present that has not been made safe or reported; and/or
- Hedgerows and shrubs are very overgrown and/or dying out
- Hazardous items are present

## Car parks and Roads



### Excellent

- Area is swept and free of litter, detritus and weeds
- Any abandoned or illegally parked vehicles have been reported
- No bulk items
- No hazardous items



### Good

- Area is predominantly clear of litter and detritus
- Any abandoned or illegally parked vehicles have been reported
- Any bulk items have been reported with collection arranged
- No hazardous items



### Room for Improvement

- Area has some minor buildup of litter, detritus and weeds
- Any abandoned or illegally parked vehicles have been reported
- Any bulk items have been reported with collection arranged
- No hazardous items



### Poor

- Area has noticeable buildup of litter, detritus and weeds
- Any abandoned or illegally parked vehicles have been reported
- Any bulk items have been reported with collection arranged
- No hazardous items



### Unacceptable

- Area has excessive buildup of litter, detritus and weeds
- One or more abandoned or illegally parked vehicles have not been reported; and/or
- Bulk items present have not been made safe and reported; and/or
- Hazardous items present

## Play Areas



### Excellent

- Area is clear of litter, detritus and weeds
- Play equipment is clean and in good working order
- No bulk or hazardous items



### Good

- Area is predominantly clear of litter, detritus and weeds
- Play equipment is either in good working order or has been cordoned off, made safe and reported
- No bulk or hazardous items



### Room for Improvement

- Some minor signs of litter, detritus and/or weeds
- Play equipment is in good working order or has been cordoned off, made safe and reported
- No bulk or hazardous items



### Poor

- Noticeable build up of litter, detritus and/or weeds
- No hazardous items and play equipment is in good working order or has been cordoned off, made safe and reported



### Unacceptable

- Excessive buildup of litter, detritus and weeds
- Bulk and/or hazardous items present
- Defective play equipment that has not been dealt with appropriately

## Intakes and secure areas



### Excellent

- Area is swept and clear
- All locks are working and no repairs needed
- No bulk or hazardous items present
- Area free to access without obstruction



### Good

- Area is predominantly swept and clear. Only minimal amounts of dust, litter and detritus
- All locks are working or if defective have been reported
- No bulk or hazardous items present
- Area free to access without obstruction



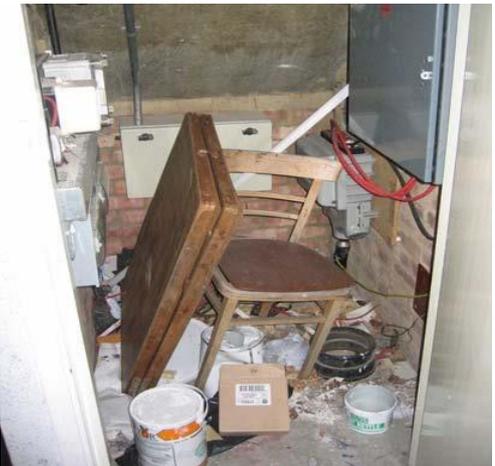
### Room for Improvement

- Area is not adequately swept resulting in a buildup of dust, litter or detritus
- All locks are working or if defective have been reported
- No bulk or hazardous items present
- Area free to access without obstruction



### Poor

- The area has a buildup of litter, dust or detritus;
- Defective locks or repairs that have been reported; and/or
- Bulk items present;
- No hazards



### Unacceptable

- The area has an excessive buildup of litter, dust or detritus; and/or
- Defective locks or repairs that have not been reported; and/or
- Bulk or hazardous items present
- Access to areas blocked

## Signage



### Excellent

- Signage is in excellent condition
- Signage is clear and easily visible
- No damage or repairs required
- No graffiti
- Signage is clean with no removable marks



### Good

- Signage is in good condition
- Signage is clear and easily visible
- Some minor wear and tear and/or repairs required
- No graffiti
- Signage is clean with no removable marks



### Room for Improvement

- Signage is in reasonable condition
- Signage is clear
- Some wear and tear or repairs required; and/or
- Some very minor graffiti or scratching; and/or
- Signage has some removable marks



### Poor

- Signage is in poor condition
- Signage is not clear; and/or
- Signage is damaged and requires replacement; and/or
- Signage has graffiti; and/or
- Signage has removable marks



### Unacceptable

- Signage is in unacceptable condition
- Signage is completely cover or indistinguishable
- Signage is broken or missing
- Signage has offensive graffiti; and/or
- Signage has excessive unremovable marks

# Contact Information

## By Phone

Main Guildhall Switchboard 0207 606 3030

Repairs 0800 035 0003

## By Email

Complaints - [housing.complaints@cityoflondon.gov.uk](mailto:housing.complaints@cityoflondon.gov.uk)

Repairs - [propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)

General Enquiries – [estateservices@cityoflondon.gov.uk](mailto:estateservices@cityoflondon.gov.uk)

## Online

Visit - [www.cityoflondon.gov.uk/services/housing/housing-services/estate-services](http://www.cityoflondon.gov.uk/services/housing/housing-services/estate-services)

