

Neighbourhood Environmental Team

Service Standards: Cleaning and grounds maintenance services for Wheatley Group Properties with communal areas

May 2025



Introduction

Good neighbourhood management is integral to promoting how we take pride in our communities.

This can only be achieved through a coordinated approach with our customers and partners. Through our customer satisfaction surveys and real-time feedback, we know that our environmental services are a priority and driver of satisfaction for customers.

Our commitment to delivering high quality neighbourhoods is clearly evidenced by our Neighbourhood Environmental Teams (NETS) made up of over 800 staff.

Our NETs are dedicated to delivering services to make customers proud of the neighborhoods they live in. We deliver services across Scotland for Wheatley Group (the Group) partners, including Wheatley Homes Glasgow, Wheatley Homes East, Wheatley Homes South, Loretto Housing and Lowther Homes.

Key tasks include:

- **cleaning** tenemental and Multi Storey Flat (MSF) property closes, including 127 blocks of MSF every week. This involves cleaning floors, stairwells, bannisters, windows, entrances and common areas;
- providing a **landscaping** service ranging from grass-cutting, hedge maintenance, weed removal and weed prevention;
- **fire safety and security** patrols as well as CCTV monitoring within all our MSF Stock;
- provision of a specialist **gardening and arborist** services; and
- **winter maintenance** programmes including gritting and gutter cleaning.

We also work in partnership with [Keep Scotland Beautiful](#) (KSB).

We have designed and developed an audit methodology and award scheme for assessing and reporting on environmental quality across all stock types and areas within Wheatley Group. The implementation of this methodology across Wheatley Group has ensured that our staff are clear about the standards they are expected to deliver, to drive customer satisfaction with the management of neighbourhoods. This includes training our customers to be KSB accredited assessors and undertake audits in our communities to identify areas we can improve.

You can read more about this on the environmental pages of Wheatley Group's Registered Social Landlord websites.

We also include customers in identifying improvements for our environmental services through walkabouts and NETs Weeks of Action.

These standards set out the level of service expected for our cleaning and grounds maintenance for properties with communal areas. We also set out customer responsibilities.

These standards were updated in 2025 following recommendations by our **Group Scrutiny Panel** who undertook a review of our environmental services. You can read

more about this work and hear directly from customers about their findings here:
[Get involved | Wheatley Group](#)

Cleaning standard awareness

All NETs staff throughout the Group will be made aware of the standards expected. This awareness will be provided via refresher training and toolbox talks on the cleaning and grounds maintenance standards detailed within this document. This will ensure a consistent approach and help drive continuous improvement throughout the Group. Refresher toolbox talks will take place on an annual basis.

Multi Storey Flat properties

In partnership with Keep Scotland Beautiful, we have agreed an environmental quality standard for every neighbourhood. This means that the following work is to be carried out weekly, unless stated. This work is recorded within the Team's work rota.

- Wash foyer area twice a day
- Clean all glasswork on ground level twice a day
- Clean lift casings and facings
- Sweep stairs and landings
- Wash stairs and landings
- Dust down all bannisters, railings, windowsills and light fittings
- Clean all glassed areas on landings and staircases on a monthly basis
- Clean chute hoppers and disinfect inside of hopper
- De-litter area around the blocks twice a day
- Brush hard standing entrances at front and rear daily
- Cut the grass regularly between April and October
- Strim grass edges regularly between April and October
- Prune shrub beds as required
- Scrape weeds and hard standing areas as required
- Clear fallen leaves and dispose of as required in winter
- Apply weed killer to hard standing areas as necessary
- Fire safety and security patrol of landings and stairs twice a day
- Remove graffiti as required
- Monitor CCTV 24 hours a day
- Remove bulk waste from MSF site as required
- Bin room swept and washed
- Bins pressure washed twice a year
- Hard landscaping areas power washed twice a year minimum
- Report repairs when they are identified

MSF standards

Paths, handrails, edging and any external bin areas should be maintained to the standard below. Areas are kept free of litter, weeds, grass is cut regularly during cutting season, pesticide spraying carried out on three occasions per year which is recorded, and kerb lines are kept free from moss and weeds.

The following photographs illustrate the standards to be maintained:



Parking areas

These areas should be swept, and litter picked, including where the litter, debris or waste surrounds parked vehicles or other stationary objects. Any abandoned vehicles or illegally parked vehicles should be reported to the Customer First Centre or your housing officer.



Internal standards

Main MSF doors to be cleaned to ensure they are maintained to the standard below.



Main foyer and all lifts and lift surrounds to be maintained to the standard below:



Noticeboards to be checked on a daily basis to ensure they are up to date and any unauthorised adverts to be removed.



Back stairs to be swept and mopped on a weekly basis to ensure the standard illustrated below is maintained.



Windows to be cleaned on a monthly basis. Window ledges to be cleaned on a weekly basis to ensure the standard illustrated below is maintained.



The brasses of each lift floor landing to be polished on a weekly basis to ensure the standard illustrated below is maintained.



Each landing area is swept and mopped on a weekly basis to ensure the standard illustrated below is maintained. Keep areas free of cobwebs and clean off any marks etc.



Clean mouth of waste chute on a weekly basis to ensure the standard illustrated below is maintained.



Tenement/flats

In partnership with Keep Scotland Beautiful, we have agreed an Environmental quality standard for your area. This means that the following work is to be carried out weekly, unless stated.

- Clean glass entrance door and panels inside and out as required
- Brush, disinfect and mop landing and staircases
- Clean all handrails, bannisters, windowsills and light fittings
- Brush external front entrance path and stairs
- Clean accessible internal windows on a four-weekly basis
- Brush and tidy bin areas
- De-litter grass areas at backcourt
- Cut grass regularly between April and October
- Strim grass edges regularly between April and October
- Prune shrub beds and hedges as necessary
- Brush down hard standing areas in backcourt as required
- Scrape weeds from pathways when required
- Apply weed killer to hard standing areas as required
- Clear fallen leaves and dispose of as required in winter
- Report repairs when identified
- If a customer has bulk waste, they should firstly be directed to Home Comforts, if this is not suitable, they will be referred to the local authority. If this is not possible customers will be asked to contact NETS, provided with an appointment and asked to place bulk waste at kerbside for collection (Glasgow only). You can read more about our bulk waste process on the environmental pages of our Registered Social Landlord websites.
- For customers outside Glasgow with bulk waste, they should be directed to their local authority or local charities. You should visit your local authority's website for more information.

Tenement / flat standards

Entering the close is the first impression for customers and visitors. The mouth of the close must be free from litter and weeds. The area must be swept each week.

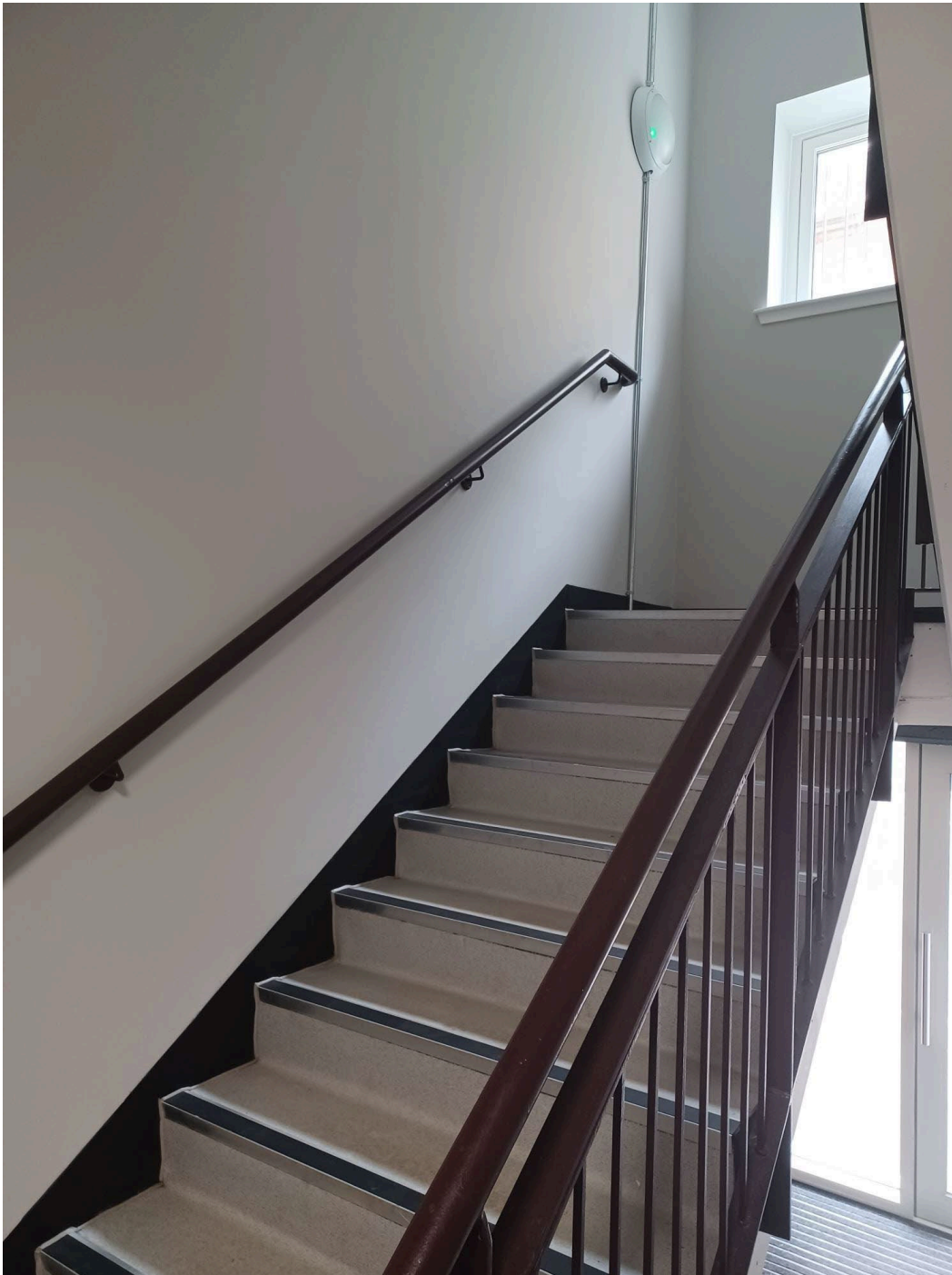
In addition, windows, door surround and intercom system must be kept in excellent condition. The following photographs illustrate the standards to be maintained.



Illustrative examples of cleanliness of doors and windows. Doors and windows to be maintained to a high standard.



Stairs and landings of closes to be swept and mopped on a weekly basis.



Window ledges, sealed units, walls, lights, diffusers and handrails to be cleaned once a week to the standard below. Also ensure areas are free of cobwebs.





Backcourt areas should have their grass cut regularly between April and October. All grass edges will be strimmed too. Bin areas are to be brushed and tidied when visited. All paths and hard standing areas will be free from litter and weeds









Open spaces

Within Wheatley Group communities, there are a number of open space areas that we need to ensure they are kept clean and tidy. The following photographs show the standard we expect.

Areas are kept free of litter, weeds, and the grass is cut on a regular basis between April and October. Pesticide spraying should be carried out on three occasions per year and kerb lines are kept free from moss and weeds. The following four photographs illustrate the standards to be maintained:





Artificial grass

There are areas where artificial grass has been installed.

Through cyclical maintenance, we will brush, clean and apply weed killer to the artificial grass.

Arborists

We have a team of arborists who will carry out a range of tree work including pruning, felling shaping using full safety and climbing equipment.

Gardeners

We have teams of gardeners who carry out general maintenance to grounds and gardens. They work all year round on our summer and winter maintenance programmes.

Customer responsibilities

NETS are committed to enhancing the neighbourhoods they work in, but it is vital that customers also play their part to maintain the safety and cleanliness of where they live.

To maintain those standards, we ask customers: -

- Keep the surrounding areas of their home clean and tidy and do not
- Drop litter in communal areas.

- Ensure items are not thrown from windows, balconies and landings.

- Put their rubbish in the correct bin and not leave it on the ground or in communal areas.

- Sweep and clean the communal spaces directly outside their front door.

- Keep landings free of any obstacles that block or delay the free and safe exit and entrance from their home to the outside.

- Do not leave bulk waste outside their home without firstly attempting to recycle the item. The next step would be then to contact the local authority and if it wasn't resolved they should then contact the relevant NETs.

- If you have a garden, you are responsible for ensuring it is maintained and free from litter.

- Do not let dogs foul in outside areas such as gardens and pathways and always pick up your dog's mess.

- Clean any mess or spillages as NETs only attend scheduled visits.

Complaints and compliments

We do all we can to get it right first time – but we know sometimes that's not the case. If we don't get things right, we'll listen and learn to stop it happening again.

If you don't think these standards are being met or services have been missed, then let us know. You can call our Customer First Centre or check your online account for details around upcoming services.

We know there is always areas for improvement. If you want to get involved to help us identify these, e.g. through becoming a KSB assessor, or joining a walkabout, then you can read more about this on your landlord's website here:

www.wheatleyhomes-glasgow.com

www.lorettoha.co.uk

www.wheatleyhomes-east.com

www.wheatleyhomes-south.com