**CLEARANCE AND CLEANING DEFINITIONS AND STANDARDS**

The Provider must maintain capability to deliver such works as may be called off under this contract, including appropriate licenses and/or registrations that may be required by law. The works will include the removal and disposal of items in the table below:

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|  | **VOID CLEAN STANDARDS TO BE ACHIEVED** |
|  | Glazed windows will be cleaned internally including glass, uPVC, cill boards, handles and ventilators. This will include removal of nicotine, non-permanent marks, dirt and dust. |
|  | Removal of any minor items that have been left behind following maintenance repairs and consist of cleaning all fixtures, fittings, woodwork and deodorising the property. This will include brushing, cleaning and mopping floors. |
|  | Ground floor windows, entrance doors and sills (inc.uPVC) will be cleaned internally and externally. |
|  | First floor windows will be cleaned internally only. |
|  | Balconies, where installed, will be cleared of rubbish bags and debris, and will be brushed and swept clean inc. bird droppings. |
|  | All doors will be wiped down, including handles and all furniture. This will include removal of nicotine, non-permanent marks, dirt marks and dust |
|  | Skirting boards, door frames including architraves and other glossed items i.e. shelves, will be cleaned and free of nicotine, non-permanent marks, dirt and dust |
|  | Kitchen cabinets will be cleaned inside and out including shelves, unit tops, drawer doors, worktops and base shelf and will be free of grease, nicotine, non-permanent marks, dirt and dust |
|  | Sink bowls and drainers will be clean, including taps, plug, chain, overflow and outlet and be free of grease, non-permanent marks, dirt, dust and any residue from cleaning products |
|  | Fire surrounds and radiators will be clean, free of nicotine, non-permanent marks, dirt, dust and paint splashes (ensuring there is no debris trapped behind) |
|  | Walls and ceilings will be clean, free from non-permanent marks, dirt, grease and cobwebs |
|  | Stair treads will be swept clean free of dust and strings, handrails and infill posts or panels will be clean, free of nicotine, non-permanent marks, dirt or dust |
|  | Asphalt and tiled floors to rooms other than kitchen and bathroom will be swept, free from dirt and dust then wet mopped and dried |
|  | Floor coverings in bathrooms and kitchens will be swept, free from dirt, grease, dust and water-based paint splashes. Floors will be wet mopped and dried. |
|  | Timber and concrete floors will be swept free from dirt and dust. |
|  | Baths, shower enclosures including screens, basins and WCs will be clean, free from grime, non-permanent marks and dust |
| 17. | Disinfect toilets and any assisted bathing facilities |
| 18. | Taps, plugs and chain, waste outlets, bath panels and WC seats will be clean, free from grime, non-permanent marks, dirt and dust. |
| 19. | Tiled areas will be clean, free of grease, grime, mould and dirt |
| 20. | An air freshener will be left in the property in bathroom Livingroom and kitchen |
| 21. | Deep Clean – where specified, Magenta Living may request an environmentally dirty property be given a Deep Clean. This would include all of the above and deep cleaning of all internal surfaces to include floors, walls, windows and window boards, skirting’s, all sanitary ware, kitchen units internally and externally (not forgetting adjoining alleyways, work surfaces, glazed wall tiles, sink top and any internal / external doors including ironmongery. |

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|  | **LIGHT CLEARANCE – INTERIORS** |
| 1. | Remove gas/electric cookers (ensure that they have been capped off safely before removal, if not contact contract manager immediately), washing machines, dishwasher and electric fires inc surround |
| 2. | Remove all contents from inside the property, the loft space, balcony areas, outhouses, cellars and any attached storage sheds and garage |
| 3 | All household furniture, wall hung pictures, posters, window blinds, newspapers, cardboard boxes, polystyrene, old phone directories, general paper, foodstuffs and their containers, packaged household items. This will also include small toys, garden pots and containers. |
| 4. | Removal of floor covering: Floor coverings shall include lino, carpet, carpet tiles, carpet underlay, thermoplastic tiles, gripper rods, laminate flooring, underlay to laminate flooring and flooring beads to laminate flooring. |
| 5. | Remove all tacks, nails, tape and other fixings from walls and floors |
| 6. | Goods in good condition, ready to be re-used are to be moved to the Magenta Living Refresh Store, Dock Road Depot |
|  | **LIGHT CLEARANCE - FRONT, BACK AND SIDE GARDENS** |
|  | **The Contractor’s rate should include for all labour, materials, equipment, skips, transportation and all associated off-site costs as may be deemed necessary for the removal of the waste. The Contractor must demonstrate where hazardous and non-hazardous waste is being disposed, and the relevant waste management licence details** |
| 7. | This will include all garden waste including household items, garden toys, loose rubble, bricks, loose timbers, emptying of recycle bins where specified, building waste, all nature of floor coverings if applicable, loose and broken glass, tyres, and car batteries, and any hazardous waste, with any slabbed areas to be swept clean. Also, greenhouses, outbuildings and timber sheds. |
| 8. | Footpaths will be swept and free from dirt, rubble and litter include adjoining alleyways between terraced properties |
| 9. | Litter pick all gardens areas on handover day |
| 10. | The Contractor may encounter Japanese Knot Weed, or Hogweed. The Contractor will ensure that operatives are able to identify Japanese Knotweed or Hogweed and if encountered, the Contractor is to inform the client immediately who will arrange for a specialised team to visit and take any necessary course of action required |
| 11. | Goods in good condition, ready to be re-used are to be moved to the Magenta Living Refresh Store, Dock Road Depot |

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|  | **MEDIUM CLEARANCE – INTERIORS** |
| 1. | Remove gas/electric cookers (ensure that they have been capped off safely before removal, if not contact contract manager immediately), washing machines, dishwasher and electric fires inc surround Disconnect gas/electric cookers, washing machines, dishwasher and electric fires including surround |
| 2. | Remove all contents from inside the property, the loft space, balcony areas, outhouses, cellars and any attached storage sheds and garage |
| 3 | Remove all household furniture, wall hung pictures, posters, window blinds, newspapers, cardboard boxes, polystyrene, old phone directories, general paper, foodstuffs and their containers, packaged household items. This will also include small toys, garden pots and containers. |
| 4. | Removal of floor covering: Floor coverings shall include lino, carpet, carpet tiles, carpet underlay, thermoplastic tiles, gripper rods, laminate flooring, underlay to laminate flooring and flooring beads to laminate flooring. |
| 5. | Remove all tacks, nails, tape and other fixings from walls and floors |
| 6. | Remove all electrical items: This covers all items such as desk lamps, electric irons, toasters, kettles, hair dressing products, hand tools, battery operated toys and the like. This section includes all domestic white goods unless specified to be left in property. Televisions and fridges/freezers are to be disposed of in accordance with WEEE Regulations 2006 |
| 7. | Removal of clothes/bric-a-brac Clothes include shoes, hats and hangers. For the purposes of this contract, clothes shall also deem to include all curtains, linen and bedding items (including duvets, sheeting, mattress covers, pillows etc. |
| 8. | Ensure behind radiators are clear of debris and dust. |
| 9. | The contractor will carry out an audit of premises to quantify the clean has been carried out to satisfactory standard before informing the client the property has been completed |
| 10. | The Contractor to undertake a complete sweep of the whole property and surrounding areas (behind radiators, on top of kitchen units, garden, garage, outhouses, lofts and cellars) to ensure there is no drug paraphernalia /syringes and dispose of any items found in accordance with Sharps regulations. |
| 11. | Extra-Over: Pre-Clean to allow works to take place – Priced Separately. |
| 12. | Extra-Over: Valet Clean prior to a new tenant moving in – Priced Separately |
| 13. | Clean any other landlord fittings e.g. boiler casings, radiators, integral kitchen appliances, light switches and sockets, etc. |
| 14. | Goods in good condition, ready to be re-used are to be moved to the Magenta Living Refresh Store, Dock Road Depot |
|  | **MEDIUM CLEARANCE - FRONT, BACK AND SIDE GARDENS** |
|  | **The Contractor’s rate should include for all labour, materials, equipment, skips, transportation and all associated off-site costs as may be deemed necessary for the removal of the waste. The Contractor must demonstrate where hazardous and non-hazardous waste is being disposed, and the relevant waste management licence details** |
| 15. | This will include all garden waste including household items, garden toys, loose rubble, bricks, loose timbers, emptying of recycle bins where specified, building waste, all nature of floor coverings if applicable, loose and broken glass, tyres, and car batteries, and any hazardous waste, with any slabbed areas to be swept clean. Also, greenhouses, outbuildings and timber sheds. |
| 16. | Footpaths will be swept and free from dirt, rubble and litter include adjoining alleyways between terraced properties |
| 17. | Extra-Over: Litter Pick all Garden Areas On Handover Day – Priced Separately |
| 18. | Large toys shall include bicycles, trampolines, garden slides, paddling pools, football goals and the like. Where possible such items are to be recycled.  The above list is for reference purposes and may not describe all of the waste items that may exist within any garden/premises. |
| 19. | The Contractor may encounter Japanese Knot Weed, or Hogweed. The Contractor will ensure that operatives are able to identify Japanese Knotweed or Hogweed and if encountered, the Contractor is to inform the client immediately who will arrange for a specialised team to visit and take any necessary course of action required |
| 20. | Goods in good condition, ready to be re-used are to be moved to the Magenta Living Refresh Store, Dock Road Depot |

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|  | **HEAVY CLEARANCE** |
| 1. | Remove gas/electric cookers (ensure that they have been capped off safely before removal, if not contact contract manager immediately), washing machines, dishwasher and electric fires inc surround Disconnect gas/electric cookers, washing machines, dishwasher and electric fires inc surround |
| 2. | Remove all contents from inside the property, the loft space, balcony areas, outhouses, cellars and any attached storage sheds and garage |
| 3 | Remove all household furniture, wall hung pictures, posters, window blinds, newspapers, cardboard boxes, polystyrene, old phone directories, general paper, foodstuffs and their containers, packaged household items. This will also include small toys, garden pots and containers. |
| 4. | Removal of floor covering: Floor coverings shall include lino, carpet, carpet tiles, carpet underlay, thermoplastic tiles, gripper rods, laminate flooring, underlay to laminate flooring and flooring beads to laminate flooring. |
| 5. | Remove all tacks, nails, tape and other fixings from walls and floors |
| 6. | Remove any human faeces, blood and urine products  Paints, White Spirits, Methylated Spirits, Paraffin, Petrol, Motor Oil  Cooking Oil, Creosote, Fluorescent Tubes, Car Batteries, Gas Bottles and Prescription Medicines |
| 7. | Removal of electrical items: This covers all items such as desk lamps, electric irons, toasters, kettles, hair dressing products, hand tools, battery operated toys and the like. This section includes all domestic white goods unless specified to be left in property. Televisions and fridges/freezers are to be disposed of in accordance with WEEE Regulations 2006. |
| 8. | Removal of clothes/bric-a-brac Clothes include shoes, hats and hangers. For the purposes of this contract, clothes shall also deem to include all curtains, linen and bedding items (including duvets, sheeting, mattress covers, pillows etc. |
| 9. | Ensure behind radiators are clear of debris and dust. |
| 10. | Removal general building waste and tools/ materials from property: This will include doors, windows, glass, timber, bricks, metals, rubble, blocks, sand, plastics, roof materials, guttering materials and the like. Additionally, all garden tools are to be grouped into this category. |
| 11. | Clear out environmentally dirty dwelling. Dispose of anti-social, medical or human debris etc. |
| 12. | The contractor will carry out an audit of premises to quantify the clean has been carried out to satisfactory standard before informing the client the property has been completed |
| 13. | Extra-Over: The Contractor to undertake a complete sweep of the whole property and surrounding areas (behind radiators, on top of kitchen units, garden, garage, outhouses, lofts and cellars) to ensure there is no drug paraphernalia /syringes and dispose of any items found in accordance with sharps regulations. |
| 14. | The Contractor will clean up of blood and removal of blood-stained items, clean up urine, remove human waste and clean affected area and remove vomit and clean the affected area |
| 15. | Remove any human faeces, blood and urine products; Paints; White Spirits, methylated spirits, paraffin, petrol; Motor Oil, Cooking Oil, Creosote; Fluorescent Tubes; Car Batteries, Gas Bottles; and Prescription Medicines |
| 16. | An air freshener will be left in the property in Bathroom Living Room and Kitchen |
| 17. | Clean any other landlord fittings e.g. boiler casings etc. |
| 18. | Balconies, where installed, will be cleared of rubbish bags and debris, and will be brushed and swept clean inc bird droppings. |
| 19. | Goods in good condition, ready to be re-used are to be moved to the Magenta Living Refresh Store, Dock Road Depot |
| 20. | Extra-Over: Please note, a pre-clean may be requested to allow works to take place. |
| 21. | Extra-Over: Please note, a final valet clean may be requested prior to a new tenant moving in |
| 22. | Extra-Over: Fire damage clearance/clean up – to remove all burnt/charred debris, wash down walls, ceilings and floors to remove soot and char marks. |
| 23. | Extra-Over: The above plus flood recovery clean-up including use of suction VAC equipment/dehumidifier |
|  | **HEAVY CLEARANCE – FRONT, SIDE AND BACK GARDENS** |
|  | **The Contractor’s rate should include for all labour, materials, equipment, skips, transportation and all associated off-site costs as may be deemed necessary for the removal of the waste. The Contractor must demonstrate where hazardous and non-hazardous waste is being disposed, and the relevant waste management licence details** |
| 24. | The Contractor will be responsible for undertaking both scheduled and unscheduled work to clear the gardens of void properties of both natural and man- made waste. In addition, the Contractor may be required to remove waste/refuse from inside the property (including loft areas, balcony areas, outhouses, cellars, and any attached storage sheds). |
| 25. | This will include all garden waste including household items, garden toys, loose rubble, bricks, loose timbers, emptying of recycle bins where specified, building waste, all nature of floor coverings if applicable, loose and broken glass, tyres, and car batteries, and any hazardous waste, with any slabbed areas to be swept clean. Also, greenhouses, outbuildings and timber sheds. |
| 26. | Extra-Over: Remove Paths, Patios & Crazy Paving – Priced Separately |
| 27. | Extra-Over: Pond to be drained and filled in – Priced Separately |
| 28. | All decking and wooden structures, pergolas, raised beds and benches etc to be removed, price per tonne |
| 29. | Footpaths will be swept and free from dirt, rubble and litter include adjoining alleyways between terraced properties |
| 30. | Extra-Over: Litter Pick All Garden Areas On Handover Day – Priced Separately |
| 31. | Large toys shall include bicycles, trampolines, garden slides, paddling pools, football goals, garden pots and the like. Where possible such items are to be recycled. The above list is for reference purposes and may not describe all of the waste items that may exist within any garden/premises. |
| 32. | The Contractor may encounter Japanese Knot Weed, or Hogweed. The Contractor will ensure that operatives are able to identify Japanese Knotweed or Hogweed and if encountered, the Contractor is to inform the client immediately who will arrange for a specialised team to visit and take any necessary course of action required |
| 33. | Extra-Over: Strimming/Cutting Back Overgrowth including trees where branches hang lower than 1.5m are to be trimmed back – Priced Separately |
| 34. | To include any garden sheds, purpose made timber structures, glazed structures, pigeon/bird sheds up to a size of 10ft x 6ft inclusive of any contents if applicable, grubbing up ground bearing slabs and foundations and leave site level |
| 35. | Goods in good condition, ready to be re-used are to be moved to the Magenta Living Refresh Store, Dock Road Depot |
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|  | **WEEE ELECTRICAL GOODS AND HAZARDOUS WASTE (This list is not exhaustive)** |
| 1. | Electrical items: This covers all items such as desk lamps, electric irons, toasters, kettles, hair dressing products, hand tools, battery operated toys and the like. This section includes all domestic white goods. Televisions and fridges/freezers are to be disposed of in accordance with WEEE Regulations 2006. |
| 2. | Washing Machines, Microwaves, Electric Radiators, Fans, Air Conditioner Appliances, Vacuum Cleaners, Printer Units, Personal Computers, Mouse and Keyboard, Laptops, Calculators, Telephones, Televisions,  Video Cameras / Recorders, Fluorescent Lamps, Electric Drills, Electric Saws,  Tools for Welding / Soldering, Tools for Mowing or Other Gardening Activities, Smoke Detectors, Compressors, Thermostats. |
| 3. | All fridges/freezers are to be disposed of to comply with the current regulations for disposal of fridges and their effluent. Fridges and freezers are classed as hazardous waste. |
| 4. | Domestic white goods removal This includes tumble dryers, washing machines, spin dryers, dishwashers and cookers. All leads, and cables attached are deemed included for removal. Certain components contained within white goods may contain mercury or solder which should be dealt with as a hazardous waste. See also WEEE Regulations 2006. |
| 5. | Televisions are classed as hazardous waste. The removal of all leads, plugs, fixing brackets and fixed TV cabinets are deemed to be included. See also WEEE Regulations 2006. |
| 6. | Tyre removal includes the metal rim/alloy rim (not hazardous waste unless coated with oil or other dangerous liquids/materials). |
| 7. | Car Batteries are classed as hazardous waste. Car batteries are to be removed and disposed under all current legislation relating to this item. |
| 8. | Gas bottles/canisters up to 20kg These are classed as hazardous waste. All gas bottles are to be taken away, emptied and then recycled. |

**Note:** The above list is for reference purposes and may not describe all of the waste items that may exist within any property/premises.

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|  | **TENANTED PROPERTIES** |
| 1. | Clear tenanted properties of belongings/unwanted items including roof spaces where required |
| 2. | Clear garages/sheds and other outhouses of belongings and debris |
|  | **ESTATE CLEARANCES- FLY TIPPING/BONFIRE REMOVAL ETC** |
|  | Extra-Over: The contractor may be requested to remove dumped items on an ad-hoc basis – Priced Separately |