



## **This information tells you what should be done when the City of Edinburgh Council Stair Cleaning Service cleans your stair**

Each time the stair cleaners visit your stair to carry out a standard clean, this is what should be done:

- ✓ Sweep down the stair and all other hard floor areas, including corners, edges and skirtings, making sure floors are not damaged.
- ✓ Carefully remove all dust, dirt, litter and any spillages from all floor areas, using a dust pan and brush to move rubbish to a waste bin if required.
- ✓ Apply a deep cleaning agent, mixed with cold water, to all hard floor areas to clean and disinfect (this is done using a spray).
- ✓ If required, wet scrub the stairs, landings and deck access areas to remove any dirt and soil stuck to hard floor surfaces (this is a mop and bucket clean, sometimes a deck scrubbing brush or more specialist equipment is used).
- ✓ Finish off with a mop rinsed in clean water. Splashes on surrounding areas will be removed at the end of the clean by dry mopping. Change water and mop heads frequently.
- ✓ Wipe down the handrails with a damp cloth.
- ✓ Wipe down window ledges and dados to remove any dust and debris, including cobwebs.
- ✓ Sweep and wash the front and back steps, including any porches or plats.

Please note:

- The cleaners will only move mats, anything else left in the stair by residents will be cleaned around.
- The mop and bucket method is used for the initial clean but then only as and when needed. The spray cleaning method is used mainly.

The following are not included in the standard clean:

- × ledges above residents' doors
- × walls
- × balustrades
- × high-level dusting that is not at a safe, reachable height.



## Winter cleaning arrangements

Winter weather can disrupt cleaning and schedules. If the temperature falls to below zero, it becomes unsafe for residents and the cleaners for the stairs to be sprayed or wet mopped.

Sometimes it can be colder inside the stairs than out and some areas can be affected more often than others because they are in higher parts of the city. The contractor lets us know if their teams are unable to clean due to colder weather, our website advises when this happens [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)

If the weather allows the cleaners to travel, stairs will be swept and rubbish removed when the weather is too cold for a full clean. The stair cleaners will also carry out additional tasks for residents, for example, removing leaves and/or snow from footpaths and gritting where necessary.

Where a scheduled clean is missed, a reclean will be arranged as soon as possible when the weather is warm enough. If this is not practical, stairs will be washed on the next scheduled clean day. If cleans are missed several times, further cleaning may be arranged to bring the stair back up to standard.

## Contacting the Stair Cleaning Team

If you have a query, or want to make a complaint or give the stair cleaning service a compliment, you can:



[stair.cleaning2@edinburgh.gov.uk](mailto:stair.cleaning2@edinburgh.gov.uk)



0131 529 7827



Complete a feedback form [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk) Search for 'stair cleaning' and the form is towards the end of the page. We can post you a feedback form if you ask us for one.



All responses received are entered in to a quarterly prize draw to win £40 of shopping vouchers. Every quarter two residents win the prizes.



HAPPY TO TRANSLATE

ترجمہ کا دلچسپ تجربہ  
بسمتنا کوئی ترجمہ  
MOŻEMY PRZETŁUMACZYĆ 很樂意翻譯

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