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Cleaning Service Information

- We collect refuse 6 days a week but not on Sundays.
- We arrange for contract cleaners to clean the communal areas 5 days a week (not at weekends). Communal areas include communal toilets, shower rooms, lounges, kitchens and bin areas.
- We do not clean resident's rooms however one off cleans can be arranged with reception.
- We have vacuums available for residents use so that you can keep your own room clean and tidy. (This is not available at Elizabeth House)
- The cleaners usually carry out the cleaning between 8am to 1pm.
- We monitor the cleaning on a regular basis by carrying out floor inspections.
- All comments on the cleaning service are welcome.
- A copy of the cleaning specification relevant to your building is available on request.
- We have a cleaning service standard available to all residents on request.

Resident's responsibilities

- We would ask you to leave all communal facilities as you would like to find them, so please clean up after you have used them.
- Please do not leave loose food lying around. Use the cupboards and bins provided.
- Please wash up all dishes and pans daily.
- Report any problems with the communal facilities or any infestations promptly so that we can deal with them straight away.
- Please dispose of all your unwanted items when you vacate the property.
- You will need to arrange to remove any bulk refuse (large items). You can contact the local authority who can provide a bulk refuse collection. There may be a fee for this service.

Notting Hill Genesis
Atelier House
64 Pratt St, London, NW1 0DL

Phone 033 3000 3000
Email contact@genesisha.org.uk
 [@TalktoGenesis](https://twitter.com/TalktoGenesis)