KEYJAY Property Cleaners Sample Contractor Pack

Commercial & residential cleaning across Cheshire & Merseyside • info@keyjaypropertycleaners.co.uk

This is a sample of the documentation we provide when we take on a commercial contract. It shows the format of our cleaning specification and the health, safety and compliance paperwork you can expect. Everything here is a template your live pack is tailored to your premises after a free site survey.

1. What's included in your contractor pack

" Site-specific cleaning specification (tasks, areas and frequencies).

" Risk assessment and method statement (RAMS) for your premises.

" COSHH information for the cleaning products used on site.

" Copies of our public liability and employers' liability insurance certificates, on request.

" Our service guarantee and escalation contacts.

2. Sample cleaning specification

A specification lists every task, where it's carried out and how often. A typical office example:

" Daily: empty bins and replace liners; clean and sanitise washrooms; restock consumables; clean kitchen surfaces and sink; spot-clean glass and doors; vacuum carpeted areas; mop hard floors; sanitise touchpoints (handles, switches, shared desks).

" Weekly: detail-clean skirtings, ledges and radiators; damp-wipe internal glass; descale washroom fittings.

" Periodic: internal high-level dusting; carpet and hard-floor deep clean; internal window cleaning.

Your live specification is drawn up around your actual rooms, floor areas and priorities, and is agreed with you before work starts.

3. Sample risk assessment & method statement (RAMS)

We produce a written RAMS for each site. In summary form, a cleaning RAMS covers:

" Hazards identified: slips on wet floors; use of cleaning chemicals; manual handling; working around others; trailing cables; work at low level.

" Who is at risk: cleaning operatives, client staff, visitors.

" Controls: wet-floor signage; trained operatives; correct dilution and PPE; colour-coded equipment; equipment PAT-checked; safe storage of chemicals; out-of-hours working where practical.

" Method: the step-by-step sequence the operative follows, area by area, including

start-up checks and sign-off.

The full RAMS is a controlled document provided to your facilities contact and reviewed periodically and after any change to the site or tasks.

4. COSHH & products

All cleaning chemicals are used in line with COSHH. We hold the safety data sheet for each product used on your site and dilute to the manufacturer's instructions. We're happy to use fragrance-free or specific products where you need them.

5. Our people

" Cleaners are directly employed on PAYE never subcontracted.

" Carefully vetted and reference-checked, with the background checks a setting requires arranged before starting on site.

" Uniformed and briefed on your site's access, keyholding and reporting arrangements.

6. Insurance & registration

" Public liability insurance in place certificate available on request.

" Employers' liability insurance in place certificate available on request.

" Registered with the Information Commissioner's Office as a data controller.

" KEYJAY Property Cleaners Ltd, registered in England and Wales (company no. 17319481).

7. Our guarantee

If something isn't right, tell us within 24 hours and we'll return and put it right at no charge. Commercial agreements run on a 30-day rolling basis there's no long lock-in.

This document is a sample for information only and does not form part of any contract. Request a tailored specification and RAMS after a free site survey: info@keyjaypropertycleaners.co.uk.