

Communal Cleaning

We take pride in keeping the communal areas in Ocean blocks a clean, safe and pleasant environment for you.

Our cleaning services are carried out weekly or fortnightly depending on the block, between 8:00 AM and 5:00 PM during weekdays.

Inspections

We regularly:

- Check entrance doors, glazing, lighting, and security systems and report any defects.
- Apply WD40 or oil to communal door parts when needed.
- Ensure the trade entry button is functioning correctly.
- Record and report, as identified during the course of our work, repairs in communal areas, both internal and external.
- Report any items left in communal areas, which need to be removed. Communal areas should be kept clear at all times.
- Litter pick all internal & external Ocean owned communal areas immediately outside the block, sweeping courtyards and pathways.
- Record and report any grounds maintenance issues.

Doors & Entryways

Our team ensures all communal doors and their frames are thoroughly cleaned using appropriate products. Glazed panels are polished both inside and out. We also take care of the external door lighting and entry panels, ensuring they are clean, functional, and presentable. Entrance mats are removed for a deep clean and then carefully replaced, helping to keep dirt and debris from entering the building.

Window Cleaning

All communal windows will be cleaned quarterly during normal weekday hours. Cleaning the windows of the flats is the responsibility of the resident.



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Surfaces & Floors

All window ledges, skirtings, sills, walls, ceilings, and light fittings are carefully dusted and cleared of any cobwebs. Handrails are cleaned using an antiseptic agent.

Any marks or graffiti on the walls are removed where possible, and anything that cannot be cleaned off is reported for further attention. Hard floor areas are thoroughly swept and mopped, with special care given to stair risers and corners. All carpeted areas are vacuumed.



Waste Removal

We remove small waste accumulations and dispose of them at licensed locations. This may include sharps (such as hypodermic needles), animal or human waste.

Fly-tipping will be photographed and reported for collection. The cost of removal will be charged to the person responsible where possible. Where it is not possible, the cost is likely to result in a higher service charge in future.

Cleaners will report potential breaches of tenancy or any antisocial behaviour to the Neighbourhood Services Officer.



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How we are monitored



Our team works closely with Tenant Monitors to ensure that the cleaning meets our standard. Our teams take photos of their work after each visit which then get sent to our Cleaning Manager for review.

Regular inspections are also carried out to ensure standards are being met. While our cleaning teams are responsible for maintaining these areas, all residents are encouraged to contribute by keeping them clean and tidy.

