

How we help to keep your neighbourhoods clean

@pa_housing
pahousing
@PAHousingUK



Keeping the communal areas where you live clean and tidy is an important part of making you feel at home. Where we're responsible for the cleaning, our specification makes these commitments to you:



Internal cleaning

In shared internal areas including stairs, hallways,

shared rooms, and lifts.

- Daily
- Weekly
- Fortnightly



Litter picking

Cleaning contractors will litter pick the area they

are working in and any hard standing areas close to the building.



Animal fouling

Please note that any resident that owns a pet is responsible for appropriate collection and disposal of any pet waste.



Fly tipping and bulk rubbish

Your local council **may** offer a free collection service. Where possible, items should be reported to us with photographs so we can investigate and arrange a removal where necessary.



Emergency Cleaning

This includes the removal of bodily fluids and drug

paraphernalia. When needed, areas will be cleaned and disinfected. These should be completed within 24 hours.



Graffiti removal

Graffiti will be removed within 24-72 hours.



Bin areas and chutes

Local authority refuse teams will empty the bins. Residents should make sure they put their rubbish into the correct bins and should not leave bags on the floor.

If one of these commitments hasn't been fulfilled, please speak to us on **0300 123 2221**

Paragon Asra

PA Housing

