

Communal Block Cleaning Visit Log

One sheet a block a month. The areas are the specification you agreed; the grid is the proof you worked it.

BLOCK AND ADDRESS

MANAGING AGENT

AGREED FREQUENCY

MONTH

CLEANER OR TEAM

The communal areas, and what was agreed for each

Tick what is in the contract. Anything not ticked is work you are not being paid for and should not be doing for free.

- ☐ Entrance door, glass, frame and the mat inside it
- ☐ Lobby and post area, including the floor under the post boxes
- ☐ Stairs, every flight, including the nosings and the corners
- ☐ Handrails and balustrades, wiped rather than dusted
- ☐ Landings and the doors off them, up to the leaseholders' own doors
- ☐ Lift car, floor, mirror and control panel, and the lift lobby
- ☐ Internal glass, vision panels and light fittings within reach
- ☐ Bin store and the route to it, including the bin lids
- ☐ Externals in scope: paths, entrance step, cobwebs, cigarette ends
- ☐ Anything explicitly excluded, written down as excluded

What the visit record has to show

Not for you. For the agent, six months later, with a leaseholder on the phone.

- ☐ The block, by the name the agent calls it, not the name you call it
- ☐ The date of every visit in the month, including the ones nothing happened on
- ☐ Who was there, by name, and roughly how long they were
- ☐ Which areas were done, and which were not, and why not
- ☐ Anything found and reported rather than cleaned
- ☐ Any access failure: the key did not work, the door was on the latch, the bin store was locked
- ☐ Photographs, where the state of a thing is the point

Reported, not cleaned

The things a cleaner finds in a block that are somebody else's decision. Report them, photograph them, and write the date you told somebody.

- ☐ Anything stored on a stair, landing or escape route
- ☐ Fly-tipping and bulky waste, which is not your waste to move

- ☐ A fire door propped, damaged or not closing
- ☐ Lighting out, particularly on a stair
- ☐ Graffiti, and whether it is offensive enough to be urgent
- ☐ Needles, broken glass, blood or human waste: not without the training and the kit
- ☐ Water where water should not be, and anything that smells of drains
- ☐ A door entry system standing open

The month, visit by visit

One row a visit. The signature column is the cleaner's, made on the day rather than reconstructed at the end of the month.

DATE	IN	OUT	CLEANER	ALL AREAS DONE	SIGNATURE
04/03	07:10	08:05	A. Cleaner	Yes	
11/03	07:05	07:40	A. Cleaner	No, see below	

Area by area, this visit

The specification as worked. "Not done" with a reason is a stronger record than a tick, because it is the one nobody writes unless it is true.

AREA	DONE	NOT DONE, AND WHY	NOTE FOR THE AGENT
Stairs, ground to third	Y		
Bin store		Locked, no key held	Second month running

AREA	DONE	NOT DONE, AND WHY	NOTE FOR THE AGENT

Reported to the agent

DATE	WHAT WAS FOUND	WHERE	PHOTOGRAPHED	REPORTED TO	WHAT HAPPENED
11/03	Mattress left by bins	Bin store	Yes	Agent, by email	Collection booked

A communal stair is an escape route. Anything stored on it is a fire risk, and under the Regulatory Reform (Fire Safety) Order 2005 it is the responsible person for the building, not the cleaner, who decides what is removed. Report it in writing and photograph it. Moving somebody's property out of a block on your own initiative is a different problem from the one you were hired to solve.

Fly-tipped and bulky waste in a bin store is not your waste to take away. Carrying somebody else's waste makes you a waste carrier, with a registration and a transfer note behind it, and doing it as a favour in the back of a van is the version that goes wrong.

Needles, blood and human waste are a specialist clean with its own training, kit and disposal route. Cordon it, report it, and do not improvise.

A photograph taken in a communal area can show residents, their post and their doors. Photograph the thing rather than the block, keep the pictures no longer than the query they exist to answer, and do not put them in a group chat.