

HOW TO GET YOUR NEIGHBOURS' AGREEMENT

Communal stair cleaning

Getting the neighbours' agreement

We understand that it is not always straightforward getting agreement for regular cleaning for the communal areas.

The unfortunate consequence of having something that is everybody's responsibility, is that it very easily end up being "nobody's responsibility".

Most will agree that the service must be done to ensure a clean, sanitary, and welcoming building.

We have provided for you some useful resources to use in order to get that agreement.

Who is responsible?

The maintenance and repair of the communal areas is the shared responsibility of the individual owners of the building.

If it is a rented property, the responsibility for the communal cleaning is usually delegated to the tenant. This point should be checked or clarified in the rental agreement. In some cases, the agency or landlord cover the costs.

Ultimately, it is the responsibility of the owner, or as specified in the title deeds or rental agreement.

What is a communal agreement?

Capital Stair Services look to get at least 75% agreement before we would commence with the cleaning.

This does not mean that we don't invoice those that you can't reach or who say no. Our cost is always divided equally between all flats once majority agreement has been gotten.

The agreement checklist



1. Get your quote

- ☐ If you have not already got one, get in touch with us at info@capitalstairservices.co.uk.



2. Reach out to your neighbours

- ☐ If you have a group chat or other established means of contacting the neighbours, share the quote and ask if they are interested in contributing.



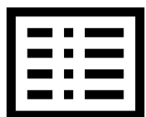
3. Stick up a notice

- ☐ Use our template to put a notice up on the entrance door or notice board. Neighbours can then get in touch with you to express their interest



4. Put through some letters

- ☐ We've provided a template that you can print off and put through each door with the quote.



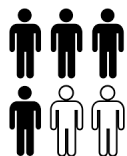
5. Gather the contact details

- ☐ Keep a record of the contact details as they agree. We will use this to set up invoicing for each flat.



6. Someone not answering up?

- ☐ Check out Scottish Landlord Registry to track down landlords and agents.



7. When majority agreed, let everyone know

- ☐ Once you get the majority, let everyone know with our template provided.

Useful links

Government resources

- Shared Repair and Maintenance -
<https://www.edinburgh.gov.uk/shared-repairs/shared-repairs-maintenance>
- Maintenance and Repair in Common Areas -
<https://www.mygov.scot/common-area-repairs>
- Tenements (Scotland) Act 2004 -
<https://www.legislation.gov.uk/asp/2004/11/contents>

Finding landlords and agents

- Scottish Landlord Registry -
<https://www.landlordregistrationscotland.gov.uk/search>

Toolkit contents

1. Door/notice board notice template

You can use this to ask your neighbours' agreement to set up a regular stair cleaning service.

2. Letter/email to neighbours' template

This is a letter or email explaining the service, the cost. It also provides a way for them give you their details for payment,

3. Neighbour contact details (Excel)

As you get their agreement, put their details on this Excel sheet. This will be used to set up individual invoicing when cleaning starts.

4. Notification letter/email of agreement template

Once you get a majority agreement, let everyone know that this is the case, and when to expect the cleaning to start. This also gives another chance for those who have not responded yet to let us know there contact details for invoicing.

The above templates can be downloaded directly from our website at:

www.capitalstairservices.co.uk/resources

**For any additional help or questions, please
contact us:**

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or visit our web