

Policies & Procedures

Lavena Cleaning — Specialist & compliant cleaning
Reading, Berkshire, and surrounding areas (UK).
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1. Purpose and scope

This document sets out core policies and procedures for Lavena Cleaning. It supports safe, compliant, consistent service delivery for specialist and compliant cleaning work, including end of tenancy and sensitive property cleans.

- Applies to all cleaning activities carried out by Lavena Cleaning.
- Covers subcontractors if used (they must follow the same standards).
- This is not medical advice and does not replace statutory guidance or training.

2. Values and professional conduct

- Professional, respectful communication at all times.
- Discretion and confidentiality in all environments.
- No judgemental comments to clients, neighbours, or third parties.
- Honesty about what can and cannot be completed safely within time.

3. Confidentiality and data handling

We may come across personal items or sensitive situations. We keep all information private and only share with the client or authorised representative, or where required by law/safeguarding.

- No photographs unless agreed in writing by the client/agent (e.g., before/after evidence).
- If photos are taken, they must avoid personal documents and be stored securely.
- Do not discuss addresses, situations, or client details outside work.

4. Health & Safety responsibilities

- Carry out a quick dynamic risk assessment on arrival and before any high-risk task.
- Stop work if conditions are unsafe (e.g., structural hazards, aggressive behaviour, uncontrolled biohazards).
- Use appropriate PPE for the task and follow COSHH instructions for products.
- Report incidents, near misses, and injuries promptly and record them.

If you are a sole operator, keep an emergency plan (charged phone, check-in procedure, and clear exit routes).

5. PPE and infection prevention

- Minimum PPE as needed: gloves, apron, eye protection, mask/respirator where required.
- Change gloves between contaminated and clean tasks; wash/sanitise hands.
- Use colour-coded cloths/mops to reduce cross-contamination (kitchen, bathroom, general).

- Follow disinfectant contact times as per manufacturer instructions.

6. COSHH and chemical safety

We follow COSHH principles for safe use, storage, and handling of cleaning products.

- Do not mix chemicals (e.g., bleach with acids/ammonia).
- Keep original labels where possible and store securely away from children.
- Ventilate areas when using strong products.
- Use correct dilution and PPE as stated on the label or safety data sheet.

7. Waste handling and disposal

- Bag waste securely; double-bag if contaminated or leaking.
- Sharps must never be handled directly—stop and request specialist disposal if present.
- Dispose according to local rules and client instructions; do not remove waste without permission.
- If clinical waste is identified, pause work and agree a compliant disposal route with the client/agent.

8. Safeguarding and vulnerable persons

We may work in environments with vulnerable adults. If you see signs of neglect, abuse, or serious risk, treat it seriously and act promptly.

- If there is immediate danger, call emergency services.
- If not immediate, record facts (what you saw/heard, date/time) and report to the appropriate authority/agent/client contact.
- Keep information confidential and only share with those who need to know.

9. Working in occupied homes

- Explain what you will do and ask before moving items.
- Respect privacy—avoid bedrooms or personal areas unless included in the agreed scope.
- Keep pathways clear; prevent slips/trips with wet floor signs where appropriate.
- If a client becomes distressed, stop and communicate calmly; reschedule if needed.

10. Quality control and sign-off

- Use a checklist aligned to the job type (end of tenancy, deep clean, sensitive clean).
- Before leaving, walk through key rooms and confirm expectations are met.
- If something cannot be completed (damage, unsafe access), document it and notify the client/agent.

11. Complaints procedure

- Acknowledge within 1 business day where possible.
- Request details and photos if relevant; investigate calmly and fairly.
- Offer a practical resolution: re-visit, partial refund, or agreed alternative (where justified).
- Keep a record of the complaint, outcome, and any improvements made.

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12. Document control

Review these policies at least annually, or sooner if legislation, guidance, or services change.