

20th March 2025



Apartment Window Cleaning updates

Residents

Croyde Court

TW3 4FX

Dear Residents,

We are pleased to announce that you can now collect your complimentary telescopic window cleaning tool, allowing you to maintain your own windows.

As part of our commitment to enhancing the community, we want to empower you with the necessary equipment for safe and efficient window cleaning.

Here are some important details:

1. Service Charge Coverage:

- The service charge covers the cost of cleaning communal windows only.
- Communal window cleaning will occur twice during each service charge year.
- Service charge years run from April 1st to March 31st of the following year (distinct from calendar years).

2. Window Cleaning Scope:

- We understand there have been inquiries regarding the scope of window cleaning.
- After seeking advice from the Developer and Project team, we obtained legal clarification.
- It has been confirmed that apartment windows are demised, and their cleaning is the responsibility of the Leaseholder.

3. Your Telescopic Window Cleaning Tool:

- Visit the Concierge Desk during their opening hours (8:00 AM to 8:00 PM daily).
- Sign for your allocated window cleaning tool.
- Use the guide we've prepared to carry out safe window cleaning.

4. Safety First:

- Always clean your windows from a stable surface (such as the floor).
- Follow the guidelines in the provided resident guide.
- Enjoy sparkling clean windows without compromising safety!

Thank you for your patience during the scheduling process. We appreciate your cooperation in maintaining our community.

Kind regards

Lampton Parkside (NHG) Estate Management Team

