

Communal cleaning



155 customers, representing 8% of those who received the service which was delivered by an external contractor, participated in this survey, this gave them the opportunity to put forward ideas to help us develop our future communal cleaning service.

What did you say



56%
were satisfied with communal area cleanliness, citing politeness, good work and overall cleanliness.



69%
didn't know what tasks the cleaners are expected to do.



43%
want the cleaning schedule/ specification on a noticeboard; 30% prefer email or text.



58%
were dissatisfied with bin store cleaning.



48%
weren't aware of the cleaners' schedule or attendance.



26%
of those who raised concerns felt ignored or received poor responses.



79%
want regular updates on the cleaning service.

What we will do

- ✓ Our website will include a general specification from May.
- ✓ From April a trial of six digital notice boards will be taking place and include information about the cleaning schedules and specifications.
- ✓ A signing in sheet will be available and completed on noticeboards or near the entrance inside each block from May.
- ✓ A link to information on the cleaning schedules and specification will be sent out via bulk text during June.
- ✓ Jet washing service for communal bin stores will be introduced with the frequency and schedule to be reviewed.
- ✓ From June onwards we will be carrying out regular satisfaction surveys as well as spot checks and inspections.