

keeping our promises

If we get it wrong we will:

- ▶ apologise and give you an explanation of what went wrong
- ▶ advise you how we will put it right and how we will learn from the mistake so it doesn't happen again

If you have a concern please use our comments and complaints system to let us know and we will:

- ▶ acknowledge your complaint within 2 working days, either in writing or verbally
- ▶ respond in full within 10 working days, either in writing or verbally, advising you of the date you can expect to hear from us if this is not possible
- ▶ keep you informed if the complaint takes a long time to investigate
- ▶ arrange for a senior officer to investigate your complaint if you are still dissatisfied
- ▶ offer you an appeals stage if you are still not happy with the outcome. Your complaint will be considered by a panel of at least 3 members and you will be notified of their decision in writing within 5 working days

contact us

By telephone, in person or by writing to us at:

estate and support services

Ravenscliffe Avenue,
Bradford BD10 0JJ

0845 112 4000

- ▶ we are available Monday to Friday between 8.30am to 4.00pm

out of hours emergency cleaning service

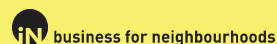
If you feel there is an health and safety issue and need to contact the cleaning service outside of their normal working hours, please contact the repair contact centre on 01274 257003.

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321.

Pokud chcete tyto informace v jakémkoli jiném formátu včetně zvětšeného tisku, audio CD/kazety, Braillova písma nebo překladu do jiného jazyka, zavolejte prosím na telefonní číslo 01274 254321.

Ak chcete tieto informácie v inom formáte vrátane zväčšeného písma, zvukového CD/kazety, slepeckého písma alebo v preklade do iného jazyka, zavolajte na tel. číslo 01274 254321.

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www.incommunities.co.uk

Incommunities Group Limited is registered in England with Companies House No. 04221767. Registered address: Trust House, 5 New Augustus Street, Bradford, West Yorkshire BD1 5LL

cleaning & caretaking services



our promises



what are quality standards?

These are standards of service which explain to you the quality of service you can expect from us.

cleaning and caretaking services

We aim to provide customers with a safe, clean and tidy environment while ensuring we make the best possible use of service charge income.

our promises

- ▶ our estate service employees will be trained in Level I & II NVQ cleaning

We will:

- ▶ undertake monthly block inspections to identify repairs and audit our cleaning standards
- ▶ carry out minor repairs in communal areas such as, adjusting door closers and repairing door furniture
- ▶ display contact details for the team working in your area
- ▶ display a cleaning schedule for your block
- ▶ wear an Incommunities uniform with a visible identification badge
- ▶ where possible, clear blocked chutes daily
- ▶ provide an emergency cleaning service outside working hours to address Health & Safety concerns via the repair contact centre

If you live in a block of high rise flats (six or more floors) we will:

- ▶ sweep and mop the ground floor entrances, lifts and chute rooms every working day
- ▶ sweep and mop stairs and landings, and wipe down handrails every week
- ▶ remove litter from entrances, stairwells and lifts every working day
- ▶ wipe down communal doors and clean glass each working day
- ▶ wipe down doors in communal areas and paint work to remove grime and dirt weekly
- ▶ remove racist or abusive graffiti within one working day; and remove other graffiti within 5 working days of being identified
- ▶ remove bodily waste and drug litter within 1 working hour of being identified
- ▶ pick up litter to outside areas of the block daily including play areas
- ▶ remove bulk refuse from bin stores within 1 working day of being identified or liaise with Bradford Council to remove
- ▶ sweep clothes drying areas monthly between April to October
- ▶ pick up litter and sweep entrance paths to communal blocks weekly

If you live in a block of low rise flats (less than six floors) we will:

- ▶ sweep and mop communal areas and sweep out bin stores weekly
- ▶ wipe down communal doors and clean glass windows weekly
- ▶ wipe down handrails weekly*
- ▶ pick up litter from outside areas once a week
- ▶ remove bulk refuse from bin stores within 1 working day of being identified or liaise with Bradford Council to remove

- ▶ remove bodily waste and drug litter within 1 working hour of being identified
- ▶ remove racist or abusive graffiti within one working day; and remove other graffiti
- ▶ sweep clothes drying areas monthly between April to October
- ▶ pick up litter and sweep entrance paths to communal blocks weekly

how will you know we are meeting these standards?

We will tell you how we are meeting these standards in lots of different ways including:

- ▶ feedback our results in our @home customer newsletter
- ▶ provide service information on our website www.incommunities.co.uk
- ▶ report on customer feedback through customer notice boards
- ▶ update you on our achievements quarterly through notice boards and newsletters

your responsibilities

We expect you to:

- ▶ ensure that all rubbish is disposed of down communal chutes or bin stores and not left on landings/pathways
- ▶ dispose of litter responsibly in order to maintain the appearance of the estate
- ▶ if you intend to dispose of bulky items please contact the Council 01274 431000
- ▶ treat communal areas with respect and report anti-social behaviour
- ▶ not throw rubbish from windows or balconies
- ▶ not to smoke in communal areas