

cleaning & caretaking - 2010/11



Our Aim is to provide a consistent safe, clean and tidy environment for customers who live either within Multi-Storey accommodation, Low Rise walk up blocks or in our sheltered housing. Presently we provide a service to over 196 sites and this service is provided by a mixture of mobile clean teams and on site staff, at the end of 2010 customers said.....

8 out of **10** customers were satisfied with the cleaning and caretaking of the communal flats or sheltered scheme in which they live

8 out of **10** customers were satisfied with the cleanliness of the stairs

8 out of **10** customers were satisfied with the cleanliness of their communal area

8 out of **10** customers were satisfied with the cleanliness of the landings

6 out of **10** customers said they had seen the cleaning schedule

7 out of **10** customers said they found the cleaning schedule useful

7 out of **10** customers said our cleaning & caretaking services offered value for money

6 out of **10** customers said the cleaning & caretaking service had improved during the last 12 months

10 out of **10** customers said they found the estate cleaning staff helpful & polite

Your feedback is continuously used to improve the delivery of services, to see how we have used the feedback so far please visit "improvement journey" under performance