



Our commitment

We are committed to providing a consistent, quality communal cleaning service that helps keep shared spaces clean, safe and welcoming.

The service we organise will be:

- 1 **Consistent.** Services delivered regularly and to a clear standard.
- 2 **Thorough.** All the tasks expected completed on each visit.
- 3 **Reliable.** Visits take place as scheduled, with changes clearly communicated.
- 4 **Safe.** Steps are taken to reduce risks and hazards.
- 5 **Professional.** The team are polite, respectful and properly trained for the job.



What communal cleaning covers

The communal cleaning service includes shared internal areas such as:

- Entrance halls and lobbies.
- Corridors and walkways.
- Stairwells.
- Lifts.
- Bin stores.
- Ground floor internal windows.
- Handrails and light switches.
- Drying rooms or shared laundry spaces (where provided).



If your building receives a communal cleaning service, the cost will be included in your service charges and explained in your annual statement.

How often we clean

We will provide cleaning on a regular schedule based on the needs of your building, which may be:

- Weekly, fortnightly or monthly.

We will:

- ✓ Ensure contractors sign in and out so you know they have attended.
- ✓ Regularly review how often visits are scheduled in your building and what jobs they are due to complete each time (the frequency and specification).



What you can expect from each visit

The exact specification will vary per building but in general jobs include:

- ✓ Vacuum / sweep and tidy entrance areas.
- ✓ Mop floors.
- ✓ Clean internal glass panels and doors.
- ✓ Wipe handrails, ledges and high touch surfaces.
- ✓ Dust surfaces and remove cobwebs.
- ✓ Clean lifts, including buttons, walls, floors and mirrors.
- ✓ Tidy and wipe down bin areas.
- ✓ Pick litter from internal communal spaces.
- ✓ Report any issues such as damage, fly tipping or health and safety risks.



We aim to ensure communal areas are:

- ✓ **Clean** – free from dirt, litter and unpleasant smells.
- ✓ **Safe** – without hazards, spills or obstructions.
- ✓ **Consistent** – cleaned to the same standard at every visit.

Our staff and contractors will:

- ✓ Be polite, respectful and professional.
- ✓ Be clearly identifiable with uniform or ID.
- ✓ Follow safe and appropriate cleaning practices.



How we can work together to meet this standard

To help maintain clean and safe shared spaces, we ask that you:

- ✓ Keep personal belongings out of communal areas.
- ✓ Use bin stores properly and dispose of waste responsibly.
- ✓ Report issues such as litter, damage or missed cleans.
- ✓ Treat our colleagues and contractors with courtesy and respect.

Did you know you can complete a survey letting us know your experience of the cleaning service?

Click [here](#) to complete our Rate my Cleaner survey.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know. We will:

- ✓ Ensure communal areas remain accessible and safe for all users.
- ✓ Provide information about cleaning services in clear and accessible formats.
- ✓ Take account of customer feedback where we might need to adapt how we clean.

If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ Contact our **Commercial Contract Lead** through the **Customer Service Team**.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).

How we check we're meeting this standard

- ✓ **We monitor** the responses received through our **Rate my Cleaner** survey and respond promptly to feedback.
- ✓ **We monitor** the system where cleans are recorded, to ensure they're happening as and when they should.
- ✓ **We carry out** regular audits of contractors' work.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

