

Cleaning Service Standard



Commitments and Aims:

- To provide you with the best possible services at all times
- By clearly stating our Customer Service Standards, we aim to help you get the most from our services and are happy to receive customer feedback.

Work to be done all year round to communal areas

We aim to visit all sites every 7 days to:

- To vacuum all carpeted areas
- To damp mop all hard floor services
- To dust/damp wipe all wood work, hand rails, spindles, window sills and skirting boards
- To clean communal windows internally and externally where appropriate and accessible
- To remove litter
- To report any lighting defects
- To dust and vacuum lifts
- Produce lift inspection sheets
- To clean glass in front and rear entrance doors
- To monitor, service and disinfect bin compounds

Our Staff will:

- Wear an uniform and a name badge, and will introduce themselves as and when required
- Sign the attendance sheets on the monitoring boards located at each site.
- Observe the Smoking Ban in all internal communal areas.
- Be approachable, polite and courteous to you at all times
- Listen to you and seek to understand your needs
- Treat everyone and every organisation fairly in accordance with their own diverse needs
- Note and report any defects to footpaths, car parks drying and other amenity areas
- Keep you informed of new service developments
- Include an annual customer satisfaction survey form with the Winter Newsletter

We will not tolerate the use of foul or abusive language, inappropriate comments about disability, comments of a racist, sexist, homophobic or ageist nature; threats or harassment either to staff or other service users.

Compliments and Complaints:

- We aim to improve our service by responding quickly to any compliments or complaints. We will acknowledge complaints within three working day, followed by a full reply within 25 working days.
- If you are dissatisfied about any aspects of our service, please contact Mike Williams, Head of Estate Services via our Kingsway offices at 01792 460609 or ring our Repair Line on 0845 6080444 and request a Customer Feedback form which should be returned to your Tenancy Manager at Tai Cymdogaeth, 7-13 The Kingsway, Swansea SA1 5JN. You can also fill out the online Customer Feedback form.