

## We asked...

customers living in our schemes to help us review our communal cleaning and window cleaning service

**we received 101 responses thank you** to all customers who took part

**why we ask for your feedback?** to check your happy and give you the opportunity to help shape & improve the service.

**44** different developments across **Cheshire & Merseyside**

**62%** of you are **satisfied / very satisfied** with the **communal cleaning service**



**49%** of you felt that issues raised were **not dealt with** in a **timely manner** and escalation was needed for resolution



**68%** of you feel the amount of times you **receive a communal clean** is adequate

**54%** of you are **satisfied/very satisfied** with the **window cleaning service**

**58%** of you feel the amount of times your **windows are cleaned** is adequate

**77%** of you felt the **contract staff** were **professional & courteous** on site

## what we're going to do



from **June 2021** a **full schedule of works & frequency** will be available on Plus Dane website within the **your tenancy area** - both for Communal Cleaning & Window Cleaning

from **June 2021** signed visit **sheets & a copy of the cleaning schedule** will be on display at each scheme notice board

from **February** any scheme receiving more than 1 complaint will have its **service level monitored** for a **3 month period** to **ensure improvement**

all complaints will be picked up by the **Housing Manager & Contracts Manager**

If you experience a poor service please report it to our **Customer Access Team** on **0800 169 2988** or email **customer@plusdane.co.uk**