



### Tenant Inspectorate Project

#### Janitorial and Cleaning

#### Tenant Inspectors Findings:

#### We have now:

<p>A Number of customers who were surveyed by Tenant Inspectors stated that they were not aware of the cleaning schedules in their blocks.</p> <p>A number of customers stated that they are unaware of the frequency that the Chute rooms in their blocks are cleaned.</p>	<p><b>Displayed information in notice boards at the entrance to blocks identifying daily and weekly tasks for Cleaners and Janitors and the date when the tasks were completed. Details of our Emergency Contact number are also displayed. Information relating to the above is also published in our Service Standards.</b></p>
<p>A number of customers stated that they think the level of cleaning is adequate in their block.</p>	<p><b>Reviewed the questions to be used in the Customer Satisfaction Surveys taking into account the key areas of cleaning within the blocks, e.g. entrances, lift, stairs, chute rooms etc.</b></p>
<p>A number of Customers stated that litter and rubbish was a problem around their block.</p>	<p><b>Introduced Service Standards for Cleaning &amp; Janitorial and Tenancy and Estate Management and also improved our monitoring arrangements for this service.</b></p>