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Communal cleaning service – You said, we did

You said:

The standard of cleaning was not of a consistently satisfactory standard

We did:

We have completed staff training and undertake spot checks on site. We have also introduced quarterly meetings with the cleaning service to address any areas of concern proactively

You said:

Cleaning was not carried out as often as stated in the cleaning schedule

We did:

We have reviewed and updated the public cleaning record which is placed in notice boards of blocks of flats to make these easier to understand and to ensure tenants and leaseholders can see what tasks are required as part of the communal cleaning service.

You said:

The new light-coloured flooring being used in communal areas made the floors look dirty even when they had been cleaned

We did:

We are unable to change the style of flooring used due to health and safety reasons however, we have reconsidered the colour choice for current and future refurbishments to reduce the visual impact of the issue.

You said:

It would be beneficial to have clearer information on tenant, leaseholder, and private tenant responsibilities.

We did:

We have reviewed the information contained in the tenant handbook and have produced videos in collaboration with tenants about responsibilities.