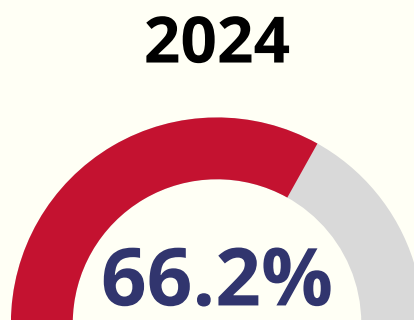
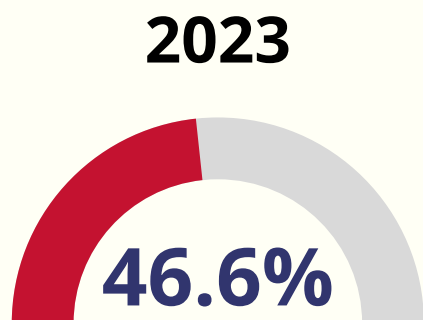


# Communal cleaning survey 2024

Respondents who were satisfied or very satisfied



The highest number of positive comments related to:



**Standard  
of cleaning**

'It looks a lot cleaner,  
brighter and more  
welcoming'



**Cleaning  
staff**

'Very respectful,  
friendly and  
approachable'



**Smell**

'Smells fresher'

## Blocks with highest satisfaction

1. Meynell Close, Brampton (West)
2. Hipley Close, Holme Hall (West)
3. Oakamoor Close, Holme Hall (West)
4. Mercaston Close, Holme Hall (West)
5. Devizes Close, Grangewood (South)



**Highest  
satisfaction %  
within the service  
spec questions:**

**77.3%**

Floor areas and  
stairs - weekly  
sweeping  
and mopping



## Suggestions for further improvement

- > Better equipment
- > Training
- > System for tenants to rate standard and provide feedback
- > Air fresheners