

Building Cleaning - Our Customer Promise

Building Cleaning is delivered as part of Transport, Cleaning & Catering, Local Environmental Services.

Building Cleaning want to work with you to ensure that all schools, police stations and other buildings are clean and safe for their users. Our promise sets out our commitment for the delivery of the Building Cleaning Service, the standards you can expect from us and how you can help us meet these standards.

The service covers:

- Cleaning of nurseries, schools, day centers, libraries, community centers, civic offices, works depots, multi-storey flats, maisonettes, sheltered housing units and magistrates courts.
- A Home Cleaning service for residents who receive care, support or supervision from the Council.
- A cleaning service to:
 - Northumbria Police Authority
 - Connexions
 - Gateshead & South Tyneside Health Authority
 - Lord Chancellors Office
 - Baltic Contemporary Arts Centre
 - Sage Gateshead

We aim to:

- Ensure premises are clean and hygienic by providing an extensive and flexible cleaning service.
- Maintain all service level agreements to a high standard.
- Train all staff to the British Institute of Cleaning Science Operators Proficiency Certificate.

What you can expect from us,

We will:

- Provide a helpful, friendly and courteous service.
- Aim to answer the telephone within 20 seconds.
- Respond to requests for information about services within 5 working days.
- Let you know what action we can take to deal with your query, and the likely time it will take to sort out.
- Keep you informed of how we are dealing with your query.

BUILDING CLEANING

We will:

- Provide a consultation service for all our customers on cleaning issues.
- Work in a safe and efficient manner in accordance with all legislation and council guidelines.
- Ensure that all staff wear personal protective equipment at all times.
- Issue all staff with literature and training on Health & Safety, COSHH (control of substances hazardous to health) and Risk Assessment.

CUSTOMER
SERVICE
EXCELLENCE

The Government Standard

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- As a service we are available 365 days for the year for emergency cleans.
- Provide training for other authorities and organisations and services within the authority.
- Work in partnership with Development and Enterprise to provide a Pest Control service for Northumbria Police Authority.
- Work in partnership with Community Based services to provide house cleans to properties as requested.
- Ensure that all our cleaning equipment is repaired and maintained to correct standards.
- When equipment is not working it will be repaired where possible within 48 hours.

You can help us by:

- Completing monthly Client Satisfaction Cards.
- Completing and returning quarterly Customer Satisfaction Surveys.
- Informing us of any problems or concerns with cleaning within your building.

Your comments, compliments and complaints

You can also help us by providing feedback on our services. If you want to comment on the service provided please contact us by e-mail or telephone or write to us at the address below.

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www.gateshead.gov.uk