



138 of you participated in our survey to find out if you felt the communal cleaning in your blocks have improved since Plus Dane took the contract in-house.

What did you say



59%
of you were satisfied with cleanliness

UP
7%
on 23/24



64%
of you were happy with entrance cleanliness



61%
of you noticed improvement since the service went in-house (April 25)



68%
of you are satisfied with the cleaning tasks listed online



81%
of you feel the cleaners attend as expected



A few of you
suggested improvements (quality, consistency, accountability)



25
customers raised concerns about cleaner attendance, quality, maintenance, and bin areas

What we will do

- ✓ We will remind teams to clean thoroughly, especially missed areas such as entrance panels and door frames.
- ✓ We will brief colleagues on expectations and audit procedures.
- ✓ We will introduce Audit Forms at each site for transparency and accountability and daily monitoring to track visits.
- ✓ We will request bin stores to be swept during each visit.

Next Steps

- ✓ All actions are targeted for completion by October 2025.
- ✓ Publish this 'You Said, We Did' infographic, cleaner duties, and a message encouraging shared responsibility for communal areas in your scheme.
- ✓ Invite you to share feedback after each visit via the designated inbox.
- ✓ We'll continue monitoring and improving based on your feedback.