

Service Standards

Cleaning and Gardening

Advance is committed to providing reliable, prompt and efficient services to our customers. This leaflet sets out our service standards for our customers who have a Cleaning and Gardening service supplied by Advance and the contractors we use.

This service standard is an agreement made between Advance and our customers, who were involved in setting the standards. In order to improve our Cleaning and Gardening service, Advance monitor and review this standard and the service provided using the regular feedback from our customers.

You can judge the quality of the service you're getting by comparing it with the standards below.



What you can expect

Our gardeners and cleaners will:

- Be polite and treat you with respect
- Provide a service that fits with best practice guidance and in accordance with the service specification for your home
- Have staff that are well trained and comply with the relevant Health and Safety regulations
- Feedback any concerns you have to Advance.

Cleaners and gardeners must comply with safeguarding requirements.

Cleaners and gardeners must carry a form of identification.

Cleaners and gardeners must have an environmental policy.

What we ask of you

- Please be polite
- Please allow cleaners/gardeners into your home to carry out the services we have agreed with you
- Please let Advance know if you have any issues or concerns with the service offered.

Service charges

For all properties that we supply cleaning and gardening to, we will apply a service charge and this amount will be communicated to you annually.

You only have to pay for the service you get. The total cost of the service is split equally between all of the residents where you live.

Housing Benefit will normally pay for this charge if you receive full Housing Benefit.

We promise to

- Carry out satisfaction questionnaires
- Carry our telephone surveys to find out what you think about the service
- Try and keep prices low without compromising on quality
- Involve residents in selecting new cleaners and gardeners
- Listen to you and act on what you say
- Look for ways to improve our service
- Offer as much choice as possible.