

Case Study:

Window Cleaning Specification and schedule



Background

Platform's Estates team asked if we could speak to our Customer Sounding Board (CSB) members to seek their feedback on the draft communal window cleaning specification.

Colleagues in the Estates team drafted the specification to provide information to customers in communal homes and were keen to understand our involved customers' views on whether the information and guidance provided was:

- Clear
- Useful
- Easy to understand
- Missing any information that should be included

Customer Engagement

Our Customer Engagement team put together a survey pack for our Customer Sounding Board members, which included:

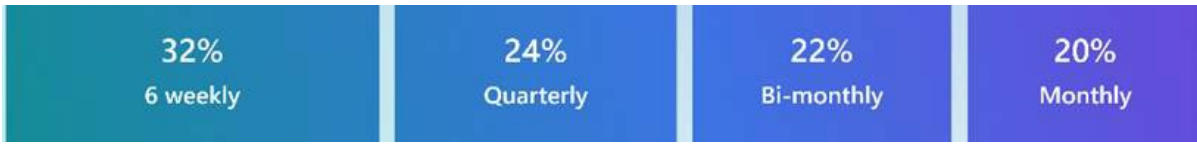
- Covering email with explanatory information
- Copy of the draft specification
- Link to the feedback survey form, with opportunity to vote on frequency of communal window cleaning (including explanation of cost implications)
- Deadline date for providing feedback

Customer Feedback

- Total of 53 responses received from 215 sent.
- 94% felt the content of the specification is clear and easy to understand.
- 85% thought there is enough information provided in the specification.



- Window cleaning frequency results:



Outcomes

As a direct result of our involved customers feedback, we:

- Added the word Communal to the title of the document.
- Changed the wording to explain what “pure water” was and why it is used and added more information
- Increased the size of the text font to make it clearer to read
- Added a comment regarding access
- Removed the ambiguity around drying windows
- The results received from this survey were relatively evenly spread. More consultation will be carried out to identify customers preferred frequency and the specification updated to show how often window cleaning will be carried out.

Original design



Window cleaning specification and schedule

Windows will be cleaned using an environmentally friendly Pure Water Fed Pole System and for health and safety reasons, no ladders will be used as standard practice. This type of system allows windows, sills and frames to be cleaned without the operative leaving the ground, which is much safer for both the operative and our customers.

The pure water cleans the windows without the use of detergents, using the water flow and a flexible brush to loosen dirt and leave the window even cleaner than using traditional detergents.

Water will be left on the windows but this will dry naturally without leaving any smears.

Window Cleaning Pole System

- Pure water
- No tap water
- Long pole system
- No harmful chemicals

PLEASE NOTE: if you try and dry your windows after they have been cleaned using this system, you will cause the window to smear. Window Cleaning will still take place during wet weather

Window cleaning schedule

This table lists the tasks to be carried out in all locations, where applicable.

Cleaning activity	What we do
Window cleaning	Window cleaning of all external communal windows will take place on an agreed frequency, either bi-monthly, quarterly or 6 monthly. Only communal windows will be cleaned. If a customer wishes for their personal windows to be cleaned, they will need to make a separate arrangement.

Final Design

Communal window cleaning Specification and schedule



Windows will be cleaned using an environmentally friendly Pure Water Fed Pole System and for health and safety reasons, no ladders will be used as standard practice. This type of system allows windows, sills, and frames to be cleaned without the operative leaving the ground, which is much safer for both the operative and our customers.

The pure water cleans the windows without the use of detergents, using the water flow and a flexible brush to loosen dirt which leaves the windows even cleaner than using traditional detergents. There are no harsh chemicals or detergents used, so there is no risk of harming the environment or anyone who uses the windows. Pure water is very effective at cleaning windows, as it can remove even the most stubborn dirt and debris, leaving no streaks or residue.

Window cleaning pole system

- Pure water
- No tap water
- Long pole system
- No harmful chemicals

Please note:

- Water will be left on the windows, but this will dry naturally without leaving any smears.
- Window cleaning will still take place during wet weather.
- You do not need to provide access to cleaning operatives as windows will be cleaned from outside of the building.
- If you try and dry communal windows after they have been cleaned using this system, you will cause the window to smear.

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