



Dear Residents,

Communal Cleaning Callbacks

It has been brought to my attention that some residents may not be aware that there is a procedure in place for dealing with any issues/concerns relating to communal cleaning carried out by OCS.

Cleaning Callbacks can be raised by calling the Freephone Customer Service Telephone No. [REDACTED] For clarification of the procedure for addressing a 'Cleaning Callback', please see below...

Please note - There should always be a copy of the communal cleaning schedule displayed in the communal lobby area of your block. If the cleaning schedule is missing, please contact Customer Services on [REDACTED] and a replacement copy will be obtained.

- Resident contacts TMO Customer Services to report a cleaning issue.
- A Customer Services Advisor will immediately contact your caretaker and request that he attends to inspect the reported issue, and check the communal cleaning schedule.
- Caretaker then contacts the Team Support Officer to confirm that a Cleaning Callback should be raised.
- The area to be cleaned should be returned to standard within **2 hours** of the Cleaning Callback being raised.
- Your Caretaker or an OCS Supervisor will confirm that the area has been returned to standard.

Cleaning Callbacks help the TMO to monitor performance of the cleaning contractor, address any areas of concern or highlight any training issues relating to OCS Staff.

If you would like to discuss any issues relating the communal cleaning of your block, please do not hesitate to contact me on freephone number given above.

Yours faithfully

Team Support Officer