

WINDOW CLEANING SERVICE STANDARD



Our window cleaner is Lamonts Cleaning, Lisburn

WE WILL ENSURE THAT LAMONTS:

1. Clean the windows every six weeks.
2. Provide three to five days' notice where possible.
3. Do not start cleaning before 9am, unless agreed with Clanmil.
4. Clean the cobwebs off the glass.
5. Clean the glass from top to bottom.
6. Have access to the rear of schemes using a Clanmil key safe if needed.
7. Respond to complaints ensuring they return to rectify the issue.

You can contact us in any of the following ways regarding the window cleaning:



028 9087 6019



repairsdesk@clanmil.org.uk



Any complaints raised about window cleaning will be reviewed by The Repairs Consultation Group, which is made up of customers and Clanmil colleagues. They meet quarterly to review all complaints received, and to help us improve services for you.

