

Street Cleansing

Our Commitment

1. We will be polite, helpful and courteous in our dealings with you at all times.
2. We will communicate well and regularly using channels that reflect the needs of service users.
3. We will make it easy for you contact us and let you know how you can get in touch.
4. We will publish our maintenance programme regularly and notify you promptly of the reasons for any delays or cancellations.
5. We will deliver our programme to the highest quality standards and in accordance with established best practice.
6. We will minimise waste and the use of harmful pesticides and chemicals and maximise re-use and recycling throughout.
7. We will operate safely and in a way that minimises unnecessary disruption and inconvenience to you.
8. We will respond to customer complaints promptly notifying you of the outcome and the steps we've taken as a result.
9. We will consult widely and regularly and use customer feedback to continuously improve the standards of service we provide.
10. We will tell our residents about this service pledge.

