

ILLUSTRATIVE REPORT - NO LIVE CLIENT DATA

Monthly cleaning performance report.

Site: Example Workplace, South London Reporting period: June 2026 Status: Demonstration only

Purpose

This report demonstrates the structure MVB can use for cleaning contracts. All names, figures, incidents and outcomes are fictional. The final report is configured to the client specification and lawful data requirements.

99.2%

Verified attendance

97%

Scheduled tasks recorded

92%

Average inspection result

4 / 5

Actions closed in period

EXECUTIVE SUMMARY

Service remained stable. One late start was covered without loss of the priority washroom and reception tasks. Inspection results improved after retraining on edge detailing and internal glass. One equipment fault remained open at period end and was scheduled for replacement.

ATTENDANCE AND COVER

Measure	Planned	Actual	Variance / action
Cleaning shifts	126	126	All shifts covered.
Service hours	378.0	375.0	3.0-hour late-start variance; priority tasks protected.
Relief deployments	-	2	One planned leave cover; one short-notice replacement.
Uncovered shifts	0	0	No uncovered service.

INSPECTION RESULTS

Area	Result	Observation	Action
Reception and circulation	94%	Good presentation; minor edge dusting.	Added detail task to Friday close.
Washrooms	93%	Standards stable; one dispenser fault.	Client facilities contact informed.
Workspaces	91%	Two desks inaccessible due to confidential papers.	Access protocol repeated to occupier team.
Kitchens and break areas	90%	Internal glass detail below target.	Retraining completed; follow-up passed.

CORRECTIVE ACTIONS AND SERVICE ISSUES

Actions are not considered closed merely because a cleaner returned to the area. Closure requires an outcome, evidence and a responsible owner.

ID	Issue	Owner	Due	Status
CA-021	Internal glass detailing below standard in second-floor kitchen.	Supervisor	05 Jun	Closed - retraining and reinspection passed.
CA-022	Late start following short-notice absence.	Operations lead	07 Jun	Closed - relief contact sequence amended.
CA-023	Vacuum intermittently losing suction.	MVB	30 Jun	Open - replacement ordered.
CA-024	Confidential papers restricting desk-cleaning access.	Client	14 Jun	Closed - occupier reminder issued.
CA-025	Reception edge dusting below audit target.	Supervisor	21 Jun	Closed - Friday detail task added.

COMPLAINTS, COMPLIMENTS AND INCIDENTS

1	2	0
Service complaint	Positive client comments	Reportable incidents

Client complaint

Kitchen glass detailing was incomplete on 3 June. The area was recovered the same day. Retraining and follow-up inspection were completed.

Positive observations

Reception presentation remained stable during a busy visitor week. Washroom replenishment was completed before occupancy peaks.

Safety and security

No accidents, near misses, lost keys or alarm events were recorded in this fictional period.

Equipment and stock

Replacement vacuum ordered. Consumable stock remained above the agreed minimum level.

NEXT-PERIOD PRIORITIES

Priority	Owner	Target
Install replacement vacuum and close CA-023.	MVB	03 Jul
Complete targeted reinspection of kitchens and reception edges.	Supervisor	08 Jul
Review relief response times after amended contact sequence.	Operations lead	15 Jul
Confirm whether new third-floor occupancy changes task hours.	Client / MVB	18 Jul

SERVICE CHANGE REGISTER

Change	Reason	Commercial status
Friday reception edge-detail task added.	Recurring minor audit issue.	No cost change - sequence adjustment.
Third-floor occupancy review requested.	Potential increase in occupied area.	Pending survey and client instruction.

MANAGEMENT AND CLIENT DECISIONS

Client decision required

Confirm whether the third floor becomes part of the occupied cleaning area and provide the intended occupation date.

MVB management action

Verify the replacement vacuum, complete the targeted reinspection and review relief response time.

Next review meeting

Illustrative monthly review: 21 July 2026. Agenda to cover performance, changes, outstanding action and next-period risks.

Report approval

Prepared by MVB operations. Client comments and agreed corrections would be retained with the final report record.

Demonstration status

This document contains fictional data only and must not be represented as an MVB cleaning-contract case study, reference or live performance record.