



Tenants' Voice – improving services

Scrutiny review of Communal Areas - cleaning

1. Background

Following discussions with tenants at the Tenants' Voice – improving services meeting on 31 January 2024, tenants chose to carry out a review of communal areas.

Tenants made this decision based on the performance information presented to the meeting showing satisfaction levels for:

“% of satisfaction that communal areas are kept clean and well maintained”

in the Customer Promises for April to December 2023 as;

- Progress Homes – 66% (below target of 69%)
- RWP – 80% (on target of 80%)

At the initial session of the review tenants decided to focus on the cleaning and window cleaning services provided to tenants living in general let and independent living homes.

2. What we chose to look at

To carry out the review tenants focused on;

- Cleaning and window cleaning service provided
- Service provided to tenants living in general let and independent living
- Level of service delivered
- Information provided to tenants about the service provided

3. What we reviewed

To carry out the review tenants received the following:

- An initial briefing session by Head of Operations (Homes and Opportunities) explaining the service and how it is provided to tenants
- Performance information against the Tenant Satisfaction Measures for 2023/24
- Posters and leaflets provided to tenants telling them about the service
- A visit to 3 general let blocks and 1 independent living scheme
- Information available on Progress Housing Groups website
- Links to information available on 3 other housing providers websites:
 - Jigsaw Homes Tameside



- Magenta Living
- Irwell Valley Homes

4. What is working well

Through the review, tenants identified the following areas are working well;

- The specification of cleaning service met tenants expectations
- Cleanliness of independent living schemes
- The use of sign off sheets showing when cleaning is completed
- Posters on communal noticeboards providing some information to tenants
- Information provided on cleaning was in an accessible format, particularly the Your Area leaflet

5. Our findings and recommendations

During the review tenants identified a number of recommendations they feel will improve the service for tenants. These are detailed below.

Our findings	Our recommendations	Tenant Satisfaction Measure
Some information provided on the Progress website is not in an accessible format for tenants.	1. Review the 'Clean neighbourhoods' page on the website to make sure it is in an accessible format, including Plain English and Easy Read.	TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.
How to report issues is included on the communal posters, this is not very clear and includes typing errors. For example, the poster at East Street had old contact details.	2. Check all communal areas to make sure an up to date poster on how to report issues is in place. 3. Consider an alternative solution for tenants to report when something goes wrong, ideally this will include option to report digitally including photo evidence.	TP06 – satisfaction that the landlord listens to tenant views and acts upon them.
Not all communal areas visited had a communal notice board displaying information about the	4. Check all communal areas to make sure a communal notice board is available and information about the	TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.

communal cleaning service.	cleaning service is available to tenants.	
Information provided to tenants in leaflets and posters is vague about the standard of the cleaning service provided.	5. Review information provided to tenants in leaflets, posters and website. Consider providing more detail on the communal cleaning service provided – tenants particularly liked the information provided on Irwell Valley’s website Cleaning and gardening - Irwell Valley Homes	TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.
Tenants noted it is important to have clear information about the time and frequency of the communal cleaning service, as is confirmation when completed. Sign off sheets were in place for some areas visited but not all.	6. Consider including information at each location to identify when cleaning is scheduled, frequency of clean and a sign off sheets confirming when complete.	TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.
Knowing that the standard of cleaning service is checked, and any follow up work is carried out is important to tenants. Tenants noted that the standard of cleaning in independent living is higher than in general let areas.	7. Develop a process to make sure cleaning of communal areas is up to the required standard and is consistent across all areas. For example, the use of spot checks by Progress. 8. Details of follow up action taken and how this is communicated to tenants should also be considered. This could be in the form of You said – We did.	TP10 – Satisfaction that the landlord keeps communal areas clean and well-maintained.
Tenants identified that communal areas are used	9. Develop a process to make sure all	TP10 – Satisfaction that the landlord keeps

<p>by Progress colleagues and contractors to access welfare facilities. Areas are not always left in a clean and tidy state.</p>	<p>communal areas accessed for welfare are treated with respect and left in clean and tidy state, including dishwasher use and work boots. For example, placing clear signage and reminders or a communication message to Progress colleagues and contractors.</p>	<p>communal areas clean and well-maintained.</p>
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6. Next steps

We will discuss our findings and recommendations with the service team. The session planned for Tuesday 3 September will enable discussions to support the findings of this report and help the service team to develop an appropriate action plan.

7. Measuring impact

By implementing the recommendations, it is anticipated the following outcomes will be achieved;

- Increase satisfaction through Tenant Satisfaction Measures
- Increase in visits to the communal cleaning area on Website
- Increase in feedback from tenants when things go wrong
- Consistent standard of cleaning across all locations

8. Support provided for the scrutiny review

Tenants would like to thank all those involved in supporting this review, this includes colleagues from Progress and Mazars, who have supported the review as part of their commitment to social value.