

Communal areas scrutiny review



What is

The Tenants' Voice – improving services group chose to review how we look after communal areas. These are areas within a home that are shared by more than 1 tenant, for example it could be an entrance hallway and stairs providing access to a number of flats or a communal lounge.

Where this is the case Progress is responsible for looking after the communal area, making sure they are kept in a good state of repair and kept clean.

When tenants met to look at what they wanted to look at they chose to focus on;

- Cleaning and window cleaning
- General needs blocks with communal area
- Independent living schemes with communal area

What did we

To carry out the review the Tenants' Voice – improving services group

- Met with Head of Operations (Homes and Opportunities) who explained how the service is provided
- Performance information
- Information provided to tenants
- Information on the Groups website
- Information on other housing providers websites
- Visit to 4 schemes receiving cleaning and window cleaning service.

What did we find?

The group made 9 recommendations they felt would improve the Groups approach to communication, this included.

- Checking information provided to tenants is accessible and easy to understand
- Checking all communal areas have up to date information
- Look at different ways for tenants to report when something has gone wrong
- Consider providing more detail on what the service involves, so tenants know what to expect from the service
- Developing a process to make sure all communal areas receive the same standard of service
- Develop a system for telling tenants what action has been taken when something has gone wrong.

What happens

The Tenants' Voice improving services group told Progress what they found during their review, what was good and what they thought would make the service better in future.

Colleagues from across Progress are working together to introduce the 9 recommendations.

An update on the progress of these will be given to the quarterly meeting of the Tenants' Voice – improving services group until they have all been introduced.

Our Board also receives an update on progress every 3 months to tell them how we are doing.

If you would like to read more information about the report and the findings of our tenants, you can find this by following this [\[link\]](#)

