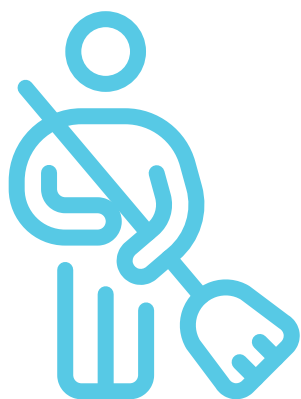


Customer Scrutiny Review of Communal area cleaning standards - 2024

Purpose

Cleaning standards in communal areas receive low satisfaction levels. Based on these low levels it was agreed with the Customer assurance committee that the quality of cleaning and grounds maintenance should be an area for scrutiny.



Review focus

- Customer information, policies & procedures.
- Information of other housing associations.
- The views of cleaning teams and supervisors.
- Carried out mystery shops.

Key findings

Customers reported low satisfaction levels of communal cleaning.

Cleanliness is a very positive indicator of somewhere people want to live.

Customer responsibilities have a part to play in improving things.

The cleaning teams supervisors check the quality check the service. The cleaning team have set list of tasks and are given a set time for each clean.

Time is the biggest challenge. The cleaning teams were working against the clock, often help people with other housing requests that take up the time allotted.

The age, style and condition of properties vary. Some communal areas have damaged paint or scratched floors. When cleaned it can still look dirty.

Recommendations & actions taken

Improved Communication

Recommendation

Improve how cleaning schedules and specifications are advertised.



Action

Specifications have now been added to the website and digital noticeboards.

Clear Responsibilities

Recommendation

Provide a copy of the customers responsibilities regarding cleaning and maintenance at the start of a tenancy.



Action

New posters in place

Customer Involvement

Recommendation

Revisit cleaning specifications informed by the views of tenants and leaseholders.



Action

A working group of customers and officers have reviewed specifications.

Community Engagement

Recommendation

Invite customers to join Neighbourhood estate inspections and monitor the cleaning standards also.



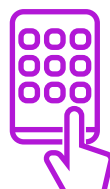
Action

Taking place regularly.

Support for Cleaning Teams

Recommendation

Examine and address the facilities available to cleaning teams as they undertake their work onsite.



Action

New app has been introduced that identifies support and welfare available.

Customer Assistance

Recommendation

Produce a short advice leaflet that can be given to assist customers in need.



Action

Cleaning teams have access to support information that can be used to redirect customers. E.g. Homeless advice.

We also recommended...



Providing welfare facilities for cleaning teams when out on site.



Creating more community pride and Tidy Friday events.

What has happened since the review and what has been the impact?

Transparency

Communication with customers about cleaning specifications is leading to better understanding and relationships.



Welfare

Improved information through an app, for cleaning teams means they can support and direct customers to a range of support.



Efficiency

Review of outdated specifications to maximise efficiency and standards.



Get Involved

Want to support Scrutiny reviews? Contact Citizen Customer Engagement at engagement@citizenhousing.org.uk