Communal areas scrutiny review



What is







What did we find?



What happens

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 one 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 a communal area
- independent living schemes with a communal area

To carry out the review, the Tenants' Voice – Improving Services group:

- met with the head of operations (homes and opportunities), who explained how the service is provided
- looked at performance information
- looked at the information provided to tenants
- · looked at information on the Group's website
- looked at information on other housing providers' websites
- visited four schemes receiving cleaning and window cleaning service

The group made nine recommendations they felt would improve the Group's approach to communication, which included:

- checking information provided to tenants is accessible and easy to understand
- checking all communal areas have up-to-date information
- looking at different ways for tenants to report when something has gone wrong
- considering 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
- · developing a system for telling tenants what action has been taken when something has gone wrong

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 nine recommendations.

An update on the progress of these will be given at 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 three 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 the full report on our website www.progressgroup.org.uk/get-involved/your-tenants-voice-improving-servicesgroup/

















































