

#25 Cleaning in Communal Areas

(Jan 2023)

**If it matters to you,
It matters to us.**

Why this review?

Purpose of the theme:

To find out more precisely why ateb has received a certain amount of on-going negative feedback about its **Cleaning in Communal Areas** service.

When did we undertake the survey?

Throughout January 2023

Thank you for your support

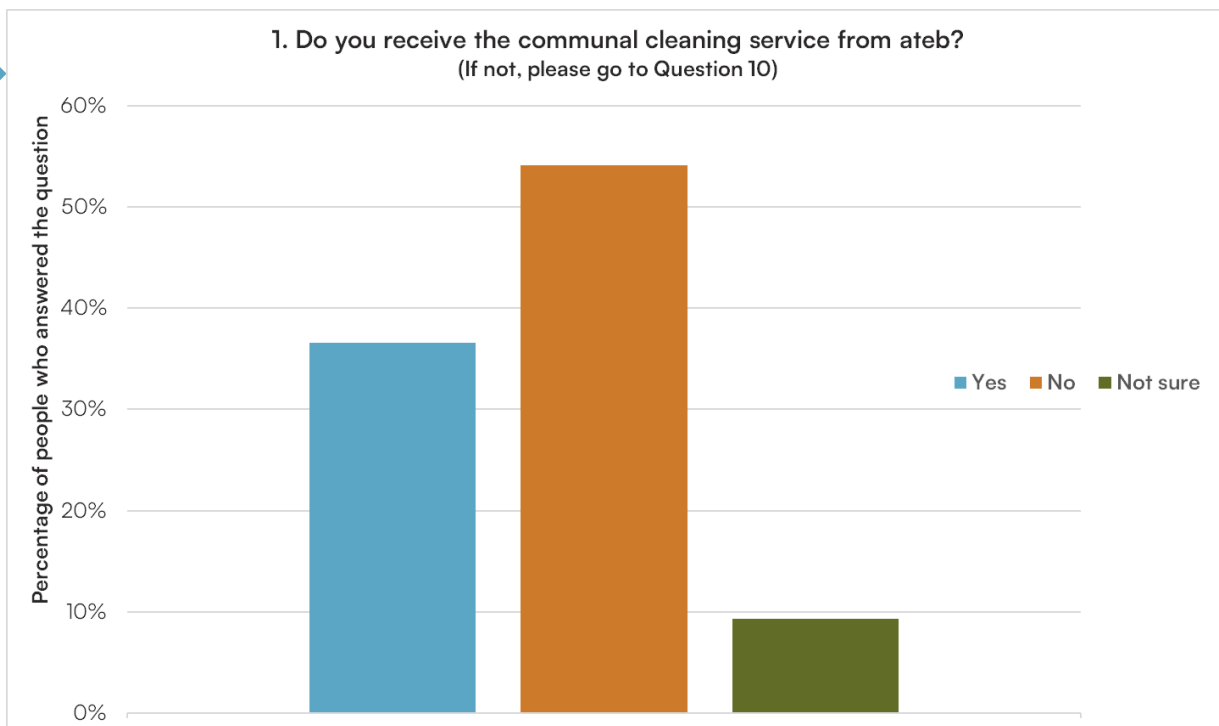
We received information from 190 of our contract-holders.

You said...

These were the responses we received:

Answered: 183

Skipped: 7

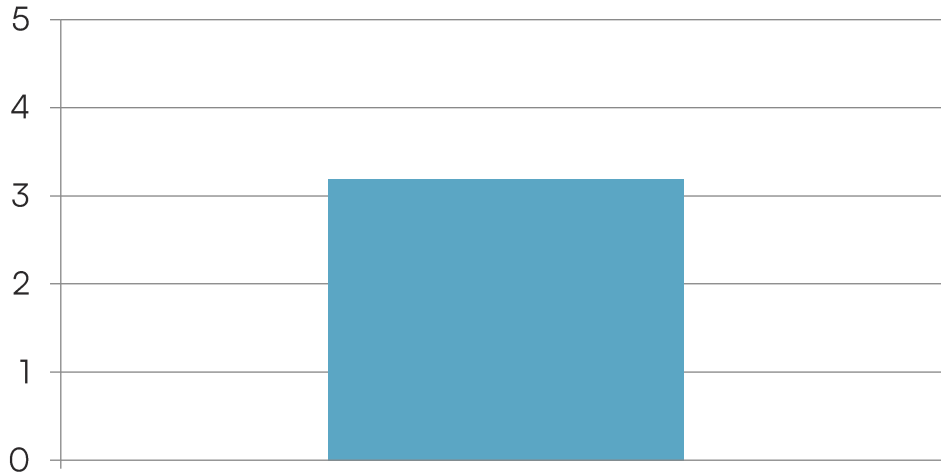


Answered: 91

Skipped: 99

2. How would you rate the cleaning service you receive from ateb?

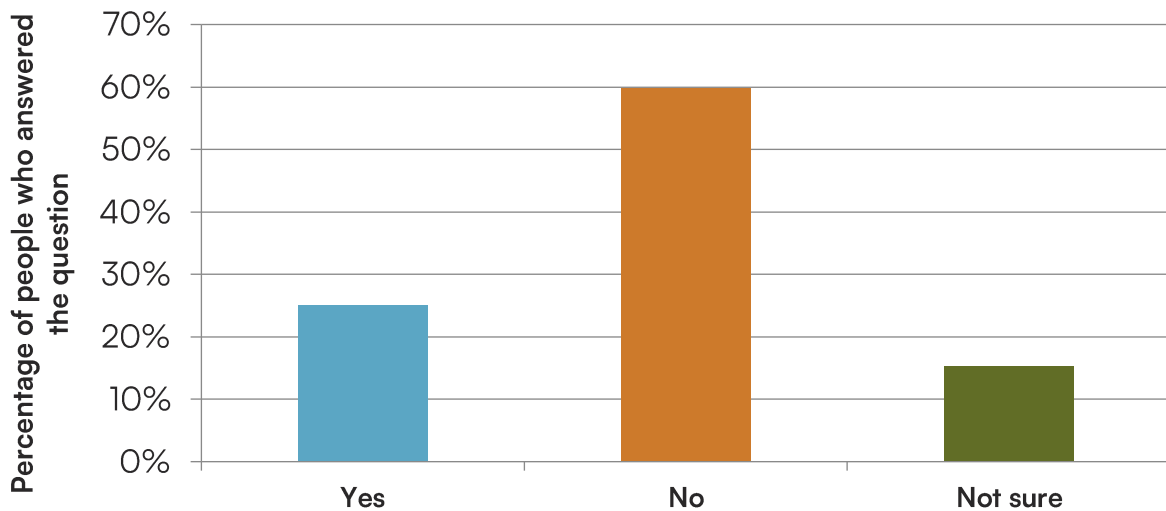
(poor = 1, fair = 2, neither good nor bad = 3, very good = 4, excellent = 5)



Answered: 92

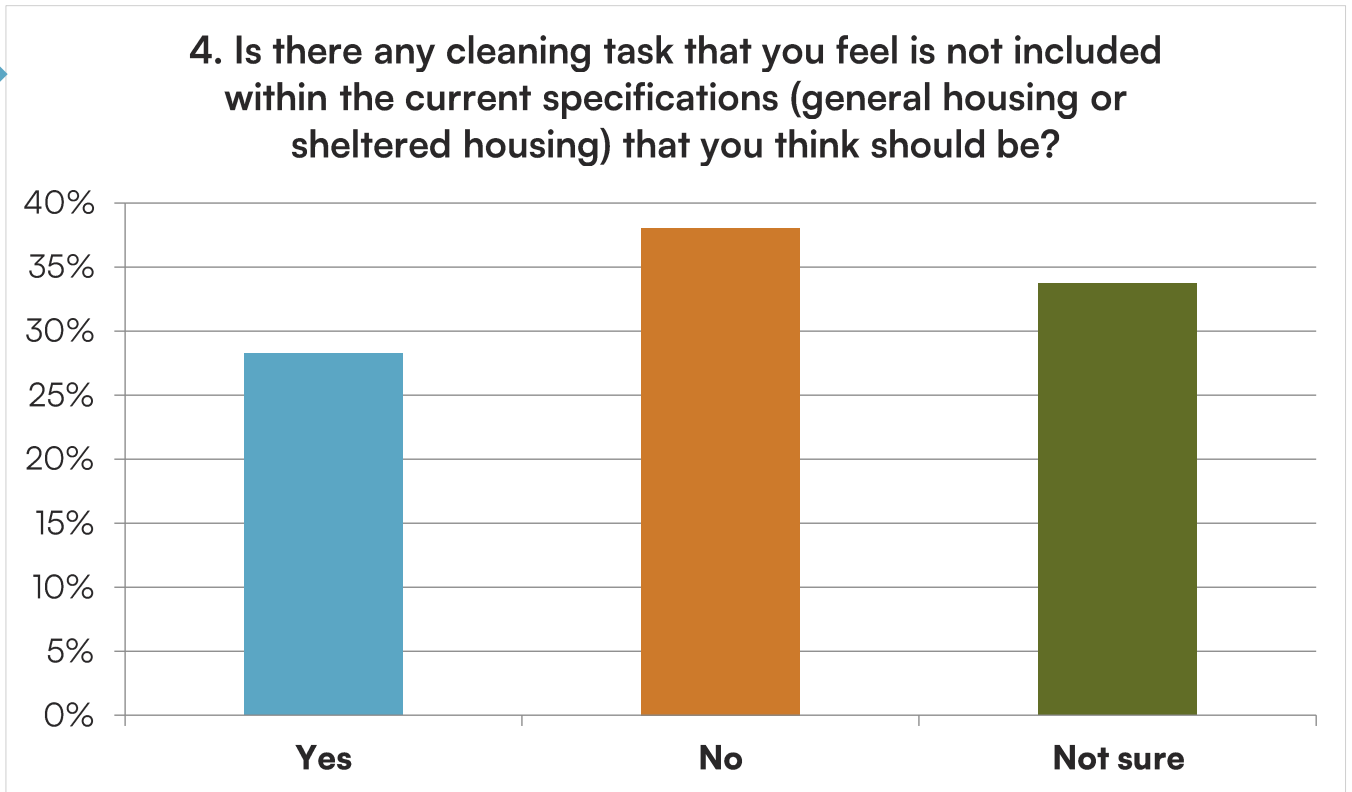
Skipped: 98

3. Do you know where to find cleaning specifications about your communal areas?



Answered: 92

Skipped: 98



5. If yes to Q4 above, what is it?

Answered: 35 Skipped 155

These are some of the comments we received:

“The Windows do not get cleaned, neither do the skirting boards.”

“The lift and walkways need to be on the cleaning list.”

“More time to complete tasks properly inside and the immediate area outside the front door.”

“Power washing, but has asked for an outside tap to do it himself.”

“The inner, main door needs bleaching, but the real problem is that the door needs replacing or, at the very least, repairing and repainting.”

“Window inside common room; paths need weeding”

“Outside around bins”

“Cleaning of internal glass on windows”

“I am assuming that laundry equipment is not at present included? I mean, the internal drums, which can retain virus and bacteria, particularly detrimental to elderly clients”

“Sweep the pavements and communal carpark”

“It would be great if the street was provided with large wheelie bins to prevent rubbish being spread all over the street on bin days. I know it’s not a cleaning task but it would prevent cleaning needing to be done.”

“Floors and patios could be pressure washed occasionally.”

“Lots I could mention guttering cleaning etc”

“Reported faults with cleaning - not acted on. Communal carpets soiled and dirty. Main Pavements not cleaned. Rubbish Room not clean and swimming in dirty water.”

“Next door have junk and dog poop all over my drive and their front garden.”

“Our building never has a deep clean - inside windows doors etc.”

“Top floor ceiling, walls, doors never been cleaned... Since I came here.”

“Checks should be made on all housing areas - mine is poorly kept massive problems.”

“Does not come around every week - once in a while actually.”

“Cleaning of inside doors and glass.”

“The rubbish/recycling rota”

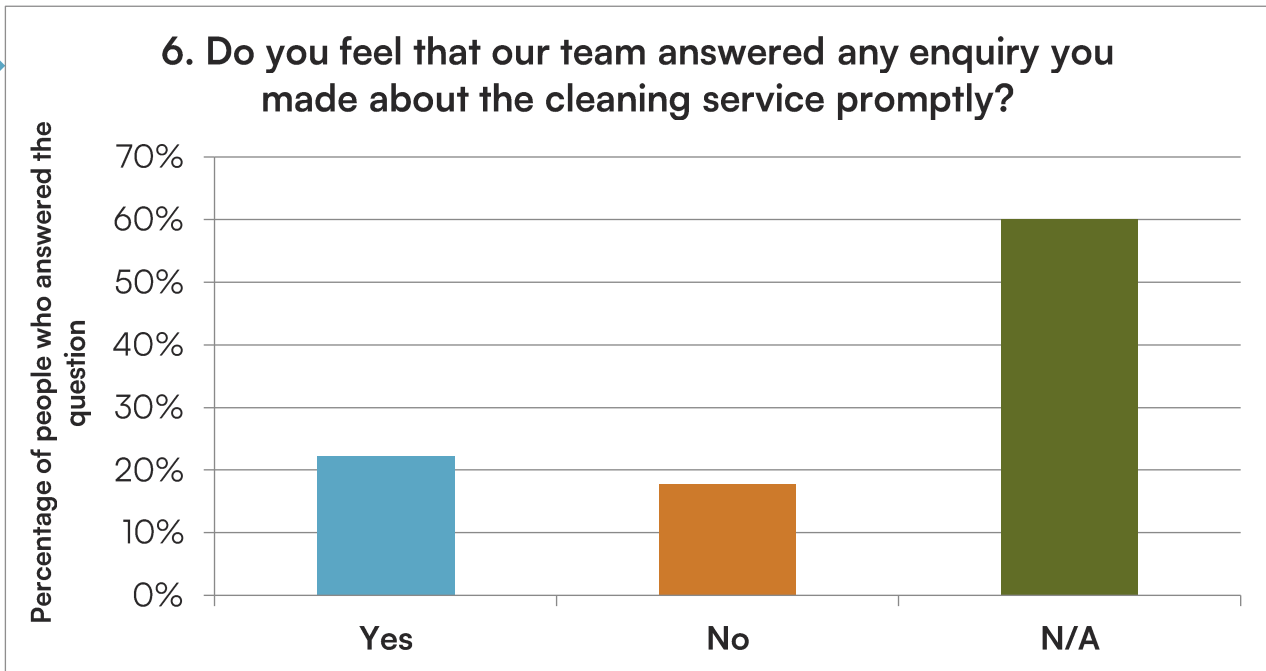
“Getting rid of cobwebs and spiders nests which appeared after redecorating so clearly are new.”

“The paths around the flats don't seem to be jet washed anymore - green and slippery & there are a lot of weeds.”

“Litter picking”

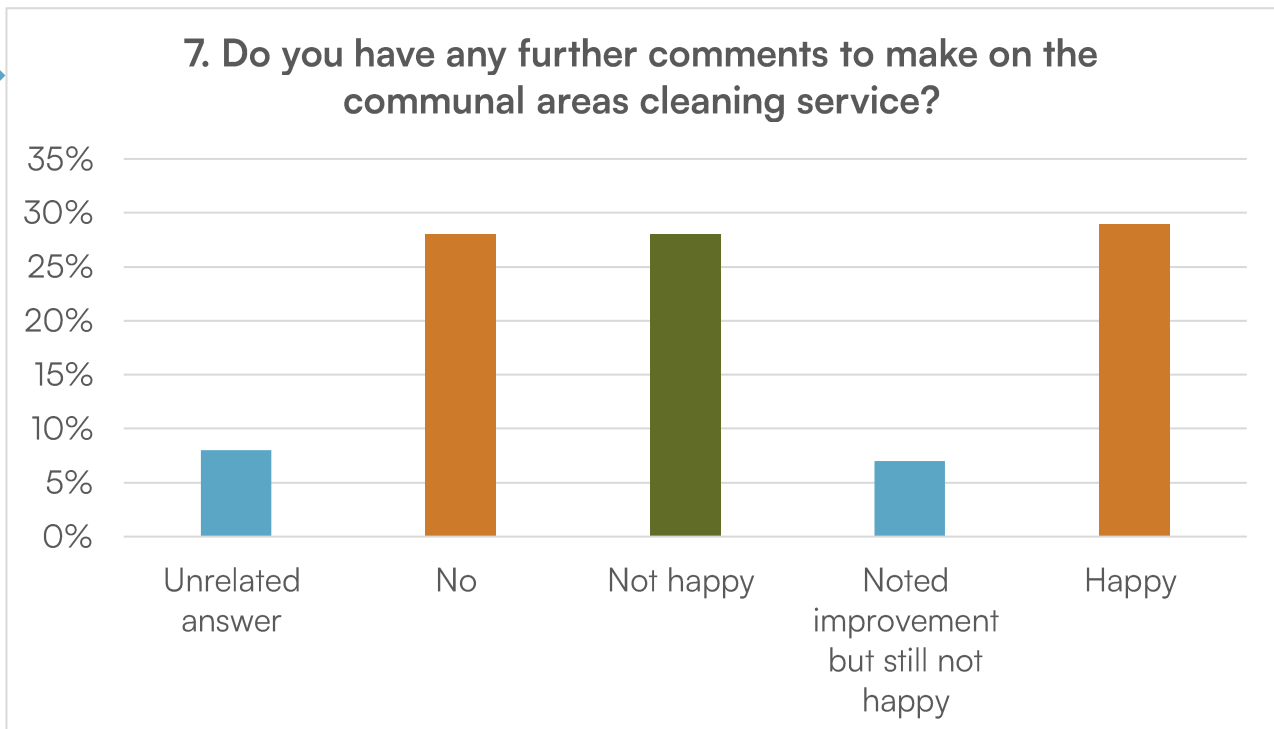
Answered: 90

Skipped: 100



Answered: 58

Skipped: 132



These are some of the comments we received:

“Tenants flat windows; washing skirting boards; no iron in laundry room; scooter store not being done; external bin store not being swept.”

“Generally very satisfied”

“Excellent — Fantastic”

“It could be better, not value for money”

“Jan is excellent & nothing is too much trouble.”

“Very thorough”

“...his cleaning skills - he has no idea. How can you clean floors with stone cold water? I don't think he puts any cleaning materials in the water; also, it looks like he has moped the road with the mop. The cleaning has deteriorated rapidly since the last cleaner.”

“Very good, thorough & friendly”

“Best cleaner & very friendly person”

“If the cleaning specs were to be completed it would require either more staff or longer hours.”

“Happy with the cleaning service”

“Our current cleaner is very good. He simply has not been given proper time allowance.”

“The current cleaner is excellent”

“Happy with the service - helpful staff”

“We have two rubbish pick up points, one where bins need to put outside. This is constantly done incorrectly. But really, a fix would be so easy. Have the manager print out the council rota for the cleaning company. If only we had a manager!”

“Doesn't get done every week”

“Floor is generally wet, corridors generally freezing or damp”

“I think perhaps 15 hours p/w is too great a wage arrangement as this implies daily employment at 3 hours per day, but is anyone monitoring this? And can we possibly reduce the weekly charge for what is a major service bill? Possibly 2 or 3 days at 3 hours?”

“Often, nobody replaces cleaner when she is on holiday, but we still pay for it.”

“The cleaning has improved a bit, as we have a new cleaner who is far better than the other ones we have had. The only thing is how are they able to clean with cold water!?”

“We have an excellent cleaner who goes above and beyond her duties.”

“Probably not the fault of the actual cleaner, but I feel she is not aware of all that is required.”

8. What street or estate do you live in/on?

Answered: 90 Skipped 100

We received a wide variety of places named, spanning Pembrokeshire, with no weighting in any particular area or type of building. These are some of the locations we received:

Osprey Drive, Haverfordwest

Dewing Avenue, Skrinkle, Manobier

Croft Court, Pembroke

Mayfield Rd, Neyland

Parc Maen Hir, Letterston

Wesley Court, Tenby

Williams Court, Narberth

Ocean Drive, Roch

Princess Royal Way, Haverfordwest

Knights Court, Templeton

Plas Peregrine, Milford Haven

Middlehill, Saundersfoot

Bush Street, Pembroke Dock

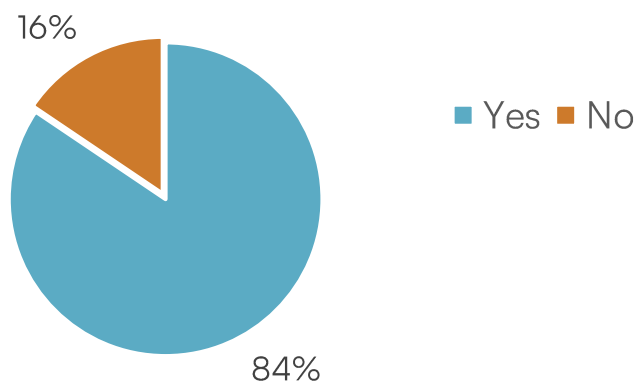
St Davids Close, Milford Haven

Swan y Mor, Tyddewi

The Gables, Pembroke Dock

Answered: 90 Skipped 100

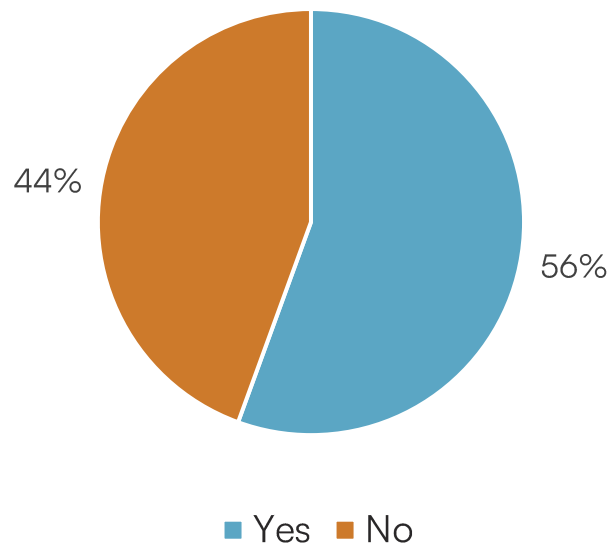
Q9. Is it ok for ateb to contact you to ask you about your comments?



Answered: 180

Skipped 10

10. To help us understand whether our surveys are inclusive, please can you confirm if you identify yourself as disabled.



We did...

Based on these survey results, we intend to undertake the following improvement actions:

1. Windows — identify the addresses of those found to be unhappy with the standard of cleaning of the windows — find out why they are not being done with a view to ensuring they are cleaned
2. Communal cleaning specifications need tightening up to lessen the potential for ambiguity in what needs to be achieved
3. Improve contractor performance monitoring

To discuss with staff & other ateb customers the progress made with these actions, please come to this survey's **Six-month Review**, in our **Survey Planning Group** which is currently scheduled for 12/09/23 @ 10:00, but please keep an eye on our website for updates.

We really appreciate all those involved in this theme review

Need to know more or raise an issue?

Drop us an email: engage@atebgroup.co.uk **Visit our website:** www.atebgroup.co.uk

Phone/text/WhatsApp: 07500 446611 / 01437 774766

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