

Theme Report

Cleaning in Communal Areas 2025

If you would like this report in any other format or language, please contact ateb



Thank you for your support

If you'd like to discuss with staff and other ateb customers, the progress that's made in terms of carrying out these improvement steps, or any other aspects of these surveys and reports, you are welcome to come to our Survey Planning Group, which is held on the second Tuesday of most months.

Keep an eye on our website for [what's on the horizon](#).

If it matters to you, it matters to us

Why this review?

Purpose of the theme:

Just short of 600 ateb customers receive ateb's communal area cleaning services. ateb carried out a survey analysing what you thought about this service 2 years ago. We are carrying out this new, 2025, one to see if your opinions have improved, having put stringent actions in place following the 2023 survey. For full results, including the subsequent actions, of the 2023 survey, please [see here](#).

If the 2025 survey shows that we are still not meeting your needs, ateb will put further actions in place.

When did we undertake the survey?

Throughout April & May 2025

Thank you for your support 🙌

We received information from 130 (22%) of customers receiving the service.

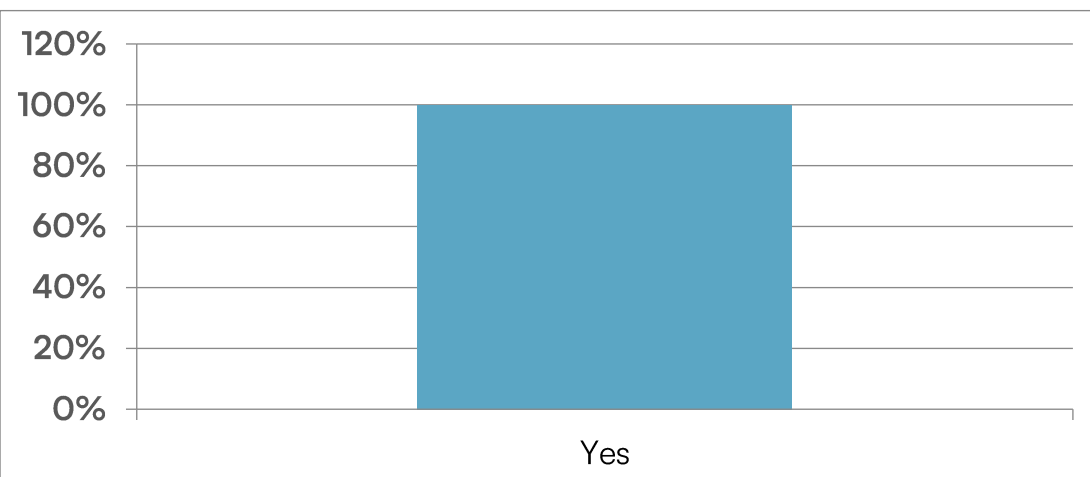
You said...

These were the responses we received:

Q1 I receive the communal areas cleaning service from ateb:

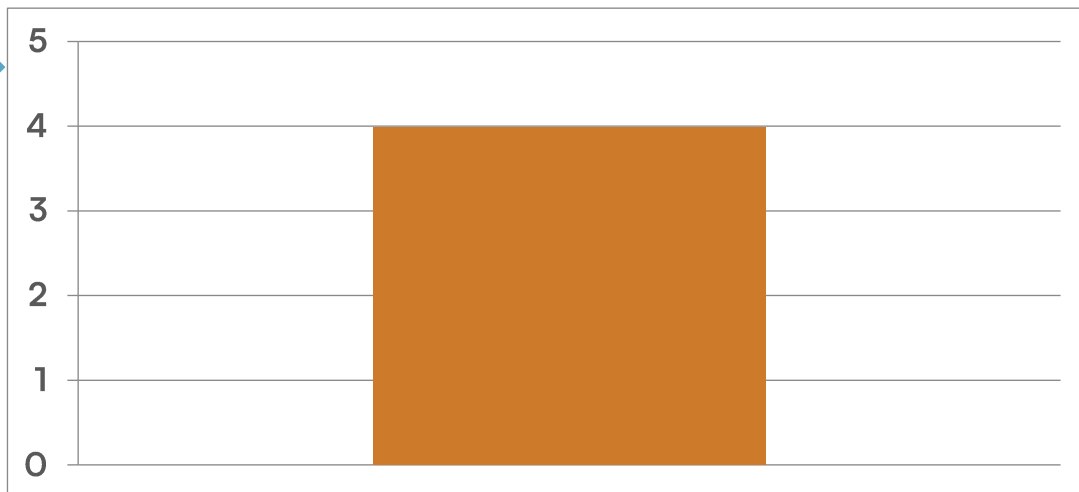
Answered: 128

Skipped: 2



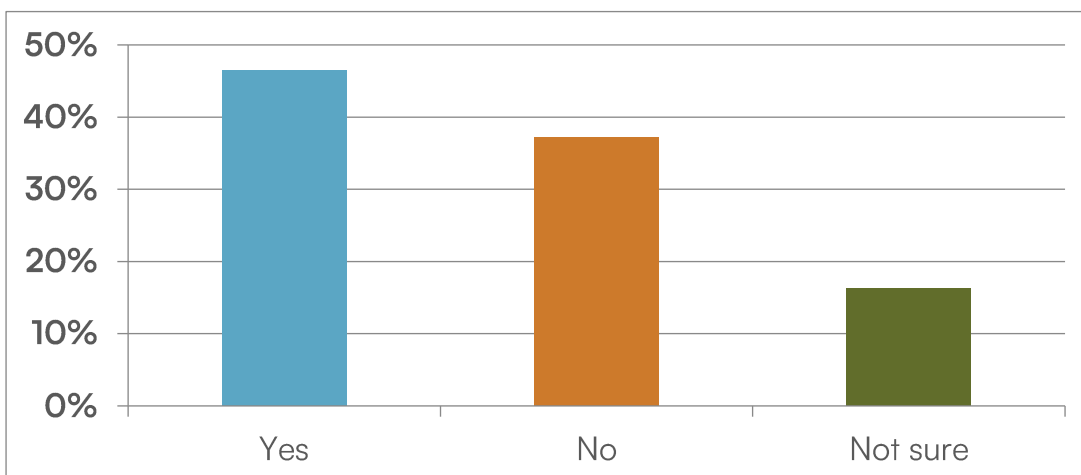
Q2 How would you rate the cleaning service you receive from ateb?(Poor = 1, fair = 2, Neither good nor bad = 3, Very good = 4, Excellent = 5)

Answered 128 Skipped 2



Q3 Do you know where to find the details about the cleaning contract relating to your communal areas?

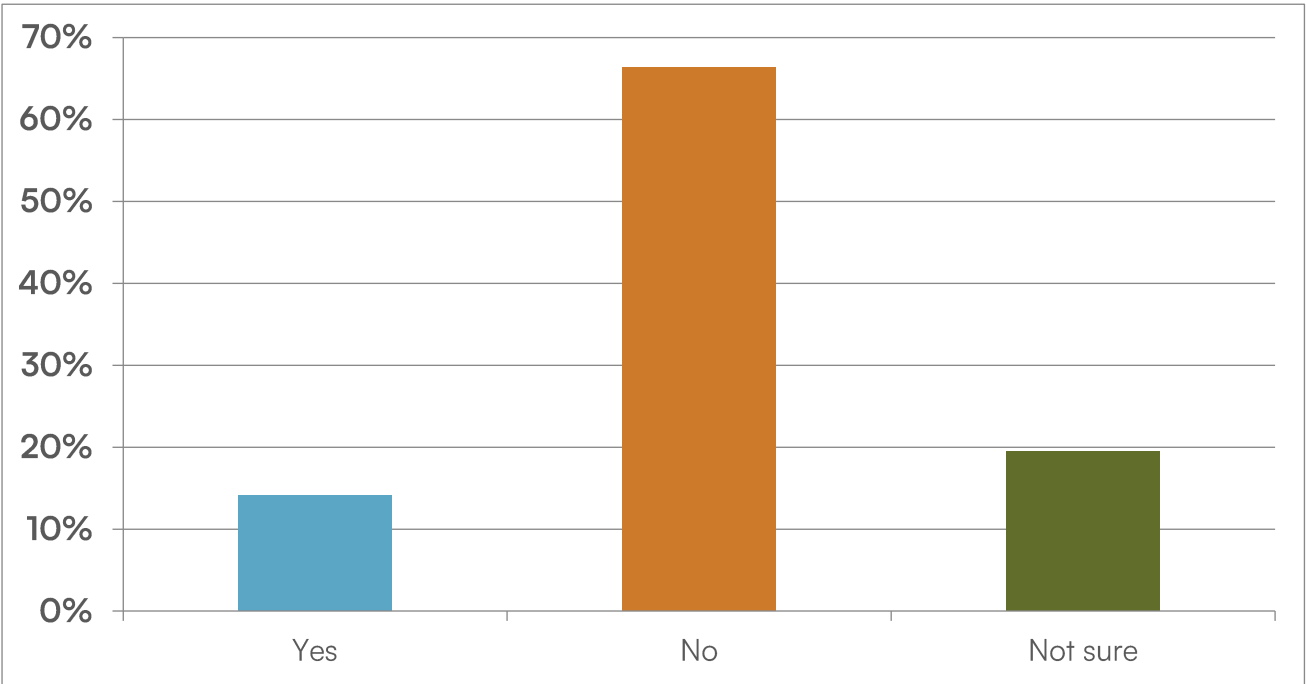
Answered: 129 Skipped: 1



Q4 Is there any cleaning task that you feel is not included on this contract that you think should be?

(To see the current details of the contract relating to your communal areas, please go to ateb website; then go to Our Services; then go to Your Rent & Service Charges Explained; then scroll down for the Communal Cleaning Specifications or [click here](#).)

Answered: 128 Skipped: 2



Q5 If yes to Q4 above, what is it?

These are some of the comments we received:

Answered: 36 Skipped 94

Bins & Waste

"The stinking food waste bin in the bin room."

"Black bags are left in the bin cupboard, and no one is taking them out. The gas

meters are in there, making access difficult."

Windows & Doors

"Marks on the walls are not wiped, and doors are not cleaned."

"Cleaning of windows and the main door."

"Ceilings, skirting boards, doors, windows, and outdoor communal areas are not cleaned. Sweeping and mopping are all that is done."

Floors and Surfaces

"The floor is not being cleaned adequately. It seems they are just Hoovering, which is not proper cleaning and could damage the flooring."

"Basic wiping down is done, and floors are cleaned, but above-surface areas are ignored."

"Washing machine cleaning."

General Cleaning

"The cleaner should clean all the way to the top of the building and refrain from using their phone while working."

"Rubbish left on the landings."

Exterior / Outdoor Areas

"A water vacuum is needed to clean up after leaks."

"The outside areas around the door should also be cleaned."

"Cat faeces outside the front door."

Contract Uncertainty / Clarification

"I have a copy of the contract and now know where to find it, but I'm unsure of what is actually covered in it."

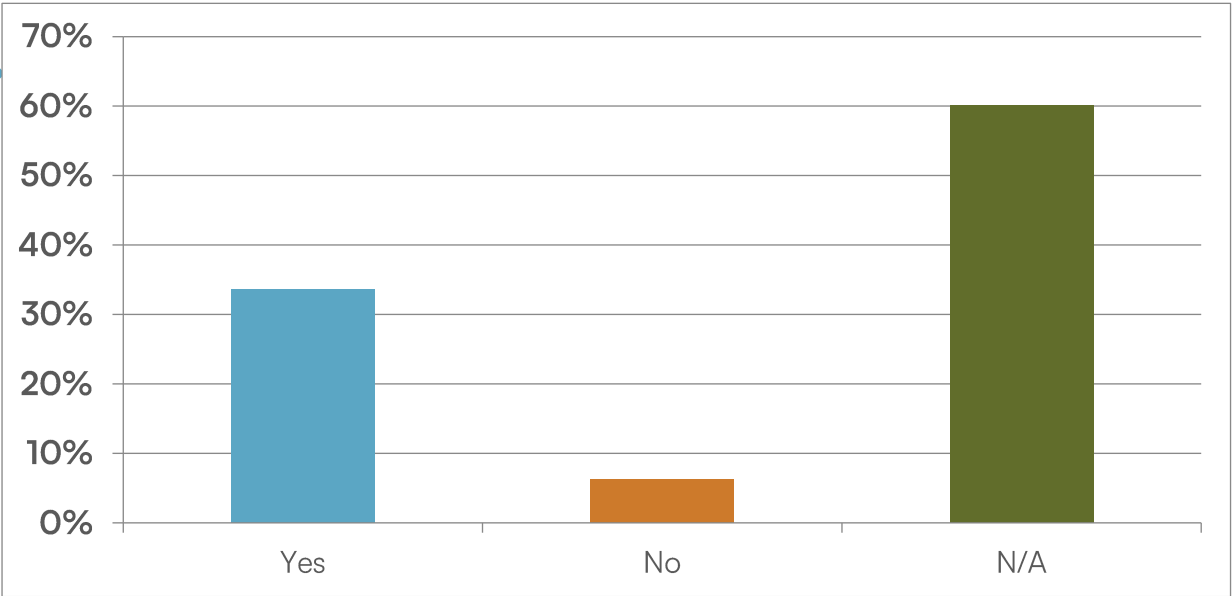
"I'm unsure if washing the bins (both inside and out) is included in the contract."

"I would like to know if the carpets should be shampooed regularly."

"I'm unsure whether cleaning the inside of the windows is included in the contract—if not, it should be."

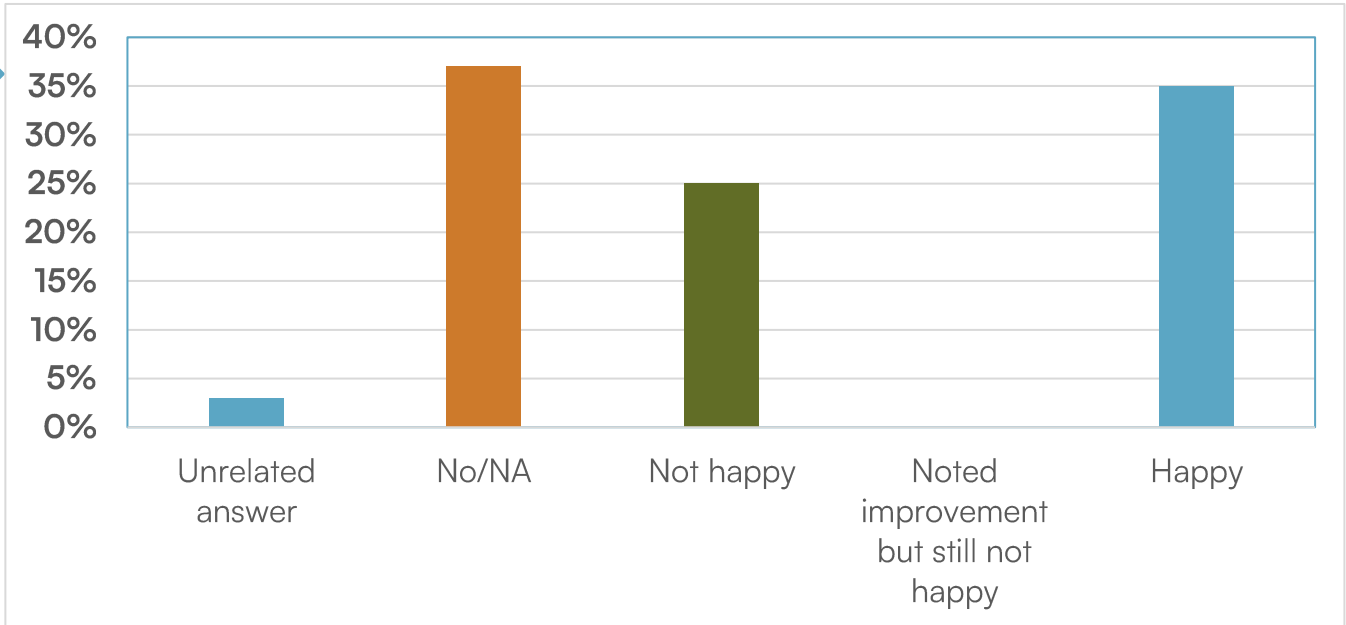
Q6 Do you feel that our team answered any inquiry you made about ateb’s cleaning service promptly?

Answered: 128 Skipped: 2



Q7 Do you have any further comments to make on ateb’s communal areas cleaning service?

Answered: 109 Skipped: 21



These are some of the comments we received:

"The internal windows and doors in the communal foyer need cleaning."

"I'm surprised at the amount of cleaning that is supposed to be done in the limited time available."

"Happy at present."

"Some neighbours need to stop dumping rubbish at the front of the block."

"The communal lift is very filthy, especially the doors."

"The lady cleaner is thorough, and the gentleman is doing well, but I feel the floor-cleaning method needs reviewing."

"The new cleaners are excellent."

"Very efficient and considerate."

"The communal lift is not very clean, possibly due to workmen using it."

"The corridors need a good clean. I mop the floor outside my flat, but I shouldn't be expected to clean the whole corridor."

"I think they are wonderful—the best we've had since I've been here."

"The bin room is disgusting."

"De Clare Court is kept clean and tidy."

"Some days are good, some days are bad in terms of cleaning quality."

"The cleaning isn't as frequent as it used to

be."

"I am disappointed with the state of the cleaning at Marychurch Court."

"All good for me, thanks."

"Once-a-week cleaning is not sufficient."

"Brilliant service—thank you!"

"Excellent—friendly but professional."

"The bin area needs cleaning and sweeping; I often do this myself."

"Very good."

"Cleaning is poor. The cleaner quickly sweeps, rarely cleans stair rails, then mops. No glass, handles, or skirting boards are cleaned."

"The cleaning service is quite expensive."

"It has improved."

"The cleaning standards have improved."

"They do an amazing job."

"Friendly staff."

"They do a reasonable job with the time they have."

"Some weeks, the cleaners don't turn up at all. On other occasions, they're only in the building for 10 minutes, which is not enough time. All they do is sweep the floor quickly."

"Our current cleaner, Sally, is excellent—even male customers comment on the cleanliness!"

"The laundry facilities are quite disgusting."

Would it be too much to ask for the inside of the doors and detergent compartments to be wiped down?"

"The cleaning is excellent at the moment."

"The current cleaners seem to be doing a very good job."

"No thank you—it's satisfactory."

"You need to do regular walkarounds and audits to ensure that both contractors and tenants are doing what they are supposed to."

"The dining area being cleaned while residents are eating—I don't like it."

"We could do with a cleaner visiting more than once a week."

"Regular maintenance and building works

make the premises dirty, and sometimes we have to wait a week for cleaning."

"Very good."

"Standards are really positive."

"It's good, thanks."

"The cleaner does a great job."

"The new lady called Jaz is spot on."

"The internal windows and doors in the communal foyer need cleaning."

"Why are the grey bins for black bags no longer stored in the bin room? During high winds, everything gets blown around and the wheelie bins fall over!"

"The communal lift is very filthy."

"Friendly staff."

"All good for me, thanks."

Q8 What street or estate do you live in/on?

We received a wide variety of places named, spanning Pembrokeshire. These are some of the locations we received:

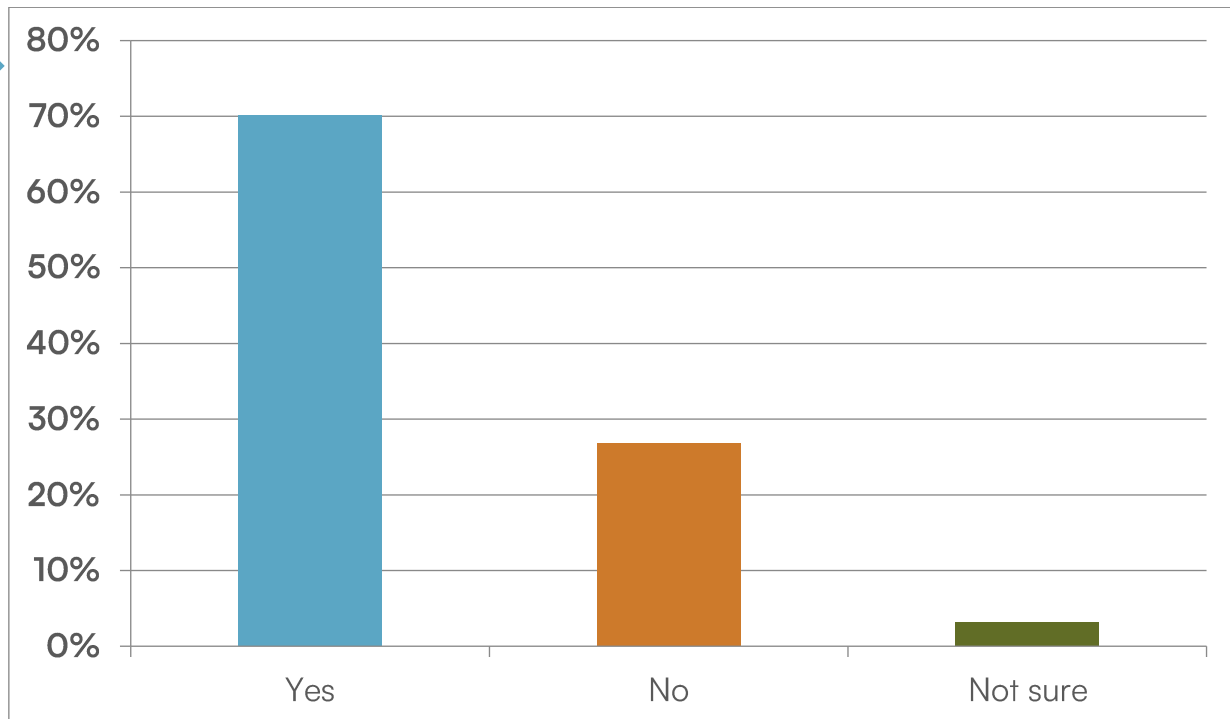
Answered: 126 Skipped 4

- Acorn Heights, Tenby
- Barn Court, Haverfordwest
- Beaumont Court, Haverfordwest
- Bush Street, Pembroke Dock
- Catalina Avenue, Pembroke Dock
- Croft Court, Pembroke
- De Clare Court, Haverfordwest
- Goat Street, Haverfordwest

- Hanover Court, Tenby
- Hanover Court, Haverfordwest
- Hanover Court, Milford Haven
- Llys Dewi, Tyddewi
- Marychurch Court, Haverfordwest
- Philips House, Haverfordwest
- Princess Royal Way, Haverfordwest
- River View, Pembroke Dock
- The Delphi, Tenby
- Upper Market Street, Haverfordwest
- Warren Street, Tenby
- South Parade, Tenby
- Williams Court, Narberth
- Holloway, Haverfordwest

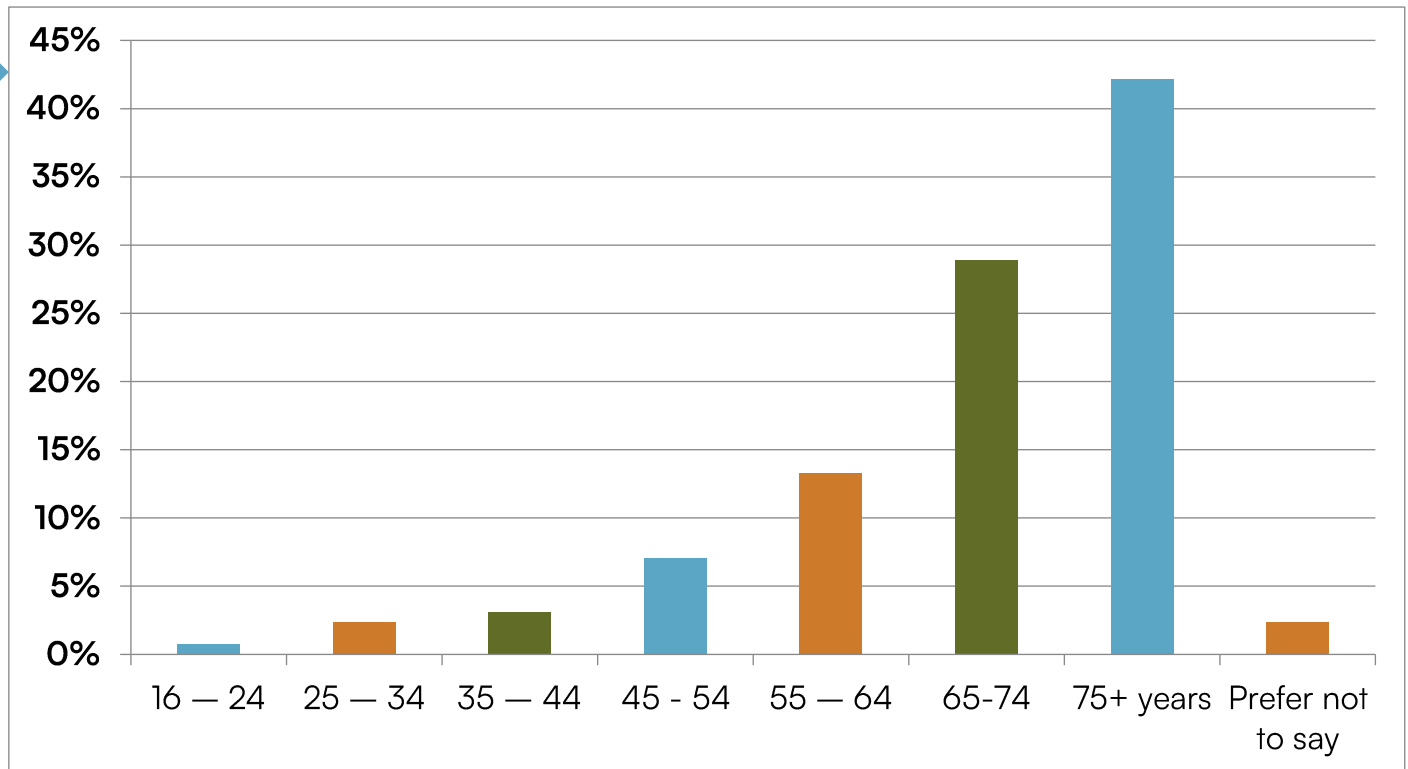
Q9 Is it ok for ateb to contact you to ask you about your comments?

Answered: 127 Skipped: 3



Q10 To make sure we are hearing from a wide range of our customers, please can you confirm what age group you fit into

Answered: 128 Skipped 2



We did...

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

1. Promote where customers can find specifications to the Communal Areas Cleaning Service.

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2. Contact customers who provided a score of below 3, to determine precise nature of problem.
 3. Share results with independent living scheme coordinators, in an attempt to find clarity where schemes scored a large range of positive v negative responses.
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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 09/12/2025 @ 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: <https://www.atebgroup.co.uk/getting-involved/>

Phone/text/WhatsApp: 07500 446611 / 01437 774766

If it matters to you, it matters to us