

6-Month Update: COMMUNAL AREAS CLEANING SERVICE

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

February 2026



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

Thank you for all your support over the last 6 months

This document is letting you know about improvements ateb is making/has made to a service, following what you told us in a past survey.

Please find below our **Update Report** on the following survey:

→ April/May 2025— **Communal Areas Cleaning Survey 2025**

Communal Areas Cleaning Survey 2025

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?

April and May 2025

For the original, full report on this survey, please [click here](#).

What did we find 6 months on?

The Survey Planning Group (SPG, made up of customers & staff & currently open to all ateb customers) reviewed the results at this 6-month point & came up with the following recommendations for the 3 original improvement actions:

1. Promote cleaning specifications to customers:

- a) On social media, put 1 post per week for 3 months, highlighting where to find the cleaning specifications of customers' contracts. **Complete**
- b) Ensure that paper versions of the cleaning specifications of customers' contracts are made clearly visible, pinned on notice boards in all ateb schemes and all other areas, wherever possible, where the communal cleaning service is carried out in ateb. **Incomplete**

Update:

- I. Arrange a spot check on a rolling programme to ensure this is happening.
- II. Keep an evidence log for future reference.

- c) Put 1 post, on ateb's website, in the News and Events section, highlighting where to find the cleaning specifications of customers' contracts. **Complete**

2. Contact all customers who provided a score of below 3, out of 5, to determine precise nature of problem and determine if further action is required. **Complete**

Update:

Customer original scores & new scores, following ateb actions put in place, compared at the 09/12/25 Survey Planning Group & all agreed that this action was complete with good evidence. Most customers showed an increased score, saying they were satisfied with the improvements.

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. **Incomplete**

Update:

- I. Arrange for this to be completed
- II. Provide a timescale

III. Provide evidence to share

WHAT WE HAVE LEARNT:

Through running the entire process ie structuring the survey → running the survey → analysing the results → listing areas for improvement → making the improvements → checking out the improvements put in place, we have learnt:

“That communication is key to success. If we, ateb, cannot hear the customers, nothing will improve.” (Customer)

What happens next?

We will continue to monitor the progress made towards achieving these goals.

Thank you for your support

We really appreciate all those involved in these projects.

Need to know more or raise an issue?

Drop us an email: engage@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

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