

## Service Testing Team Recommendations



The Service Testing Team (or STT for short) have been working really hard to let us know what services feel like from your perspective. Not only do they make sure services are delivered how we say they are, but also provide us with recommendations of how we can improve services for our tenants.

Here are some of the most recent recommendations from the Service Testing Team and the progress made on each of these recommendations to date. Keep checking back as we will keep updating these with a selection of new recommendations as more checks are carried out!

If you think you'd like to be involved in the team to give us your feedback, please contact Marianne Bowen on 01495 745776 or email [marianne.bowen@monmouthshirehousing.co.uk](mailto:marianne.bowen@monmouthshirehousing.co.uk) or Lorna Selmer on 01495 761142 or email [lorna.selmer@monmouthshirehousing.co.uk](mailto:lorna.selmer@monmouthshirehousing.co.uk) we'd love to hear from you!

Cleaning of MHA Communal Areas		
Recommendation from STT	Progress to date	Comments from Lead Officer
Residents to be informed if/how regular deep clean of carpets and more deeper cleans will take place.	100%	Following a review of cleaning services, tenants are now aware of the specification of works undertaken including frequency. The review resulted in some cleaning services being brought back in-house.
Details of who to contact with specific cleaning issues to be published as members of the team did not see any of these whilst carrying out the check.	100%	Form part of cleaning review, recommendations to be taken forward.
Cleaning in Progress signage to be removed when cleaning is not being undertaken. Potential trip hazard.	100%	This issue has been highlighted to Crystal Cleaning. This will be passed on to all cleaning teams to ensure signage is removed.
Notice board to be utilised for cleaners to be able to communicate with residents.	100%	The new cleaning service due to commence in June 2019 will enable all works to be monitored via an IT system called iAuditor. This will enable frontline staff to have access to work schedules and be able to see works completed and also log any issues. There is no intention at this time to install notice boards in communal hallways due to fire risk implications. In the future it may be possible to link this system to the tenant portal and allow customers to have access to this information directly.
Spot checks to be carried out more frequently.	100%	The new contract commences in June 2019. A mobilisation meeting has taken place and detailed discussions were held regarding performance monitoring. Atlas are currently in the process of building a portal for MHA to enable us to access information and track progress. KPIs have been reviewed and updated to take into consideration performance and communication. Spot checks will be carried out quarterly with MHA & Atlas management. Frequency will increase if deemed necessary. The mobilisation meeting was positive. Atlas have increased the number of cleaning teams and introduced on site supervision.
A list of what cleaning will entail pinned on notice boards of communal areas so residents know what to expect (i.e. Will not include outside porch, will not include waste storage areas etc.)	100%	Following a re-tendering exercise, all tenants have received details of the cleaning specification including frequencies and costs.

Poster on notice boards of communal areas explaining that cleaning can only take place if the area is clear of storage, washing lines, refuse sacks, door mats etc.	100%	New cleaning service to commence on the 1st June 2019, contract monitoring will include details of where scheduled works are not completed and reasons why including photographs. Should obstacles be an issue this will be addressed by Neighbourhood Officers and links to our approach to Fire Risk Assessments and addressing housekeeping issues.
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Homesearch Information and Application Form Review		
Recommendation from STT	Progress to date	Comments from Lead Officer
LCHO procedure to be updated to ensure that new scenarios and changes are included. A follow - up review to be undertaken following revision to existing or new IT system.	100%	
Homebuy Guide: The application and steps to be removed and separated out. Steps to be reviewed for inclusion in a generic LCHO brochure.	100%	Revised process and summary step guide. This has been published on the website.
LCHO procedure to be updated to ensure that new scenarios and changes are included. A follow up review to be undertaken following revision to existing or new IT system.	100%	Procedure updated and available on In House.
Brochure to be developed to include a step by step guide.	100%	
Review and revise FAQ's currently included on Homesearch website and update Capsel, MHA and Homesearch websites.	100%	MHA website update - split apply/log in button to go to Locata, changed content and Capsel commenced new adverts on Locata.
Websites to be reviewed following FAQ's and brochure finalisation to ensure that all websites are linked with the same information. This is to include a link between MHA and Capsel.	100%	