

Sheltered Housing Communal Cleaning – Action Plan (May 2026)

No.	Action	Description	Purpose	Status
1	Scheme specific cleaning information	Create simple leaflets/posters explaining what gets cleaned and when.	Help tenants understand what to expect from the cleaning service and how to raise complaints.	Target end July 2026
2	Cleaning schedules on display	Display daily cleaning schedule and sign-off sheet.	Increase visibility and transparency of cleaning routines.	Target end July 2026
3	Easier way to report problems	Additional methods for capturing complaints and compliments to be introduced in sheltered schemes.	Make it easier for tenants to report issues and capture compliments.	Target end July 2026
4	“You said, we listened” updates	Quarterly updates via residents meeting on issues raised and actions taken.	Show tenants their feedback is heard and acted on.	Immediate
5	Contractor supervisor briefing	Discuss survey findings with supervisors.	Address areas for improvement in service delivery.	Completed June 2026
6	Review and action additional survey feedback	Complete site visits to all schemes to review specific feedback i.e. entrance porches, carpet cleaning.	To address scheme specific feedback, common themes and to understand local concerns and agree improvements.	Target end June 2026
7	Better follow-up on complaints (TDC)	Provide refresher training on complaint handling.	Ensure tenants receive clear updates when they raise issues.	Target Dec 2026
8	Recruit block champions	Recruit at least one block champion from each sheltered housing scheme.	To ensure communal spaces are well cared for and continually improved. Gather extra feedback and strengthen tenant voice.	Target end July 2026
9	Mead House long-term plan	Confirm recruitment of permanent cleaner.	Stabilise cleaning service at Mead House.	Target end 2026
10	Honeycroft engagement	Hold residents meeting to gather views.	Capture tenant feedback where survey responses were missing.	Completed
11	Biannual sheltered housing cleaning survey	Repeat sheltered housing communal cleaning survey biannually.	Track progress and support ongoing improvement.	January 2028
12	Strengthening tenant involvement	Support Tenant Panel and block champion role.	Ensure tenants help shape and monitor the service.	Ongoing