



## HOUSING INTERNAL AREAS AND COMMUNAL FACILITIES POLICY

**“Making South Derbyshire a better place to live, work and visit”**

### **Corporate objectives**

Important to the success of the District and delivery of services are:

- People
- Place
- Progress
- Outcomes

Through continual improvement of our services, we will deliver connected communities and ensure that South Derbyshire continues to prosper.

### **Service aims**

The service aims to meet our tenants and leaseholders priorities, improve the quality of life for our tenants and future tenants and maximise the value of the housing stock.

We will do this by:

- Improving the quality and condition of the stock
- Keeping residents happy healthy and safe
- Delivering integrated and sustainable housing and community infrastructure
- Providing well maintained and greener homes

### **What we do**

As the landlord of homes with shared and communal facilities, we are responsible under the terms of the Tenancy Agreement and statute for the maintenance of communal areas and facilities.

This Includes:

- Cleaning
- Window cleaning
- Fire Safety
- Lift and machinery maintenance
- Laundry facilities and equipment
- Door entry and security systems

## *Cleaning*

Internal areas in blocks with communal access are cleaned each month to an agreed standard.

### *Window cleaning*

Internal window surfaces are cleaned monthly. External windows are cleaned bi-monthly

### *Fire Safety*

Fire Risk Assessments are completed for flats with communal areas and also for community rooms. Work is then programmed to mitigate identified risks within these buildings. The Risk Assessments are reviewed annually.

Emergency lighting and fire alarms are serviced under the existing electrical repair contract.

### *Lift and machinery maintenance*

There is only one block of flats with a lift. This is serviced annually.

### *Laundry facilities and equipment*

There are eight community rooms attached to sheltered/supported housing schemes, five of which also provide laundry facilities for tenants. These are regularly cleaned regularly at least monthly.

Monthly checks of the community rooms are carried out with any repair or other issues addressed as they arise.

## **Measuring our performance**

Internal and external communal areas of general need flats are inspected monthly. Sheltered and supported schemes are visited and inspected more frequently with appropriate action being reported as necessary.

Our tenants' satisfaction with their homes estates and neighbourhoods are measured through the STAR satisfaction survey, for which the results of the last survey in 2015 are:

### **Estate Services**

#### **Cleaning and Maintenance Services**

How satisfied or dissatisfied are you with the following ...?

	Net Satisfied (%)	Net Dissatisfied (%)	Very satisfied (%)	Fairly satisfied (%)	Neither (%)	Fairly dissatisfied (%)	Very dissatisfied (%)	N/A (%)
Cleaning of external communal areas	54.6	9.0	24.6	30.0	14.5	4.7	4.3	22.0
Cleaning of Internal communal areas	53.9	8.1	24.6	29.3	14.1	4.4	3.7	23.9