

Resident Engagement Panel

Service Charges Review (communal grounds maintenance and cleaning)

'You Said We Did' Report – April 2026



**Resident
Engagement
Panel**

....Reviewed by tenants, for tenants!

1) The REP findings and recommendations

In response to the question 'Are the grounds maintenance and cleaning services providing value for money to residents?', the REP finding is 'not consistently, no'.

REP noted that in some areas, residents were happy with the standard of service provided, and in other areas, they were less so. Resident feedback shows that satisfaction, both with communal areas being clean and safe, and value for money could be improved. They noted residents' comments about preferring Cornerstone service compared to that of contractors in some areas and that monitoring of contractors could be improved.

There were three areas where they noted recommendations for improvement as follows:

Standards

1. Provide clearer service standards to residents on what service can be expected and when, with visible schedules on display in communal areas, and signing sheets for contractors.
 - **What we did:** Fireproof notice boards have been installed in all communal areas inside blocks of flats. We have added the cleaning service providers company name and sign in sheets so residents know if and when the cleaning contractor has attended.
2. Consider displaying photo standards in communal areas to show good and poor service in an easy-to-understand way, this could be used by both contractors and residents.
 - **What we did:** By including information in service charges of a specification of the work. This will help residents understand what services they are being provided and when these standards are not being met.
3. Ensure the service delivered is appropriate for the neighbourhood, i.e., not the same service across all areas, but rather an approach that suits each location.

- **What we did:** Services range from block to block and residents will be included in the procurement process for cleaning and grounds maintenance contracts.
4. Improve the consistency of service across neighbourhoods.
- **What we did:** We have regular contract meetings providing the contractor with resident feedback. We advise the contractors of their performance from the tenant satisfaction measures surveys and agree solutions to improve performance.
5. Regular neighbourhood inspections by Cornerstone, especially where there are complaints.

- **What we did:** We have scheduled dates for communal inspections and publicised these dates on our website [Estate inspection and Community safety | Cornerstone Housing](#)

This advises residents when we will be in their communal spaces and gives residents an opportunity to raise concerns in relation to services. We have also scheduled estates walkabouts, which include partner agencies to support communities, these are also publicised on our website. We send Estate Walkabout SMS messages, emails and letters, reminding residents to join us on the estate walkabout. This allows residents to raise any concerns about the community they live in and advise us what would improve their community.

Resident involvement and feedback

6. REP to be able to continue inspecting areas and following up on complaints made and areas they inspected as part of the review.
- **What we did:** As in point 5, there are increased opportunities to inspect areas for all residents to contribute.
7. Review the Estate Champion process to ensure reporting is easy and that regular, meaningful feedback from residents is promptly responded to.

- **What we did:** There is an ongoing campaign to recruit residents to become estate champions. We discuss engagement opportunities at sign up with new residents and Housing Officers promote these opportunities. This is also publicised on our website: [Estate Champion | Cornerstone Housing](#)
8. Where complaints are made about standards, send 'pulse' surveys to others living there to check if it is a neighbourhood-wide issue.
- **What we did:** In relation to a recent concern regarding parking on a scheme, we sent a pulse survey to residents to establish, who this was affecting and whether they wanted us to prioritise parking for residents or visitors.
9. Look at ways to involve residents in management of their green spaces.
- **What we did:** As part of the estate inspections we are working with residents to improve their community. Housing Officers have been given a budget to use to align with our Greener Ways Strategy.

Contract management

10. Cornerstone to review what is best value, an in-house service, external contractors or a mix of both? It was noted that both have merits, but the best value for residents should be considered.
- **What we did:** We are currently in the process of procuring cleaning and grounds maintenance services, to demonstrate value for money that delivers a quality of service.
11. New contracts should include clear service standards with penalty clauses for contractors who fail to meet these standards.
- **What we did:** It has been agreed that penalty clauses will be used in any future contracts.
12. Contracts should include the removal of items such as communal garden waste.

- **What we did:** It was agreed that this will be included in the contract, however we will consider composting under our Greener Ways Strategy.

13. Regular meetings with contractors, which include resident involvement, so they can hold contractors to account.

- **What we did:** Where concerns are being raised REP members will be invited to a contract meetings to give direct feedback.

14. Involve residents in the procurement of new contracts.

- **What we did:** We agree that residents will be involved in the procurement process for cleaning and grounds maintenance services.

15. Hold 'meet and greets' with residents and any new contractors, so they have an opportunity to answer questions and get to know the contractor.

- **What we did:** We agreed that residents will be part of the procurement process, and have a say in which contractors we enter a contract with giving them the opportunity to ask questions and make informed decisions.