

Move-in misery: families share their feedback



470 families took AFF's recent survey into move-in standards - armed with this good solid evidence, we can lobby for change from CarillionAmey (CA) and DIO where needed. But, what did we discover?

Families told AFF that cleanliness on move-in is a major issue.

58% of those that were given a re-clean stated that the Accommodation Officer (AO) did not return to check the standard of the work

55% of respondents felt their quarter was very unclean at move-in

83% of respondents who stated that the previous tenants had used the Walk Away Cleaning Scheme felt that the quarter was very unclean

74% of those who stated that their quarter was re-cleaned did not feel that the cleaners brought the house up to move-in standards

HOW CLEAN IS YOUR HOUSE?

What else did families tell us?

46%

...only, stated that the AO brought the move-in tick sheet to the move-in appointment

63%

...of those that had recorded habitable faults were not given a record that they had been reported

87%

...of those that recorded habitable faults stated that they were not rectified within 24 hours

AFF shared families' feedback with CA and DIO in an effort to ensure that all families move into a house that is at move-in standard.

CarillionAmey have so far agreed to:

- Improve levels of cleaning staff in all areas
- Set up reference houses to ensure all staff are aware of the required standards
- Improve scheduling of repairs and cleaning while the SFA is empty so that it is ready at move-in.
- Better management and supervision during the void prep period
- Revisit garden prep standards by CA and the contractors to ensure they meet move-in standard
- Put reporting mechanisms in place to track performance including rectifying habitable faults within 24 hours of move-in.
- Complete training for AOs as soon as possible to ensure that they know what is expected of them in the contract including the move-in appointment process.

Making a complaint

AFF will continue to monitor the move-in standards. If you have issues at move-in, refer to the CA move-in guide or video.

If your move-in did not follow the correct procedure, do make an official complaint to CA by calling 0800 707 6000 option 5 and also let AFF know at housing@aff.org.uk

Don't forget!

Always get a complaint reference number

Your evidence makes it possible to help make changes to procedure and help improve the service delivered to you by CA – thank you for your feedback!