

Move-in Survey

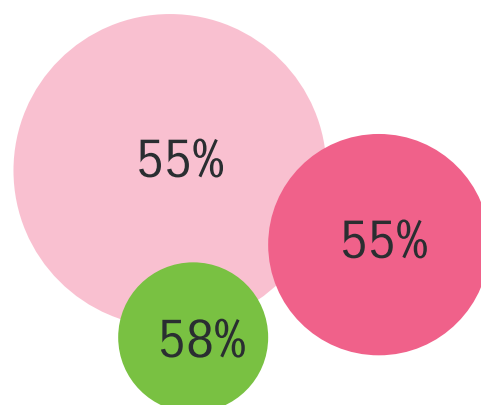
There was dust on all surfaces, dead insects littered the rooms and there was even litter on the floor of the bathroom...The toilet was brown, the bath had stains and the general condition was filthy. The Accommodation Officer's response was to give a vacant look and inform us that they have no other house available for us to move into.

In response to families contacting us about the quality of their move-in, AFF conducted an online survey during September 2015. 640 people completed the survey which was advertised through social media and the AFF website. Of these, 470 had undertaken move-ins under the new CarillionAmey (CA) contract.

AFF has already engaged with DIO and CA and shown them the results of the survey. CA have acknowledged that the move-in process is not currently to standard, and are working on an action plan.

Cleanliness at move-in

Overall, 55% of families reported that their house was very unclean at move-in. Of those who stated they felt their house was very unclean, 55% had not been failed by CA at move-in. AFF also discovered that those respondents who stated that the previous tenants had used the Walk Away Cleaning Scheme had the highest rates of those who felt that the quarter was very unclean. Where SFA had to be re-cleaned, 58% of families said that the Accommodation Officer (AO) didn't return to check the standard of the re-clean.



The master bedroom carpet smelled of urine and had large stains on it. The hall, stairs and landing carpets had stains on. The toilet seats had urine stains on them and the bathroom floor was very dirty - we had to clean this ourselves.

Cleaners did not want to clean properly. They had one cloth and one spray between them. They tried to clean cobwebs off ceilings and from the stairwell by throwing their cloth at the ceiling.

AFF Comment:

Regardless of how a quarter is left at move-out, CA have a contractual obligation to bring it up to move-in standard for the next family. It is imperative that AOs have enough time to check the SFA before move-in. It is also important that they return to check that all repairs and cleaning highlighted as an issue at the move-in appointment have been completed to move-in standard within the contracted 24 hours before it is classed as a pass at move-in.

Issues with the move-in appointment

Our survey showed that many AOs are not following the agreed CA move-in process - less than 50% of respondents reported that the AO brought a tick sheet with them or showed them around the house.

71%

of families stated that the move-in appointment had taken 30 minutes or less to complete; of those, more than a quarter had a move-in appointment that lasted between 11 and 20 minutes.

23%

of families stated that they had uninhabitable faults at move-in, with 70% of those affected highlighting faults to the AO. In 94% of those cases the AO took no action and expected the family to move in regardless. Uninhabitable faults include:

An SFA without a fully working heating system between September and April.

An SFA without a hot water system

Collapsed ceiling

The electrical system is in an unsafe condition

The presence of asbestos that would cause a direct and immediate Health and Safety risk

The presence of a significant damp or mould problem likely to cause an immediate health risk to the occupants

An SFA that cannot be made secure. This applies to any external door and any ground floor window.

On move-in, lack of one or more utilities: water, gas (including LPG), electricity

The Accommodation Officer was both rude and ignorant to the issues and stated also that with cuts, it is hard to get the quarter up to standard and that our house was much better than some he had marched people into.

I felt rushed. I asked a lot of questions that, had I not known to ask, I would not have been told. Housing Officer was very nice, but had already filled the acceptance in to say there were no problems.

64%

of families reported habitable faults on their paperwork including:

Broken floorboards

Toilet not flushing

Blocked drains

Electric sockets not earthed

Uncut grass

Broken guttering

Vermin/pests in property

Broken or unworkable doors

63%

of families who recorded habitable faults weren't given a record that the faults had been recorded. Almost 9 out of 10 families said the faults weren't rectified within CA's 24hr window - a contractual obligation.

Only half of families were shown around the SFA room by room with the AO reporting any issues on the occupancy form. Less than a third were shown how the boiler works or where the stopcock was. Two thirds stated that their patios and paths were not swept or weed free, a basic requirement of the garden move-in standard; one in ten families reported animal faeces on the grass.

AFF Comment:

AFF assesses that the AO has a pivotal role to play in ensuring contractual obligations are met and recommends that a move-in appointment should be at least 45 minutes long to ensure that the full move-in process is followed. AOs need to have their training completed as quickly as possible so that they are fully aware of the move-in process, move-in standards and of the contractual obligations within the New Housing Prime contract with regards to void prep and uninhabitable faults; they should ensure that these processes are followed for every move.

There also needs to be further communications with the families to ensure that they are aware that the process has to be carried out in full every time.

Making a complaint

AFF is concerned that only 68% of families with issues at move-in made an official complaint. This may be because they are unaware that an official complaint needs to be logged in conjunction with any issues being noted on the move-in form. Whilst there has been an overall increase in the general number of families complaining to CarillionAmey, many families believe that making a complaint will not achieve anything and therefore do not bother to do so.

AFF recommendations

Nearly a year into the contract, it is disappointing that the move-in process, as laid out in both the CA booklet and video, is not being fully adhered to by all AOs.

AFF makes the following recommendations for improvement:

- ➡ Void prep to be done within 10/15 days of the previous occupant moving out in accordance with the contract; this should include all repairs, decoration, carpet changes and a full clean.
- ➡ The Accommodation Officer should check the SFA at the end of the void prep period to ensure all repairs, decoration and cleanliness is to standard (or call contractors back to ensure it is) and sign it off to be "moth balled". SFAs should then only need a "dust bust" clean and garden prep done prior to the next family moving in.
- ➡ Void SFAs should be checked at regular intervals.
- ➡ All SFA should have the garden prep and dust bust scheduled at least four days before the move in date so that the AO has time to check the work and recall the contractors if necessary.
- ➡ Whilst cleanliness is subjective to a degree, AFF recommends that cleanliness is changed to an uninhabitable fault and that if there is disagreement between the AO and the Service person that the manager has the final decision.
- ➡ IT needs to be fully implemented so as to help the AOs manage the process.
- ➡ Any inhabitable fault reported at move-in should be officially recorded and checked by the AO to ensure that it has been rectified within the contractual 24 hour period before the SFA is signed off as passing move-in.

AFF View:

AFF wants to ensure that all families are able to move into quarters which are at the correct move in standard, both within the house and outside in the garden.

The reputation of both CA and the walkaway scheme is being impacted by the poor standards experienced by families at move-in. Regardless of how an SFA was left at move-out, CA have a contractual obligation to bring all SFA to move-in standard in time for the next occupant.

Contact AFF:

us@aff.org.uk or visit www.aff.org.uk