

Overview & Scrutiny Church Hill and Winyates wards

Committee

22nd July

BRIEF HEADING Council Flat Communal Cleaning

(Report of the Head of Head of Housing)

1. Summary of Proposals

The purpose of this report is to update Members on the outcome of the targeted consultation in Exhall Close and area's of Winyates.

Following the initial consultation carried out in January/February 2010 and subsequent feedback to Members it was requested that Officers carry out additional targeted consultation in Winyates and Exhall Close as part of the recommendations of the Council Flat Communal Cleaning Task and Finish Group

Recommendation:

1 c) the Council undertake statutory consultation procedures with secure tenants and consultation with leaseholders to establish if support exists for the introduction of a service charge to cover new cleaning arrangements, and if so the Council implement cleaning arrangements and any associated service charge accordingly.

2. Recommendations

The Committee is asked to RECOMMEND

the consultation results be noted.

3. Financial, Legal, Policy, Risk and Climate Change / Carbon Management Implications

Financial

3.1 The existing Contractor budget will need to be increased to cover the additional areas of work.

Legal

3.2 The Communal cleaning contract is currently being renewed and is in the process of being re-tendered. Only existing services are being procured for.

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Policy

3.3 None identified.

Risk

3.4 None identified

Climate Change / Carbon Management

3.5 None identified.

Report

4. **Background**

The Council Flat Communal Cleaning Task and Finish Group was established in September 2008. The review was prompted by the high number of complaints the Council had received from Council flat tenants and leaseholders regarding the poor state of cleanliness in the communal areas of some of the Council's flats. The principle aim of the scrutiny exercise was to review the cleansing arrangements for communal areas including both areas that are subject to contractual cleaning arrangements and areas not currently subject to contractual cleaning arrangements and look for any ways in which these could be improved.

5. **Key Issues**

None identified.

6. **Other Implications**

Asset Management	-	None identified.
Community Safety	-	None identified.
Health	-	None identified.
Human Resources	-	None identified.
Social Exclusion	-	None identified.
Environmental / Sustainability /	-	None identified.

7. **Lessons Learnt**

7.1 Due to the low response rates of the initial survey consultation it was considered that Officers should undertake face to face consultation by door knocking in an to attempt engage and gather views of more

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residents, particular in the Winyates and Exhall close in Church Hill at the request of Members.

8. **Background Papers**

Council Flat Communal Cleaning Task and Finish Group final report.

9. **Consultation**

Secure Council Tenants and Leaseholders.

10. **Author of Report**

The author of this report is Jayne Bough (Housing Services Manager), who can be contacted on extension 3131 (e-mail: jayne.bough@redditchbc.gov.uk) for more information.

11. **Appendices**

Appendix 1 – Letter and Questionnaire

Appendix 2 – Council Flat Communal Cleaning Consultation outcome summary – **February 2010**

Appendix 3 - Council Flat Communal Cleaning Consultation outcome summary – **Exhall Close responses**

Appendix 4 - Council Flat Communal Cleaning Consultation outcome summary – **Winyates responses**

Appendix 5 - Council Flat Communal Cleaning Consultation outcome summary – **All responses July 2010**