

# **OVERVIEW & SCRUTINY COMMITTEE**

16th August 2011

## **COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – UPDATE REPORT STAGE TWO**

Relevant Portfolio Holder	Councillor Brandon Clayton, Portfolio Holder for Housing, Local Environment and Health
Portfolio Holder Consulted	
Relevant Head of Service	Liz Tompkin, Head of Housing
Wards Affected	All Wards

### **1. SUMMARY OF PROPOSALS**

The purpose of this report is to update members on recommendations of the Council Flat Communal Cleaning Action Sheet, second stage monitoring:

### **2. RECOMMENDATIONS**

**The Committee is asked to RECOMMEND that the second stage monitoring update report in relation to the work of the Council Flat Communal Cleaning Task and Finish Group be noted.**

### **3. KEY ISSUES**

#### **Financial Implications**

- 3.1 There are no financial implications. A new contract was awarded 1st April 2011. The cost of the new contract is comparable to the previous contract, however, should additional cleaning to other blocks of flats be added the contract costs would increase as would rents and service charges to residents affected.

#### **Legal Implications**

- 3.2 There are no legal implications. Existing services were procured for and a new contract has been devised and agreed.

#### **Service/Operational Implications**

- 3.3 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

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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.

- 3.4 In 2010 two rounds of consultation were undertaken with residents of communal blocks of flats not currently being provided with a cleaning service. The consultation exercises concluded a low level response from all residents and of those specifically targeted in Winyates and Churchill, therefore, in July 2010 Members recommended that no further action on consultation regarding cleaning of communal areas in Council properties take place unless groups of residents in properties, not currently included in the cleaning contract, approach the Council for a cleaning service.
- 3.5 Following Members updated recommendations on all actions in July 2010 the existing communal cleaning contract was retendered and in April 2011 was awarded to Maid Marions.

### **Customer / Equalities and Diversity Implications**

- 3.6 High levels of complaints were being received regarding satisfaction of the communal cleaning service.

The existing contract was due for renewal in April 2011 and was retendered in early 2011.

Since the new contract has been awarded, 2 residents complaints have been received by Officers which were dealt with immediately by the Contractor. An official compliment has been received from a resident in Evesham mews regarding the improved service and feedback from the residents meetings in Evesham Mews has been very positive.

## **4. RISK MANAGEMENT**

From consultation it was established that there was low demand for the introduction of communal cleaning in areas where communal cleaning does not currently exist.

## **5. Background Papers**

Council Flat Communal Cleaning Task and Finish Group final report.

## **6. Consultation**

Secure Council Tenants and Leaseholders.

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**7. 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@bromsgroveandredditch.gov.uk](mailto:jayne.bough@bromsgroveandredditch.gov.uk)) for more information.

**8. Appendices**

Appendix 1 – Action Sheet Council Flat Communal Cleaning - Second round of monitoring July 2011.

Appendix 2 – Schedule of Communal cleaning for:  
Batchley 3 Storey Flats  
Evesham Mews  
Woodrow Centre and Woodrow North

Appendix 3 – Example Monitoring Log Sheet