

APPENDIX 1

- 1 - ACTION SHEET: COUNCIL FLAT COMMUNAL CLEANING TASK AND FINISH GROUP – 2nd ROUND OF MONITORING

ITEM	GENERAL COMMENTS	ACTION	OFFICERS DEALING	DATE REQUIRED BY	RESPONSE AND DATE PROVIDED
<p>Recommendation 1b – cleaning in communal areas in Council Flats implemented through the new contract should be set at the basic level which is comparable to the current schedule of cleaning that is undertaken at Woodrow Centre.</p>	<p>Furthermore, the Executive Committee requested that a report be prepared to the Executive Committee regarding the feasibility of introducing a service charge for cleaning in communal areas when consultation with residents has been completed.</p>	<p>In the Task and Finish report, Members of the Group expressed the wish to be involved in the consultation process and would still be interested in being involved in the process if possible.</p>	<p>Housing Services Manager</p>	<p>The report to Executive will need to be added to the Forward Plan once Officers have worked out the timeframes needed to undertake the consultation and can bring the results of this consultation back to Members.</p>	<p><u>Update July 11</u> <i>A new cleaning contract was awarded to Maid Marion’s 1st April 2011 to existing blocks of flats only; the service charge to tenants/leaseholders has only increased by inflation in this financial year and not as a result of the new contract. The charges are in line with the service provided and differ for each level of service. (Appendix 2 – Schedule of cleaning contracts)</i></p> <p><i>Batchley 3 Storey Flats: Evesham Mews Woodrow Centre and Woodrow North</i></p> <p><i>Prior to procurement Officers considered exclusion of the service to properties in Woodrow South due to historic issues. The communal area to these properties only service two flats with</i></p>

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					<p><i>one stair case leading to both front doors, residents in these flats regularly complained that the service was not being undertaken and the contractor complained that this was due to not being given access by residents. Officers undertook consultation with residents and it was agreed to no longer provide the service and remove the charge from the rent/service charge.</i></p>
<p>Recommendation 1c – 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.</p>	<p>The Committee requested that before embarking on any consultation with residents, Officers should calculate an estimated service charge for the cleaning of communal areas that can be provided to tenants and leaseholders when consulting with them on this issue.</p>		<p>Housing Services Manager</p>		<p><u>Update July 11</u></p> <p><i>Officers were advised in July 2010 that no further consultation regarding cleaning of communal areas in Council properties should take place unless a group of residents in properties, not currently included in the contract, approach the Council for cleaning.</i></p> <p><i>A resident in a block of flats in Lingen Close made a request for a cleaning service to be</i></p>

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					<p><i>introduced, Officers undertook face to face consultation, the uptake was low and the communal cleaning to this block has not implemented. Officers will continue to consult should residents request a communal cleaning service.</i></p> <p><i>The Winyates Centre security project is underway; Officers will be commencing consultation in the next month with the aim to encourage residents to agree to a paid Communal Cleaning service. The level of service is envisaged to replicate the Woodrow Centre Service and will be included in the existing contract.</i></p>
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<p>Recommendation 2 – in order to ensure that the cleaning contract is adhered to by contractors; Officers implement a system of their choice to monitor the cleaning of the communal areas.</p>	<p>This recommendation is something that the Executive Committee would support if the outcome of the consultation exercise results in the cleaning contract being rolled out to all Council flat communal areas.</p>	<p>Relevant Officers to organise this pending the result of the consultation.</p>	<p>Housing Services Manager</p>	<p>Not specified.</p>	<p><u>Update July 11</u></p> <p><i>Maid Marion's were awarded the contract in April 11. Officers in Asset Management no longer manage the contract, the responsibility has been passed to the Housing Services Manager. New monitoring arrangements have been introduced as follows: Tenancy Officers receive weekly log sheets for each area. (Appendix 3 – Example of log sheets) Monthly Contract Meetings are undertaken with the Managing Director and Housing Team Leaders/Manager. Customers and Officers have direct access to the Managing Director and Operatives on site to deal with complaints.</i></p>
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<p>Recommendation 3 – details of when cleaning is due to take place in each of the communal areas and the cleaning tasks to be undertaken should be made available to tenants and leaseholders.</p>	<p>This recommendation is something that the Executive Committee would support if the outcome of the consultation exercise results in the cleaning contract being rolled out to all Council flat communal areas.</p>	<p>Relevant Officers to organise this pending the result of the consultation.</p>	<p>Housing Services Manager</p>	<p>Not specified but in line with introducing a new cleaning contract from 2010.</p>	<p><u>Update July 11</u> <i>Following the implementation of the new contract Officers and Maid Marion's are in the process of producing an information sheet for each area detailing the cleaning schedule and contact information. The information sheet will be provided to all residents and is envisaged to be completed by the end of August 11.</i></p>
<p>Recommendation 8 – use of the graffiti wipes by the cleaners be made a prerequisite in the Council's cleaning contract.</p>	<p>The Executive Committee approved this recommendation.</p>	<p>Relevant Officers to organise for graffiti wipes to be used by cleaners contracted by the Council to clean communal areas in Council flats.</p>	<p>Community Safety Officer / Asset Maintenance Supervisor.</p>	<p>This recommendation can be acted upon when the new cleaning contract is renegotiated in 2010.</p>	<p><u>Update July 2011</u> <i>The use of graffiti wipes were included in the specification and confirmed by the new contractor as part of their equipment and materials. Also as part of the specification the Contractor is to report direct to the Estate Tenancy Officer any persistent graffiti and any they are unable to remove. This information will be reported via the weekly log sheets and acted upon by Tenancy Officers as appropriate.</i></p>

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<p>Ongoing Monitoring arrangements</p>	<p>Monitoring the implementation of recommendations is a standard feature of the Overview and Scrutiny process.</p>	<p>Monitoring of the recommendations of this Task and Finish Group is scheduled to take place at a meeting of the Committee on 13 January 2010. This monitoring can provide an opportunity for Officers to report back on the trials mentioned in Recommendations 5 and 6 and also to inform Members about the progress and outcome of the consultation.</p>	<p>Overview and Scrutiny Support Officers and relevant Policy Officers.</p>	<p>13 January 2010</p>	<p><u>Update July 11</u></p> <p><u>5: Lighting sensors – 3 Storey flats:</u> <i>When the lighting upgrade took place at the Batchley flats light sensors were installed to prevent the stairwell lighting from being on unnecessarily during daylight hours. This has worked better than time clocks as they often became out of sync due to power cuts / BST changes etc. No negative feedback has been received since the installation. Occupancy sensors weren't practical due to wiring configuration and the emergency escape lighting requirements. There is potential to extend this in other communal blocks and consideration will be given to this within the Housing Capital Programme.</i></p>
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					<p><u>6: Wall mounted air fresheners.</u> An Air freshener was installed on Woodrow Centre stairwell block as per recommendations. No negative or positive feedback has been received; however, the Stairwell is now pleasant due to the installation of new security measures.</p>
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