

Housing Regulation Panel

Communal Window Cleaning Service

Recommendations For Improvements	SMART Requirements for Improvements	Action Plan evidenced to HRP by 7 January 2014
<ul style="list-style-type: none"> • Make details of the service standard and cleaning schedule available to tenants and leaseholders, resident inspectors, resident representatives and relevant officers and staff 	<ul style="list-style-type: none"> • Add more information to the section on the Council's web site • Include details in the new tenants pack if the property receives this service • Publish the service standard and cleaning schedules in "Open Door" 	<ul style="list-style-type: none"> • Will Beavitt has arranged for the Estate Maintenance Calendar and Window Cleaning Schedule to be included in web site information on the Estate Services page (https://www.cambridge.gov.uk/estate-services). • Information will be included as part of James Bull's new tenants pack review. • Service Standard and Window Cleaning Schedule will appear in the Easter edition of Open Door. Will Beavitt lead Officer.
<ul style="list-style-type: none"> • More effective communication with the contractor 	<ul style="list-style-type: none"> • Meet with the contractor to agree a mechanism for more effective communication and to address service delivery issues 	<ul style="list-style-type: none"> • Addressed at City Homes meeting with the Contractor on 11 December 2013. Quarterly performance meetings have been set up which Officers, Window Cleaning contractor and HRP representatives(s) will also attend. First was held on Thursday 9 January 2014. In addition all future

		communications will be dealt with the appropriate housing officer. For the North this would be Nacer Dali, and the South would be Will Beavitt and Sheltered Housing Chas Page.
<ul style="list-style-type: none"> • Monitor the standard of service delivery 	<ul style="list-style-type: none"> • Set up a simple system for Caretakers, Independent Living Service staff and Housing Officers to report window cleaning issues when they are on site • Facilitate residents, resident inspectors and resident representatives to monitor the service 	<ul style="list-style-type: none"> • Will Beavitt has added window cleaning to the monthly Grounds Maintenance/Estate inspections form. This was shared with HRP at the meeting on 7 January 2014. A Service Standard feedback form for Officers is saved at: M:\HOUGENERAL\HousingStandards. • Will Beavitt has included this as part of the Green Inspectors inspections.
<ul style="list-style-type: none"> • Ensure the procedure for signing invoices is followed 	<ul style="list-style-type: none"> • Ensure invoices are always sent to the named officers designated to sign them to authorise payment 	<ul style="list-style-type: none"> • Immediate action. Names of Officers to receive invoices given to Contractor at meeting on 11 December 2013.
<ul style="list-style-type: none"> • Record service performance information 	<ul style="list-style-type: none"> • Record local performance data from all sources on the Estate Inspection Performance Reports 	<ul style="list-style-type: none"> • As per bullet point 'Monitor the standard of service delivery' above.
<ul style="list-style-type: none"> • Address the matter of obstructions left by residents which prevent proper delivery of the service 	<ul style="list-style-type: none"> • Make a concerted effort to address this issue as this has also been evidenced from HRP's previous investigations of the Communal Cleaning Service and Caretaking Service 	<ul style="list-style-type: none"> • Addressed at City Homes meeting with Contractor on 11 December 2013. Agreed problems such as this will be reported immediately to the designated Housing Officer, for North, South and Sheltered Housing and where appropriate a picture would be sent to highlight the problem.

<ul style="list-style-type: none"> • Provide examples of feedback about the service standard and actions taken 	<ul style="list-style-type: none"> • Create an appropriate record and make it available to HRP 	<ul style="list-style-type: none"> • Will Beavitt to set up a spreadsheet for recording purposes.
<ul style="list-style-type: none"> • Revise the frequency of the service 	<ul style="list-style-type: none"> • Consider revising the frequency of window cleaning to twice a year, one cycle between February and April and the second cycle from August to October 	<ul style="list-style-type: none"> • When appropriate

SMART Improvements agreed on 12 November 2013

City Homes

Sandra Farmer and Andrew Latchem
(Area Housing Managers)

Action Plan agreed on 7 January 2014

Housing Regulation Panel

Stan Best
(HRP Chair)