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Residents' Panel checks out cleaning

Resident volunteers tested the quality of your communal cleaning service

Residents' Housing Regulation Panel are volunteers who test the quality of your housing services. If they find any below the agreed standard, they have the power to get them improved.

The Council has a published standard, agreed with resident representatives, for the cleaning of communal areas in and around council homes.

Residents' Housing Panel recently put it to the test, monitoring communal cleaning across your estates. They:

- did unannounced, anonymous inspections, examining the cleaning
- reviewed the past year's performance information for trends
- gathered feedback from staff and residents

Residents' Panel agreed the following improvements with the Council

- The standard of communal cleaning needs to be consistent across the city
- A deep clean should be done in some blocks
- Cleaning notices should be displayed in all locations
- If a cleaner is sick or on annual leave, arrangements must still be in place for the cleaning to be done to the agreed standard
- Cleaners must report any issues, like obstructions or damage, that prevent them from cleaning properly

Other improvements recommended by the Residents' Panel

- Storage for bicycles and buggies could be

What the Residents' Panel found:

- On some estates, cleaning was excellent
- On other estates cleaning was good
- There was little trace of graffiti
- Notices about cleaning gave useful information
- But some areas were obstructed by residents' bikes, buggies and wrongly stored items, preventing proper cleaning
- Cleaning was inconsistent across estates, and in some places unacceptable: dirt and grime had accumulated in some older blocks, which needed a deep clean
- Notices weren't displayed at all sites



Residents' Regulation Panel members Anna Vine-Lott, Trevor Ealey and Archie Ferguson visit an estate

provided for blocks without sheds

- Inspections by council officers could be better coordinated to avoid duplication
- Cleaners' regular reports could include any damages needing repair

What's next?

The Council has listened and agreed to improve the service in the ways requested, and by the deadline set by the residents' Panel.

The Panel will verify that these improvements have been made, and will let you know in a forthcoming edition of *Open Door*. Meanwhile they will also continue to monitor other services in the months ahead.

If you'd like to volunteer to help monitor cleaning at your block, or to find out about joining the Residents' Panel, just phone 01223-458323 or email yourhomeyoursay@cambridge.gov.uk

What the Residents' Panel say

Stan Best, chair of resident's Housing Regulation Panel says: "It was great to go round the estates, working as a team, though it took longer than we first thought! The Council does listen and respects residents' views. This whole process proves that co-operation can be better than confrontation."