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<b>REPORT TO:</b>	<b>Housing and Community Services Committee</b>	<b>AGENDA ITEM:</b> 17
<b>DATE OF MEETING:</b>	<b>9<sup>th</sup> June 2005</b>	<b>CATEGORY:</b> Delegated
<b>REPORT FROM:</b>	<b>Director of Community Services</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Bob Ledger (ext 5775)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Cleaning of Internal Communal Areas Within Family Housing Portfolio</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE:</b>

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### **1. Purpose of Report**

- 1.1 To consider future service improvement for the provision of the cleaning of internal communal areas, such as stairs and corridors, within the general purpose housing portfolio.

### **2. Recommendations**

- 2.1 Agree the introduction of flexible and quality assured arrangements for the cleaning of internal communal areas in the general purpose stock through competitive arrangements, funded in 2005/6 through virement in the existing Housing Revenue Account.
- 2.2 Agree, subject to a further report on actual costs, that service charges be applied for such communal area cleaning from April 2006 onwards.
- 2.3 To review the arrangements for the cleaning of such communal areas in the sheltered housing stock with a new contract to commence operation in April 2006.

### **3. Detail**

- 3.1 The Council currently does not have arrangements in place for the regular cleaning of communal stairwells and other communal areas of blocks of general purpose flats. The tenancy agreement tries to place the emphasis of cleaning such areas on to the residents themselves. In practice some residents take this responsibility seriously and others less so and therefore the responsibility tends to fall on the same few people to undertake the cleaning. In addition the pedestrian traffic on the top floor of a block of flats is obviously a lot less frequent than that by the main access on the ground floor. With these issues in mind and rising expectations of social landlords it seems appropriate that we should consider the introduction of cleaning to ensure that basic standards are maintained and that the longevity of the housing stock is maximised. Action will continue to be taken against tenants who

persistently and deliberately drop litter or adversely affect the cleanliness of their block.

3.2 Such blocks of flats are found at:

Bloomfield Close, Hilton - 5 Blocks

Belfield Terrace, Etwall - 3 Blocks

Belfield Court, Etwall - 3 Blocks

Pine Grove, Newhall - 3 Blocks

Honeysuckle Close, Newhall - 3 Blocks

Belvoir Crescent, Newhall – 3 Blocks

Brightman House, Midland Road, Swadlincote 2 blocks

Hartshorne Road, Woodville 3 blocks

Flats 68-78 84-94 High Street, Woodville

Holmes Court, Midland Road, Swadlincote 3 blocks

Flats 35-43 47-55 57-63 Linton Road, Castle Gresley

Flats 43-49 & 196-198A Regent Street, Church Gresley

Flats 2-18 20-36 38-48 Smallthorn Place, Woodville

3.3 The nature of the cleansing industry is such that there are a number of possibilities for the achievement of value for money in the purchasing of these services, such as the extension of current direct employment, a single external contractor or a number of contractors. On balance it is considered that a single contract at this time would stifle the opportunity for smaller companies to compete, adversely affecting price and corporate objectives around economic regeneration, and introduce the risks associated with a possible change of contractor.

3.4 Specifications for cleaning the communal areas of blocks and windows have been constructed involving methodology, finish, frequency, monitoring and customer feedback.

3.5 Graffiti removal is a comparatively small part of the process but high profile. It should be dealt with through the new arrangements or purchased directly from the specialist company by housing staff. A 24hour target has been established to remove racist, religious or other sensitive graffiti.

3.6 Specifications and the framework for delivery will be put to TACT for consultation.

3.7 Blocks of flats in sheltered housing are currently the subject of a cleaning contract although the specification does need to be reviewed. It is proposed that this review is undertaken and a new contract be renegotiated or tendered to become effective 1<sup>st</sup> April 2006.

#### **4. Financial Implications**

- 4.1 Following pricing by one of our current cleaning contractors the cost of a one-off clean to all communal areas within the District (to include communal windows and individual flat windows where residents cannot access the outer pane) will be in the region of £4,000 to £5,000.
- 4.2 It is proposed that 3 such cleans are carried out at appropriate intervals in the rest of the current financial year and the costs are met from virements within the repairs and maintenance budget.
- 4.3 As the costs of cleaning though relate to a specific service for a specific group of tenants it is proposed that a service charge be introduced with effect from the 1<sup>st</sup> of April 2006 to cover the costs of such cleaning.

#### **5. Corporate and Community Implications**

- 5.1 Maintenance of the housing stock in good condition extends the longevity of the property and ensures its future letting potential.

