

**HOUSING MANAGEMENT ADVISORY BOARD
12TH SEPTEMBER 2018**

Report of the Head of Landlord Services

ITEM 8 COMMUNAL CLEANING CONTRACT CONSULTATION UPDATE

Purpose of the report

To update members of the Board on the progress of the communal cleaning consultation.

Action requested

The Board is asked to note the progress to date and the current position.

Background

At its meeting on 09 May 2018 the Board received a report of the Head of Landlord Services to consider a proposal to consult tenants and leaseholders on the introduction of a communal cleaning service at blocks of Council owned general needs residential accommodation (item 5 on the agenda).

Summary of discussion:

(i) The Board was advised that there was a statutory duty to consult tenants as the communal cleaning would be large change to their current tenancy agreement. The consultation was also a chance for tenants to give their opinions on how often the areas should be cleaned and what they felt about the price proposed.

(ii) The Board received indicative costs for the communal cleaning based on the frequency of how often the areas would be cleaned. It was highlighted that the costs could be claimed back via Housing Benefit and Universal Credit, subject to the individual being eligible.

(iii) The Board felt that the cleaning of communal areas was of prime importance to tenants and needed to be implemented immediately. They welcomed the report and the consultation.

It was resolved that the proposal within the report be agreed and the consultation start as soon as possible. The Board also wished to receive an update at their September meeting.

The Board made a number of comments in relation to the specifications for the work, enquiring as follows:

- a) Whether there needed to be an initial one off deep clean to get the communal areas up to a decent standard.

- b) That there be a minor amend to the specification to reflect that walls are cleaned to a height of seven feet rather than five.

Current position

The framework provider has also been queried in relation to the boards' comments at A and B (above) and whether there are any pricing implications arising.

The framework provider (specialist procurement organisation) has also been asked to check that the pricing previously presented to the Board reflected the current position. This is so that tenants are provided with the best possible estimate of cost.

A list of affected properties for consultation has been produced.

The consultation documentation has been prepared, and members of the Board have had sight of this.

Next steps

Pending receipt of the pricing confirmation from the framework provider, it is expected that the consultation will be issued in November 2018.

As previously outlined, the format of the consultation will be as follows:

- We will write to all tenants affected and offer them the chance to give their views online, by email or via a paper survey if requested.
- We will inform all 52 members and ensure information is available on the Council website.
- A period of 28 days will be provided for responses.
- Our Customer Engagement Team will support the consultation and encourage tenants in the blocks to complete the survey.

Officer to contact:

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