

## Consultation responses from the TaLC meeting of 28 April 2009

Individual feedback

### Feedback 1

Having looked at the options for communal cleaning, option 4 would seem the best as an in-house service would be accountable direct to the Council and not 'fobbed off' to a third party for excuses in quality of service. How the service charge would be implemented i.e., itemised either as rent +service charge as rent now or rent minus service charge= new rent +service charge where applicable, keeping the rents as now inclusive of any service charge. Where a service is needed is the sole responsibility of the Landlord, Our rent pays for the place behind your front door not the communal areas, therefore all rents paid by all tenants in East Devon pays for the upkeep of all properties maintenance, refurbishment, and cleaning as this helps to maintain the fabric of the buildings.

### Feedback 2

**Option 1.** Is not a viable option in view of Streetscene wishing not to keep contract.

**Option 2.** If put out to tender who will monitor work is carried to satisfactory? Do not want to be in present position of complaints being passed around different departments and no action taken.

**Option 3.** Seems caretaking duties will be involved in new look communal cleaning. How will it work? Would caretakers visit sites on specific days, if so, what timescale would there be for minor repairs/maintenance. It surely will not be feasible to have caretakers living on site to all properties; the cost implications would mean an even greater cost to tenants.

**Option 4.** Would the Housing Services Team want to take on the management of the cleaning and caretaking service? although my view is it would be better to keep the contract in-house.

One last point, feel most tenants, although the survey suggests tenants would be prepared to pay towards to service, would perhaps ask why they would be paying towards something they thought was already being done and not always to the current Tenancy Agreement.

### Feedback 3

I think a caretaker service would be more helpful to the elderly that is my honest opinion

### Feedback 4

A caretaker would be very useful, as some people, have no relatives at all.

### Feedback 5

This service would benefit me as I have no family living here and it would be very difficult for me

**Feedback 6**

I think a caretaker service would be helpful for the elderly

**Feedback 7**

I think option 3 would be the best one for this place

**Feedback 8**

I think option 4 would be the best one for this place

**Feedback 9**

This review is important to Tenants, and they should be given ample time to query, question, discuss and consider the various implications of change, as it may affect them and the opportunity to request additional information if required. I would suggest that another TALCP meeting is called, or a meeting for Tenants who are interested in Communal Cleaning, to ascertain what Tenants want and identify their preferred option from the 4 options, or alternatively suggest their own.

**Teign Housing comparison**

Listed below is how our current cleaning services compares with the service Teign Housing currently has in place. Their service is fully funded by the service charge levied to only those residents who receive the service and this charge covers all the costs of operating the service including their management costs to run the service in house.

- **Teign Housing** - They have a Team of 8 Cleaner/Caretakers which includes one responsive Caretaker to deal with graffiti, and areas which require immediate attention that covers the whole district. All carry out cleaning of communal areas, light repairs and caretaking roles such as litter picking, path sweeping and bin store cleaning.
- **East Devon District Council** - We have 2 cleaners to cover the whole district. They do no caretaking duties, no litter picking, path cleaning or bin store clearance.
- **Teign Housing** – None of the staff are supplied with vehicles, they use their own transport with an allowance for mileage paid, all materials and equipment are stored on site to use locally and access easily. They are provided with uniforms, and all equipment like a small tool kit and electrical equipment like hand drills are supplied. All staff are multi -skill trained
- **East Devon District Council** – Provides leased vehicles with petrol included for their 2 staff. No uniforms are provided. All equipment and supplies are carried in each van from site to site. The staff are not multi- skill trained.
- **Teign Housing** - Each Cleaner/Caretaker has approx 7 sites each to cover and this is broken down into hours on site which they need to spend on each to carry out the required tasks.
- **East Devon District Council** - The cleaners have significantly more than 7 sites each to cover, this is not broken down into time spent only that the specification indicates a basic cleaning is required at each site, but they do have a list of what they are supposed to clean in the specification although this has to date never been fully met.
- **Teign Housing** – The staff are centrally supervised by a Manager from Teign Housing offices in Newton Abbot, this Manager does not cover any other part of the Teign Housing services, only cleaning and caretaking service management. All the cleaners and caretaking staff along with their Estate Management staff meet on a 6-8 wk cycle to pick up their cleaning materials, and attend regular Team Meetings. The service is part of the Estate Management Services.

- **East Devon District Council** – Streetscene currently manage and supervise the 2 Cleaners but they are rarely included in Corporate or departmental issues or meetings, and have no contact at all with the Housing staff Team meetings in particular the Estate Mgt. Team unless they speak to them on the phone to report some dumped rubbish they have seen in a communal hallway or some other reason to report back to them about tenants rubbish being left in communal areas.
- **Teign Housing** – Their caretaking service includes regular moss clearance of paths and walkways on estates, in particular sheltered housing.
- **East Devon District Council** - Does not have a moss clearing programme or path clearing service on a regular basis on any schemes including sheltered.
- **Teign Housing** - There is a schedule and frequency of cleaning on all notice boards/ notices displayed in all blocks of flats for residents to see when and who is carrying out their cleaning.
- **East Devon District Council** - Does not provide such information although some residents do know when their cleaner is coming, and often who it is if they turn up on a regular basis and they are seen on the premises.
- **Teign Housing** - Hot water facilities were installed on sites whereas previously the staff had no access to community centres where they would be able to replenish their water supplies.
- **East Devon District Council** - Cleaners have been accused recently of not using hot water for cleaning and this is being investigated, they have tanks fitted in the vans to store hot water and can top these up at the community centres in each area they visit.
- **Teign Housing** - The cleaner /caretakers change light bulbs where this is necessary, and are supplied with equipment to facilitate this on their sites.
- **East Devon District Council** - calls out a contractor through the Repairs Team to do this function of which there will be a schedule of rates to cover this service
- **Teign Housing** - They also put up all site based signage requirements where this is required ( cordless electrical drills are supplied in order to facilitate this)
- **East Devon District Council** - This is done by contractors not the cleaners at EDDC
- **Teign Housing** - All staff are employed by Teign Housing therefore are governed by the policies procedures and training programme for the whole organisation.
- **East Devon District Council** - Staff are employed through Streetscene, therefore are governed by the policies and procedures set by Streetscene.
- **Teign Housing** - Each member of staff has an Operatives Procedure Manual which they work to. They also have a visual standard procedure Manual to show each area in pictures what it should and shouldn't look like after being cleaned.
- **East Devon District Council** - Has only the specification for the cleaning contract and a list of the areas which require cleaning. There are no visual aids provided on what each area should look like and the standards the staff should achieve.
- **Teign Housing** - Each cleaner/caretaker is given a small budget to manage and to consult with residents in their area to spend on their individual schemes (estate improvement budget supplies this funding which is approx. £1000) and this is usually spent on benches etc.
- **East Devon District Council** - The cleaners do not have an environmental budget to administer on their sites.
- **Teign Housing** - The Manager carries out spot checks on sites, supervises and monitors all staff on the day to day standards of their work.
- **East Devon District Council** - Streetscene supervise the cleaning staff, spot checks are not normally carried out However, Estate Management staff or Scheme Managers who have Community Centres will often report any deterioration in services or standards if they are made aware of them and report directly to Streetscene any concerns which need to be addressed.

- **Teign Housing** - There is a Cleaning & Caretaking Monitoring Panel, they undertake site inspections and are styled on the tenant Inspectors role of looking at standards, complaints and working with the staff to improve the services.
- **East Devon District Council** - There is no such equivalent at EDDC
- **Teign Housing** - All costs for the services are sourced through the service charges which they un-pooled 3 years ago. The cleaning and caretaking service is totally self funding through this funding stream and average service charges per week for a sheltered housing resident is £3.07 and a rent element of £60.33. (This amount does not include the charge made for their housing related support services i.e. Warden or the Community Alarm services which are in addition to these charges).
- **East Devon District Council** - Has yet to un-pool its service charges from the total rent amount and identify the true cost of the cleaning service it provides to its tenants as to what the charge is for each individual area which receives communal cleaning Leaseholders pay an annual charge which an estimated amount. This cost has not been increased to Leaseholders for 5 years
- **Teign Housing** - The cost of their service is divided up between only the service users of the cleaning and caretaking services and is not included in the rent ( as previously discussed they have un-pooled their rent and services charges 3 years ago.)
- **East Devon District Council** - Has not done this exercise yet but is intending to commence a Project to start identifying un-pooling the service charges from the rents amounts to be implemented in approx 2010/11.
- **Teign Housing** - The cost of the service is **£60k** per annum. This does not include staff or management salaries which at the current time is £7.78 per hour for part time staff or £14.500 per annum each member of staff.
- **East Devon District Council** – Funding for this service including salaries, management costs transport, materials and is indicated in the cost breakdown below:

<b>Salaries</b>	<b>£31400</b>
<b>Overtime</b>	<b>£1200</b>
<b>Streetscene Mgt costs</b>	<b>£3950</b>
<b>Nation Insurance &amp; Superannuation payments</b>	<b>£5130</b>
<b>Insurance</b>	<b>£350</b>
<b>Van Lease</b>	<b>£5800</b>
<b>Fuel</b>	<b>£1500</b>
<b>Vehicle Insurance</b>	<b>£650</b>
<b>Mobile phones</b>	<b>£150</b>
<b>Re-charges ( CSC, Payroll,)</b>	<b>£1000</b>
<b>Total Costs</b>	<b>£51130</b>

- **Teign Housing** - Leaseholders also contribute towards this service charge but they have fewer leaseholders than we have at the current time.
- **East Devon District Council** - Leaseholders pay an amount towards their cleaning services through their service charges, but how accurate this is difficult to say as the rented properties are not de -pooled and cannot be identified at this stage accurately.
- **Teign Housing** - All staff are equipped with mobile phones and are linked to a lone worker tracking system with Taunton Deane Helpline through their mobile phones.

They also have access to the community centres for e-mail communication but are currently considering being given handheld PDA equipment this year.

- **East Devon District Council** – Cleaning staff do not have access to computer equipment, and cannot receive e-mails, but are supplied with mobile phones and there are no plans for this to change in the foreseeable future.
- **Teign Housing** - All service charges are paid for through Housing Benefit for those tenants living in Teign housing properties who have made a successful claim. Therefore only self funders pay direct for service charges regarding their cleaning caretaking services.
- **East Devon District Council** - This would apply for all tenants if service charges for cleaning were separate (un-pooled) but Housing Benefit is currently not notified of any un-pooled charges at this current time therefore they are all paid. Self funders will be paying the service charge element in their combined rent.
- **Teign Housing** - Where enhanced or additional caretaking services are being considered, there is a process of consultation with all residents who will be affected who are given the facility to vote for what they want. A 51% majority gets the go ahead. Thereafter once the improved or enhanced service has been implemented all residents have to pay the increased charge or it is covered by their Housing Benefit entitlement.
- **East Devon District Council** - Does not offer any such enhanced cleaning or caretaking services at this moment in time