

Resident Questions for Housing Area Panel

Reference Number: C3.5

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Cleaners at Essex Place and Citywide
Issue:	Cleaners at Essex Place are being asked to cover too big an area. This makes it impossible for them to do a decent job. @More cleaners are needed. Residents are paying for cleaning services through their rents and are not getting value for money. Cleaners can also do the best job if they have a regular patch so they can build relationships with residents and knowledge of the area. This is a problem throughout the city, not just in Essex Place.
Background:	
Action requested by residents:	The Council needs to employ more cleaners, so tenants get the service they are paying for.

Officer Response

Officer contact details:	Chloe McLaughlin – x1072
Officer Response:	Cleaning schedules are created using the size of the high rise and surrounding areas. High rise blocks are cleaned as follows: Daily clean – ground floor lobby, lifts, walk through of floors and back stairs, bin area Weekly – litter-pick, bin areas, accessible entrance glazing Monthly – Landings & stairwells, accessible glazing, stairs, lift doors and interior

	<p>Over time some cleaners have condensed this cleaning and clean their high rises fully once a week or once a fortnight. Throughout the period of the pandemic they also focussed more on touch surfaces. I am currently reviewing the cleaning schedules in order to revert to the original way of working.</p> <p>The Estates Service have just recruited four extra cleaners to enable us to keep to an agreed schedule with the block cleaning.</p>
Action:	Current cleaning schedules for high rise blocks is being reviewed, any changes implemented will be to ensure high standard of cleaning is being provided.
Start date:	September 2022
End date:	October 2022