Estate Update

Planned Cleaning Project

Carried Out By: Building Cleaning Management 2015

Item	Description	Action
1.	As we are all aware there are problems on the estates- Building Cleaning's management have had several meetings to discuss the concerns that have been highlighted and on-going and are now proposing to do the following to improve our services.	Building Cleaning
2.	Better Communication: It is now agreed that the supervisors will be in regular weekly contact with the Housing officers – this is to ensure that any problems we or the Housing Officers are experiencing on the estates can be dealt with – with little time delay and daily problems can also to be acted on by both parties. All of which is to be emailed to use as evidence that these have been dealt with and completed. Supervisors –will be contacting their contacts to set this up.	Catherine Mitchell Suzanne Blowfield Zoey Heatherley
3	What's happened so far: The supervisors and I have visited Beaumont Leys – St Matthews	Catherine
	and St Peters Estates. We have look at the cleaning and are all in agreement that there is room for improvements with the cleaning.	Mitchell Suzanne Blowfield
	All estate cleaning staff are in the process of being re-trained in their cleaning tasks by the supervisors - this started in July with Beaumont Leys and St Matthews staff being first – we will then go to St Peters Estate.	Zoey Heatherley
	This training includes Wall washing Floor cleaning – including the edges Chemicals - correct usage Damp wiping fixtures and fittings Cob web removal Health and Safety	

4.	Chemicals We have now decided to use bleach tablets for the cleaning of the floors which we have used in some areas before and these are proving to be very good in lifting build-up of dirt from the edges and the floors. We are also trying another chemical that as a fragrance.	Catherine Mitchell Suzanne Blowfield Zoey Heatherley
5.	Trolleys New trolleys for staff to carry their water and equipment have also gone out on sites.	Estate cleaning staff
6.	Mops Mops are being sourced that are on the market with a light abrasive centre that enables some stubborn marks to be removed whilst mopping – we have a company looking into this for us.	Building Cleaning
7.	Cleaning staff We will be having a team of additional cleaning staff on St Matthews Estate – these staff will be used to carry out some deeper cleaning on the floors to bring them up to a better standard. Another team will be on to St Peters Estate week commencing 17 th August to do the same on the vacancy areas (2) until we get more casuals on these areas.	Catherine Mitchell Suzanne Blowfield Zoey Heatherley
8.	Regular Areas - regular cleaners We will be putting in a team of staff from week commencing 17 th August to cover regularly the following areas so that they have more consistency with the cleaning. West Courts St Leonards Courts Lombardy Rise Martindale Beaumanor Road Neston Gardens Rushey Mead	Building Cleaning

9.	Water Still a continuing problem but we hope this will be elevated by the additional team we are putting on the estates as they will have a vehicle which they will be able to either fetch additional water or take it with them. We would still like more water points in all areas — this would help with the times left to actually carry out the cleaning — as we know most blocks have between fifteen-twenty-thirty minutes per block and when the cleaning staff have to keep going back to a base for water the time is soon used up	Estates Managers
10.	AD HOC Cleaning – additional work carried out by Ace The additional cleaning carried out by Ace on behalf of Building Cleaning. Ace is used for any other cleaning requested that is in addition to the daily cleaning on the estates. This is for work like the removal of: Sick Excrement. Pigeon mess	Building Cleaning
	It was agreed at our meeting at St Peters on the 6 th August that we need to ensure that this work is checked off and an e mail sent to the relevant persons requesting this work to acknowledge the works been completed. The Housing Officers also said that if they are out on site that they	Housing Officers
	would also be able to see that the work is done. We really hope we can start moving forward with our services with us all working together to improve the standards on the Estates.	All
	In an ideal world we know that the cleaning would also improve if we had more time and the frequencies were more regular- but this comes at an additional cost.	
	Regular maintenance and repairs – replacements of the flooring and surfaces is required.	
	Periodic cleaning would also be a benefit - again additional costs	