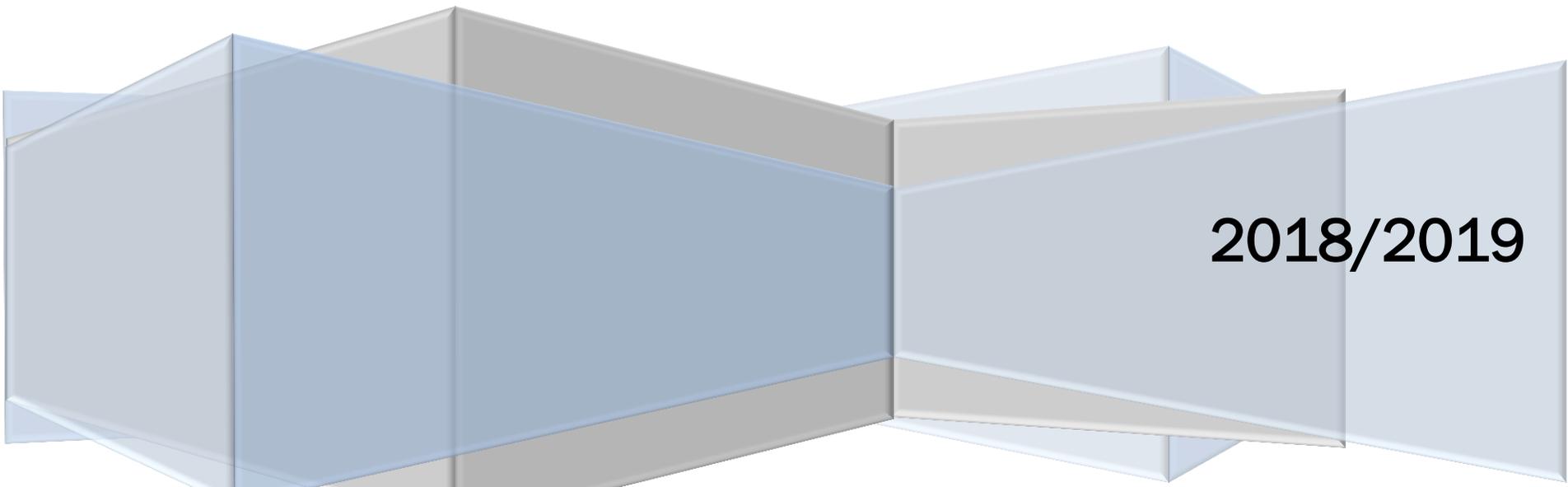


Communal Cleaning Inspections & the role of Tenant Inspectors

Annual Report



2018/2019

Contents

Page 3	Introduction to the report
Page 4	Role of the Tenant Inspector
Page 5	How can I become a Tenant Inspector?
Page 6	How cleaning audits are completed
Page 7	Successful outcomes
Page 7	Feedback from Tenant Inspectors
Page 7	Are the communal cleaning inspections worthwhile?
Page 8	“You said, we did”
Page 8	Looking to the future
Page 9	Service Charges
Page 9	Tenant Regulatory & Involvement
Page 16	Contact details

Appendix

Page 10	Sample of a ‘cleanliness score sheet’ used for inspections
Page 12	Sample of a completed summary sheet
Page 15	Caretaking Team

Introduction to the report

Tenant Inspectors, Estates Manager and the Tenant Regulatory and Involvement Team come together to consider service improvements across the cleaning services provided by Tamworth Borough Council. The 4 areas inspected are;

1. All areas in receipt of communal cleaning services
2. High rise blocks
3. Sheltered housing schemes
4. General needs blocks

Tenant Inspectors have been inspecting communal cleaning areas for eight years alongside the Tenant Regulatory and Involvement Team.

There are currently **70** areas to keep clean across Tamworth Borough Council.

- 15 areas in Town Centre
- 19 areas in Leyfields
- 22 areas in Stonydelph
- 1 area in Wilnecote
- 3 areas in Glascote
- 2 areas in Kettlebrook
- 5 areas in Amington
- 1 area in Belgrave
- 1 area in Bolehall
- 1 area in Dosthill

These include;

- 10 Sheltered Housing Schemes
- 6 High Rise blocks

Role of the Tenant Inspector

Tamworth Borough Council is committed to involving customers and believes that they should be at the heart of decision making and service delivery. To make this a reality we work in partnership with tenants by inviting them to become Tenant Inspectors. This has proved very successful and we now have 18 Tenant Inspectors and several more have asked to join us. Their input has proved invaluable. They make recommendations and comment on services which are reported back to the Estates Manager. We also have a tenant co-ordinator who reviews all completed score sheets and can request a second cleaning inspection.

The aim of this partnership is to;

- Check on how Tamworth Borough Council is delivering its services
- Improve the quality of services provided
- Build the skills and confidence of those customers who come forward to become inspectors

Tenant Inspectors will be asked to audit Tamworth Borough Council's Caretaking Cleaning Services performance in relation to a particular standard or 'Local offer', as agreed by Housing Management and agreed with tenants.

Tenant Inspectors will carry out the following as part of the communal cleaning audit programme;

- Interview tenants
- Shadow staff
- Carry out surveys
- Do site visits

Full training will be given to enable the Tenant Inspectors to fulfil their role. They will be asked to sign a 'confidentiality agreement' and a 'risk assessment' document. It is important to remember that we are inspecting the communal cleaning areas and not the tenants/residents living there. No prior knowledge or qualifications are required and you will never be expected to visit a site alone without a member of staff. Tenant Inspectors are requested to wear sensible shoes and clothing during site visits and never put themselves at risk from harm. It is important to listen and to be open-minded and not to be judgemental.



Once the inspection score sheets have been summarised and checked they are returned to the Estates Manager to consider changes and improvements in service following tenant recommendations. If Tenant Inspectors wish to discuss their concerns or findings following an inspection with the Estates Manager then this will be arranged. Annually, a meeting is arranged to discuss the communal cleaning inspections and if they have been successful and what lessons have been learnt.

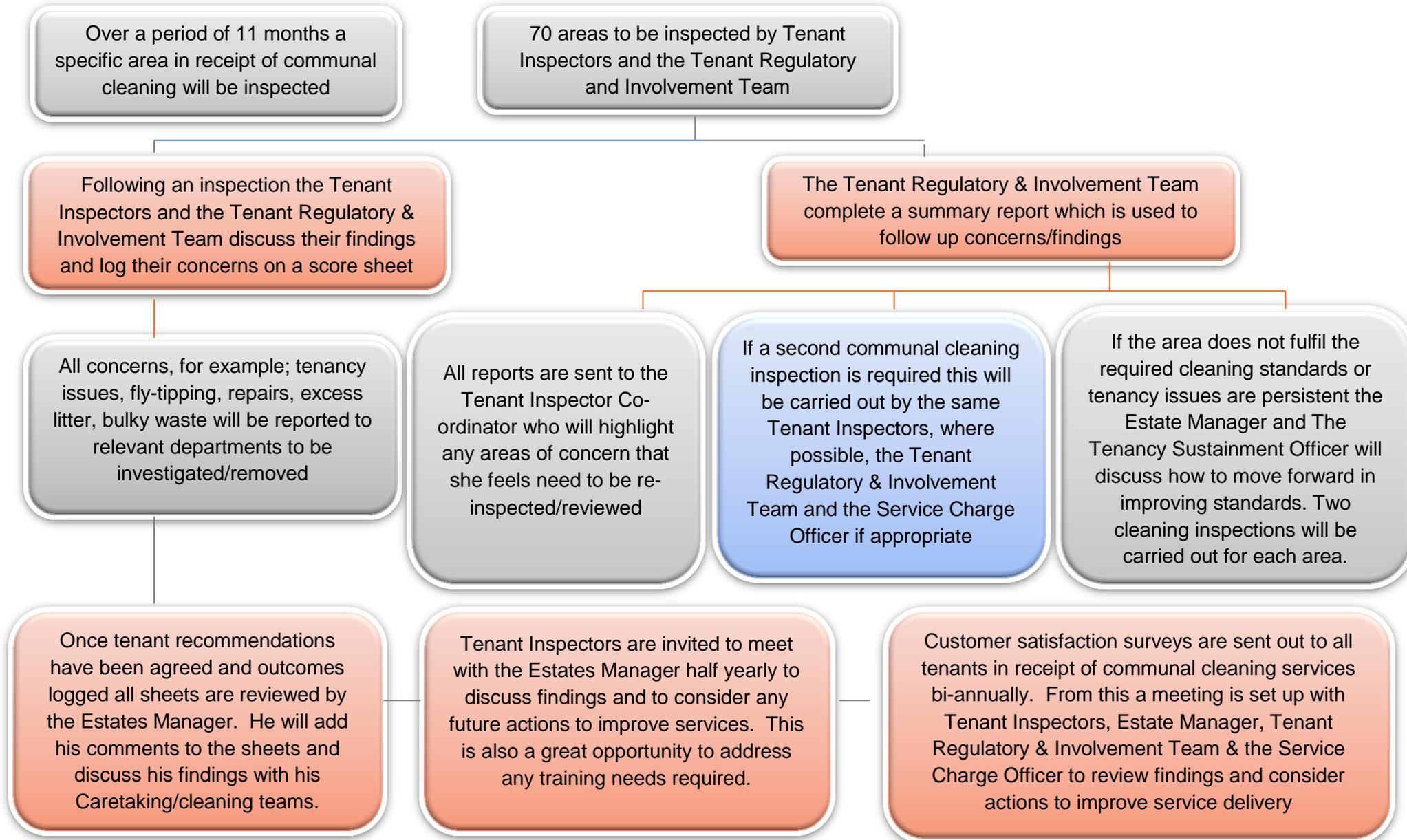
The Tenant Inspectors views are well respected by Landlord Services who are continually striving to implement excellent customer care and services across the borough of Tamworth.

How can I become a Tenant Inspector?

- You can get involved in a way that suits you.
- If mobility is an issue you will be asked to inspect buildings on one level, for example, sheltered housing schemes
- You must be a tenant of Tamworth Borough Council
- Be over 18 years of age
- Be prepared to undertake basic training on how to complete the score sheets and expectations
- You will be required to read and sign both a 'confidentiality agreement' and 'risk assessment' before starting in the role of a Tenant Inspector
- You will attend tenant inspections of communal cleaning areas with a member of the Tenant Regulatory and Involvement Team
- Transport is arranged at no cost to the inspector
- The time and commitment that you offer is totally optional. You can register your interest to become a Tenant Inspector by telephoning 01827 709709 ext. 374 or 260 or email; tenantparticipation@tamworth.gov.uk



How cleaning audits are completed



Successful outcomes

Several Tenant Inspectors have now grown in confidence they have become involved in other areas of involvement across Tamworth;

- Undertaken mystery shopping training to monitor how anti-social behaviour is addressed
- Tenant Inspectors assist on Estate Inspections
- Joined various working/focus groups, Tenant Consultative Group, Complaints Review Panel

Feedback from Tenant Inspector's

"Most of the issues we see during cleaning inspections are caused by tenants themselves. They block access routes and do not dispose of their rubbish correctly"

"I have been assisting with tenant inspections since they started and the improvements I have seen is a credit to the cleaners and the dedication they show to their work. Their job is made so difficult sometimes by the careless attitude of some tenants".

Are the communal cleaning inspections worthwhile?

Last year 70 communal cleaning inspections were carried out by Tenant Inspectors and the Tenant Regulatory and Involvement Assistant. Since starting the communal cleaning inspections eight years ago there has been a steady growth in service improvements across the borough. A mutual respect has been built upon between the Caretaking Cleaning Staff and the Tenant Inspectors. They discuss openly any recommendations in relation to service improvements. Any complaints and compliments are forwarded to the Estates Manager.

Tenant Inspectors kindly offer their time to provide an unbiased opinion upon inspecting the communal cleaning areas that we as a service keep clean. They will maintain a link between tenant expectations and Landlord Services as their findings are reported directly back to the Estates Manager. Findings will be published as part of our on-going commitment to performance.

By reporting back concerns relating to fly-tipping and tenancy issues to the Estates Manager and the Tenancy Sustainment officers there has been a significant improvement in breaches of tenancy.

We currently have 18 active Tenant Inspectors registered with us and 1 tenant co-ordinator. The commitment they offer is optional, taking into account their personal abilities and time restraints. Last year, 70 (100%) of communal cleaning areas were inspected.

You Said, We did

Score sheets updated to include whether it is a first or second inspection, what service level agreement it is and how many cleaning hours are allocated to each area.

Tenant Inspectors have requested that we continue to inspect all cleaning areas.

Bulk/fly-tipping is an on-going issue in most areas across the borough. The Caretakers remove bulky items on a weekly basis but will always try to find the perpetrator first.

Looking to the future

Revised cleaning standards have seen an improvement in the delivery of service in relation to the introduction of service charges, introduced in April 2016. Each area in receipt of cleaning services has a service level agreement and allocated hours that the cleaner will adhere to.

Score sheets have been amended and improved to capture relevant information

The Estates Manager will continue to consider all tenant recommendations at regular intervals.

Every area across Tamworth Borough Council will be inspected at least once over an 11 month period.

The next communal cleaning satisfaction survey will be sent to tenants and leaseholders in 2019/2020.

Following the success of the Tenant Inspectors the following initiatives have been discussed and will be reviewed during 2019/2020;

- Tenant Inspectors will look at new build properties that have been developed during the regeneration works

- Inspecting properties as they become void (empty). The inspectors will use a scoring system to check that they are meeting the Council's void lettable standards for decent homes before they are re-let to new tenants.

Service Charges

A service charge is a payment made by a resident towards the cost of providing and maintaining communal areas and facilities.

Service charges were introduced in April 2016 for tenants and licensees living in a property with shared services (such as communal utilities i.e. electricity or water) will pay a service charge.

There are 4 service charges:

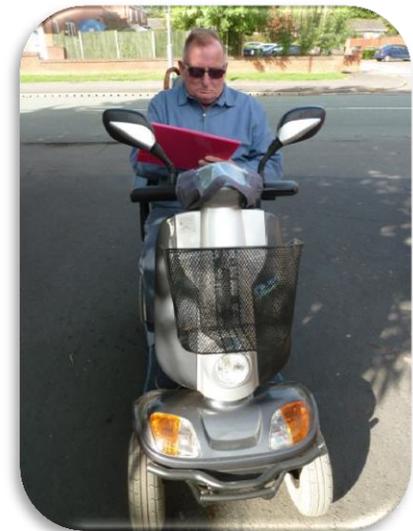
- Housing Management Plus (sheltered scheme tenants only)
- Communal cleaning
- Communal electricity
- Communal water

Tenant Regulatory and Involvement Team

If you do not wish to become a Tenant Inspector but still wish to have a say in Housing services and the communities that you live in then you can do this in a variety of ways that suit you;

- Completing customer satisfaction surveys by telephone, post or face to face
- Attending tenant meetings /groups
- Carrying out mystery shopping to check services
- Attending Estate Inspections
- Attending estate based events
- Attending focus groups/surveys/consultation/conferences
- Free training is available for various groups

Contact details can be found at the back of this report



Appendix 1: Cleanliness Score Sheet used for inspections (1 April 2018)

Communal Cleaning Score Sheet - Tenant Inspectors

Name of site/area inspected				Date inspection carried out	
Name of Inspector:		Name:		Time of inspection	
Name of Inspector:		Name:		Weather conditions	
Tenant involvement:		Name:		Name of Cleaner	
Tick if applicable Yes / No	Areas of inspection	Clean Yes / No	Score 1-5 1=poor & 5 excellent	Tenant Inspector Comments	
	Walls & skirting boards				
	Corridors - Mopped/vac				
	Stairwells – Mopped/vac				
	Stairwells – landing windows/cills				
	Entrance areas/ outside litter				
	Dust high level areas				
	Internal glazed / solid doors				
	Lift & interior lift sides				
	Chute or refuse room				
	Landings & gutters				
	Toilets & shower rooms				
	Walls				
	Floors				
	Basins & WC				
	Shower unit				
	Kitchens				
	Floor				
	Worktops & sink area				
	Sheltered communal areas				
	Floors				
	Tables, chairs & internal glass				
	Internal windows & door glass				
	Laundry				
	Hairdressers facility				

Additional Tenant Inspector comments/recommendations				
Signed by Tenant Inspectors: Tenant Inspector Signature:			Tenant Involvement Signature:	
Tenant Inspector Signature:			Date:	
Service level agreement:	1	2	3	4
How many hours allocated cleaning:	? hours per week			H&S SIGNAGE
Inspection number:				NO SMOKING SIGNS
	1	2	FIRE EXIT SIGNS	
Please detail any H&S issues / repairs to be reported / tenancy issues such as rubbish being left out, damage, signs of arson, anti-social behaviour etc.				
Do you see the cleaner at the time of the inspection?				
If 'Yes' please circle as appropriate	Wearing uniform	Wearing high vis vest	Protective footwear	Correct warning floor signs in place

Appendix 2: Example of a completed summary sheet used for discussions with Estates Manager

Communal Cleaning Score Sheet - Tenant Inspectors					
Name of site/area inspected		Aspbury Court, Glasgote		Date inspection carried out	05.11.2018
Name of inspector:		Name: -----		Time of inspection	11:15am
Name of inspector:		Name: -----		Weather conditions	Dry
Tenant Involvement:		Name: Diane H		Name of Cleaner	MD
Tick if applicable Yes / No	Areas of inspection		Clean Yes / No	Score 1-5 1=poor & 5 excellent	Tenant Inspector Comments
<input checked="" type="checkbox"/>		Walls & skirting boards	<input checked="" type="checkbox"/>	3	Litter from local take-away restaurants Basketball stand ,mattress, carpets, bin, storage lid (photo available) outside of bin store Block is open to the elements Concerns raised by tenant regarding all lights and security light, except one, as not working Front of the block is clean and litter free Black bag of rubbish and nappy sacks has been ripped open and left outside of the bin store Double mattress behind locked gate & shed area Cigarette butts all along gulley
<input checked="" type="checkbox"/>		Corridors - Mopped/vac	<input checked="" type="checkbox"/>	3	
<input checked="" type="checkbox"/>		Stairwells – Mopped/vac	<input checked="" type="checkbox"/>	3	
<input checked="" type="checkbox"/>		Stairwells – landing windows/cills	<input checked="" type="checkbox"/>	3	
<input checked="" type="checkbox"/>		Entrance areas/ outside litter	<input checked="" type="checkbox"/>	4	
<input checked="" type="checkbox"/>		Dust high level areas	<input checked="" type="checkbox"/>	4	
	<input checked="" type="checkbox"/>	Internal glazed / solid doors			
	<input checked="" type="checkbox"/>	Lift & interior lift sides			
<input checked="" type="checkbox"/>		Chute or refuse room	<input checked="" type="checkbox"/>	4	
<input checked="" type="checkbox"/>		Landings & gutters	<input checked="" type="checkbox"/>	3	
		Toilets & shower rooms			
	<input checked="" type="checkbox"/>	Walls			
	<input checked="" type="checkbox"/>	Floors			
	<input checked="" type="checkbox"/>	Basins & WC			
	<input checked="" type="checkbox"/>	Shower unit			
		Kitchens			
	<input checked="" type="checkbox"/>	Floor			
	<input checked="" type="checkbox"/>	Worktops & sink area			
		Sheltered communal areas			
	<input checked="" type="checkbox"/>	Floors			
	<input checked="" type="checkbox"/>	Tables, chairs & internal glass			
	<input checked="" type="checkbox"/>	Internal windows & door glass			
	<input checked="" type="checkbox"/>	Laundry			
	<input checked="" type="checkbox"/>	Hairdressers facility			

Additional Tenant Inspector comments/recommendations					
Current cleaning standards have been let down by tenancy issues. These will be reported to the Tenancy Sustainment Officer to address.					
Signed by Tenant Inspectors: Tenant Inspector Signature: n/a				Tenant Involvement Signature: <i>D E Hughes</i>	
Tenant Inspector Signature: n/a				Date: 05.11.2018	
Service level agreement:	1	2	3	4	H&S SIGNAGE
		√			Yes
How many hours allocated cleaning:	2 hours per week			NO SMOKING SIGNS	Yes
Inspection number:	1	2	FIRE EXIT SIGNS		Yes
Please detail any H&S issues / repairs to be reported / tenancy issues such as rubbish being left out, damage, signs of arson, anti-social behaviour etc.					
Litter from local take-away restaurants					
Basketball stand ,mattress, carpets, bin, storage lid (photo available) outside of bin store					
Concerns raised by tenant regarding all lights and security light, except one, as not working					
Black bag of rubbish and nappy sacks has been ripped open and left outside of the bin store					
Double mattress behind locked gate & shed area					
Cigarette butts all along gully					
Do you see the cleaner at the time of the inspection? no					
If 'Yes' please circle as appropriate	Wearing uniform n/a	Wearing high vis vest n/a	Protective footwear n/a	Correct warning floor signs in place yes	

For office use only	
<p>Actions required</p> <p>Diane Hughes</p>	<p>Litter from local take-away restaurants is becoming a nuisance</p> <p>Basketball stand ,mattress, carpets, bin, storage lid (photo available) outside of bin store Reported to Caretaking Team to request that they are removed</p> <p>Concerns raised by tenant regarding all lights and security light, except one, as not working I have requested advice from TBC Repairs Project Officers before reporting to Wates. No jobs have been logged on Orchard. MH has agreed to raise an order to check all lighting as a precaution. Wates have been authorised to make a visit within 24 hours. Job reference 1538564</p> <p>Black bag of rubbish and nappy sacks has been ripped open and left outside of the bin store Reported to Caretaking Team to request that they are removed</p> <p>Double mattress behind locked gate & shed area Reported to Caretaking Team to request that they are removed</p>
<p>Co-ordinators feedback</p> <p>Iris Clements</p>	
<p>Feedback from Estate Manager</p> <p>Trevor Wylie</p>	
<p>Signed/Dated by Estates Manager</p>	<p>Signature: _____ Date: _____</p>

Appendix 3: Caretaking Team

- The Caretaking team consists of the following;
- 1 Estates Manager
- 4 Caretakers
- 11 Cleaners
- 1 admin assistant

There are 318 allocated cleaning hours per week



If you wish to become a Tenant Inspector or to join us on an estate inspection, please contact the Tenant Regulatory and Involvement Team;

Tel: **01827 709709**

Email: tenantparticipation@tamworth.gov.uk

Tenant Regulatory and Involvement Team

Tamworth Borough Council

Marmion House

Lichfield Street

Tamworth

Staffordshire

B79 7BZ



If you require this document in an alternative format or language, please contact us