

**Cleaning Review Group Meeting - 23 July 2018**

**Present:** Glynis Gatenby, Sutton Housing Society  
Val; Dot; Monika; John; Kay – Residents

**Introduction**

Glynis welcomed everyone to the meeting. Four other residents had volunteered to attend but did not show up. John offered to provide lifts to the meeting if needed; Glynis thanked John and said that she would discuss this with the residents, although transport had already been offered.

Glynis issued each of the residents present with information relating to the cleaning contract – key SHS contacts, meeting dates and times, transport contact and a copy of the current cleaning schedule and frequency.

Glynis advised that there would be three meetings held ahead of going out to tender for the new cleaning contract. The meetings would cover:

- What residents like/dislike about the current cleaning contract
- Review of cleaning schedule and frequency with any additional items required
- Tender information and confirmation of proposed schedule.

Once the tenders are received, a further meeting would be held to go through these with the review group and to make a decision on the company to be awarded the contract.

Once the contract is awarded, Glynis hoped to arrange for the review group to meet with the contractor during the mobilisation period.

**Feedback on current service:**

The feedback below relates to how the group feel about the current cleaning contractor:

- Cost overall is reasonable x 2
- Good standard
- Covers all areas
- Staff are friendly
- Reliable staff
- Efficient
- Excellent
- Schemes are clean.

When asked about the actual contract and if this was felt sufficient, the group said:

- More visits by a cleaner (mainly due to laundry areas)
- Weekly clean is sufficient
- Fully satisfied with scheme cleaning
- It always looks clean.

When asked if there was anything they would like to see additional in the cleaning contract, the group said:

- Bin areas and chutes to be disinfected more
- Regular soft furnishings and curtains deep clean
- Communal kitchen deep clean
- Deeper cleans to some areas
- Communal toilets, hand dryer and showers to be cleaned
- Hand rails to be cleaned more
- Stair treads to be cleaned.

Glynis advised the group that with all of our contracts now, we would like to ensure some added value for our residents, particularly in longer-term contracts. When asked what "added value" the group would like to see from the new contractor, for the benefit of residents, the group said:

- Afternoon tea (with patio washed beforehand)
- Summer BBQ
- More garden chairs
- Small luncheon get together
- Bingo evening or weekend.

**Date of next meeting:**

Friday 17 August @ 2.30pm at Trickett House.