

Background:

- The Community Participation Team arranged for members of the SENATE to visit London Borough of Hillingdon Housing Services as part of the ESO Review exercise.
- Sue Peat and Vivianne Royal with Kevin Young, from the CPT, met with John Gill – Estate Services Manager.

The ESO Service

- Hillingdon has just over 13,000 properties of which 5802 receive a caretaking service. The caretaking service is provided by a dedicated central team made up of 38 Caretaking staff, are managed by 3 Supervisors; the team also has a Service Administrator, all of which is managed by the Estate Service Manager.
- Each property/estate is assessed for Caretaking duties broken down into 7 bands including light touch and sheltered housing.

What we found

- Hillingdon commissioned a computer programme that allows them too expertly and accurately break-down man-hour costs per band ensuring service charges are correctly calculated. (appendix 1) The software is unique Hillingdon and no other landlord service has this available to them. Hillingdon have had a lot of interest from other landlords in the software but have made no provisions to invest further in terms of marketing it and 'selling' it to other housing providers.
- The data from ESO's time sheets are fed into the computer programme. The information is then converted into an accurate breakdown of costs to Tenant and Leaseholders for their service charges.
- All ESO's work to a Grading Guide document – showing Caretaking visual standards. Pictures show grading from A-D grouped into various caretaking areas. (appendix 2)
- Maximum effort will be made to get lower grades upgraded to a Standard A.
- Always in-search of new cleaning products and equipment to aid the Caretaker in their duties.

General

- Although ESO's work closely with Housing Officers they are managed centrally to ensure a co-ordinated approach by the Estate Services Department.
- Hillingdon and SBC have very similar stock and residency grouping.
- The ESO's, although battling against old building materials, manage the caretaking of the properties exceptionally well.

- ESO's are held in high regard although there is a stigma of being called a Caretaker.
- Managers encourage testing of new products new to the market.
- Managers always looking for cost effective ways of providing the service an example of this being the bulk waste disposal. In Hillingdon they have partnered a local waste disposal company who are leading the way in recycling. The cost per tonne of waste has significantly reduced compared to other waste disposal methods and more importantly more waste is recycled proving better for the environment and landfill sites.
- Since the housing service has returned to the council, Managers battle with out-of-date practices.
- Managers' battle to get new suppliers onto the Council's preferred customer lists regardless of efficiency and cost of product.
- ESO's are given training – health and safety, cleaning good practice, product knowledge, as well as a professional NVQ qualification in caretaking service.

Summary

- The properties seen were kept to a fairly high standard given the restraints of the age of the unit.
- ESO's are the first port-of-call between Resident and Landlord.
- The ESO, we met, took pride in his job.

Service Charge

- See appendix 1.
- The 3000 Leaseholders are charged differently to tenants but with the computer programme they are charged accurately and fairly.

Appendix 1 –

Caretaking Charge bands – October 2010

Band A - £10 per week

Band B - £6.50 per week

Band C – £4.50 per week

Band D - £3.50 per week

Band E - £2.50 per week

Band F (Light Touch) - £1.50 per week

Band S (Supported Housing) - £5 per week

Appendix 2 –

Various floor/wall surfaces, lifts, play areas, car park areas and bays, walkways and paths, grassed and open space area, refuse chutes and hoppers, refuse bin rooms, bin areas, bulk refuse/lumber,

timesheet

week starting Monday 10 October 2011

team: Hayes West caretaker: John Pearce round: Hayes West

		activity	planned		actual		plan	location	charge band
			hours	mins	hours	mins			
Monday	1	Caretaking	0	30			763	Cedar House 1-12	A
	2	Caretaking	0	30			763	Beech House 1-12	A
	3	Caretaking	0	30			763	Yeading House 1-18	A
	4	Caretaking	1	30			80	Mimosa House 1-45	A
	5	Caretaking	1	30			85	Larch House 101-118	A
	6	Caretaking	0	30			1138	Melrose Close 6-13	A
	7	Sheltered External	1	00			7000 Harefield	Barden Court	A
	8	Sheltered External	1	00			7000 Harefield	Rylestone	A
	9	Travelling Time	0	30			5000	off plan	A
	10								
	11								
	12								
	13								
Tuesday	1	Caretaking	0	15			1138	Melrose Close 6-13	A
	2	Caretaking	0	45			1414	Burns Close 1-20	A
	3	Caretaking	1	45			433	Juniper Way 5-8	A
	4	Garage Areas	0	30			4000	Voltaire Way	A
	5	Sheltered External	1	00			7000 Ruislip/Northwood	St. Katherines Farm Court	A
	6	Sheltered External	2	30			7000 Ruislip/Northwood	Missouri Court	A
	7								
	8								
	9								
	10								
Wednesday	1	Caretaking	1	30			1515	Midhurst Gardens 46a-52c	A
	2	Caretaking	1	30			658	Leybourne Road 71-93	A
	3	Caretaking	1	30			5000	Mayfield Close	A
	4	Sheltered External	1	00			7000 Ruislip/Northwood	James Court	A
	5	Sheltered External	1	00			7000 Ruislip/Northwood	Acott Court	A
	6								
	7								
	8								
	9								
Thursday	1	Caretaking	0	20			262	Gower House 1-14	A
	2	Caretaking	0	40			928	Marriner Court 1-12	A
	3	Caretaking	1	00			253	Sycamore Avenue 5-15	A
	4	Caretaking	0	30			202	Park Parade 1-14	A
	5	Caretaking	0	30			2333	Parkside 1-18	A

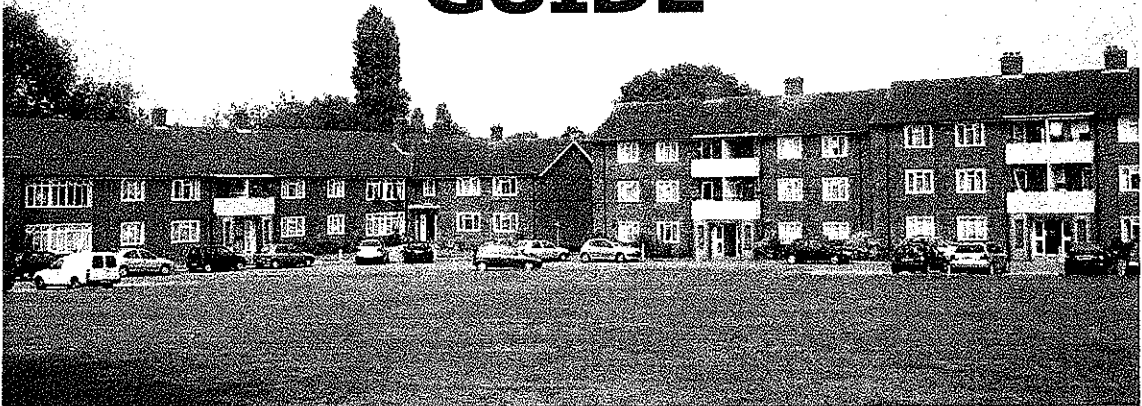
	6	Caretaking	0	20		1260	Park Farm Court 1-14	A
	7	Caretaking	0	15		262	Botwell Lane 219-225	A
	8	Sheltered External	1	30		7000 Ruislip/Northwood	Wallis House	A
	9	Sheltered External	1	30		7000 Ruislip/Northwood	The Buntings	A
	10	Caretaking	0	10		262	Sycamore Avenue 18-24	A
	11							
	12							
	13							
	14							
Friday	1	Caretaking	0	15		940	Barra Hall Road 55-57	A
	2	Caretaking	0	30		7000 Hayes	Kelf Grove	A
	3	Caretaking	0	15		80	Mimosa House 1-45	A
	4	Caretaking	0	15		85	Larch House 101-118	A
	5	Caretaking	0	30		383	Lych Gate Walk 39-49	A
	6	Caretaking	1	00		2282	Albion Road 44-102	A
	7	Sheltered External	2	00		7000 Uxbridge	Darryl Charles Court	A
	8							
	9							
	10							
	11							
Saturday	1							
	2							
	3							
	4							
Sunday	1							
	2							
	3							
	4							



DRAFT

INTERNAL AND EXTERNAL AREAS

YOUR GRADING GUIDE

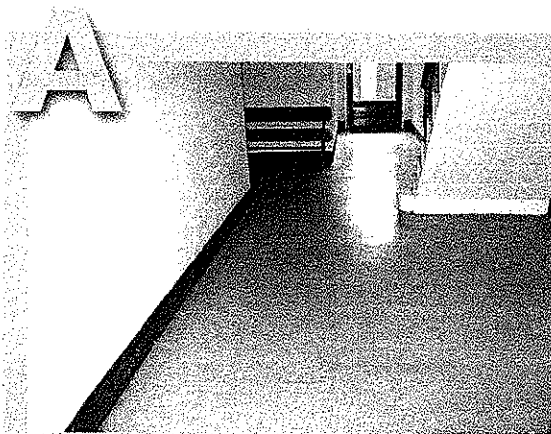


HOW CLEAN IS YOUR ESTATE ?

Caretaking visual standards

Internal floors - vinyl surfaces

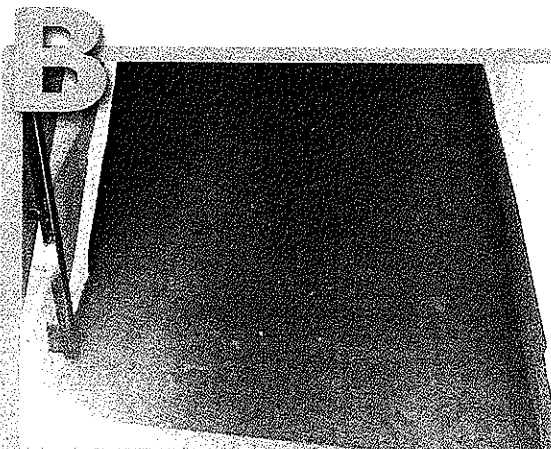
All areas to be free from litter, chewing gum, removable stains, dust and dirt, spillages, bodily fluids, domestic refuse sacks, items of discarded furniture. Areas include all stairs, main entrances and corridors with carpets. Lumber should be removed or if necessary made safe, reported and its collection arranged. No health and safety hazards should be present e.g. needles, glass, and faeces



Area is swept and free of litter, refuse.

Area looks clean and there are no visible removable marks, stains.

Area looks well maintained and looks like cleaning is taking place regularly

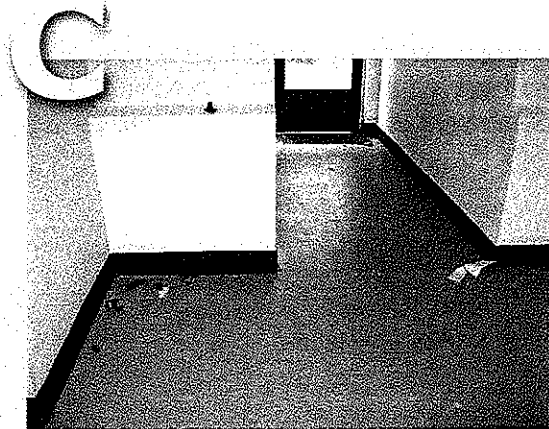


Area may not be completely free of litter or refuse but is generally clear

Very few removable marks and stains visible

Area requires little attention to return it to an A standard

Internal floors - vinyl surfaces



Area has not been swept resulting in noticeable build-ups of litter or refuse

Many visible removable marks and stains



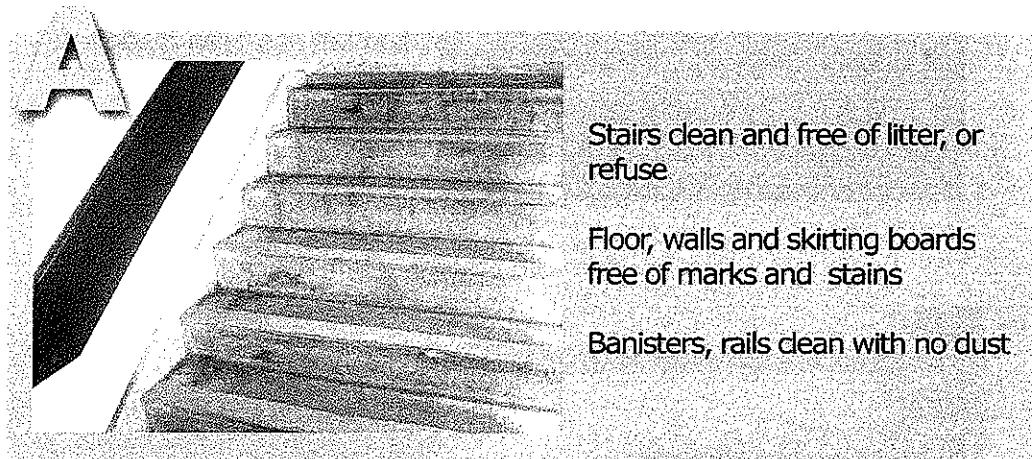
Excessive build-up of litter, or refuse;

A 'grade D' area may have other health and safety hazards

No evidence of cleaning having been provided as planned

Internal staircases, landings and entrances (non-vinyl)

All areas to be free from litter, chewing gum, removable stains, detritus, dust and dirt, oil or other slippery material, hazardous material, bodily fluid and domestic refuse sacks. Surrounding walls and banisters should be washed. Rails, banisters and ledges should be brushed and cleaned. Windows should be clean and smear free. Bulk refuse (lumber) should be removed or if necessary made safe and collection arranged.

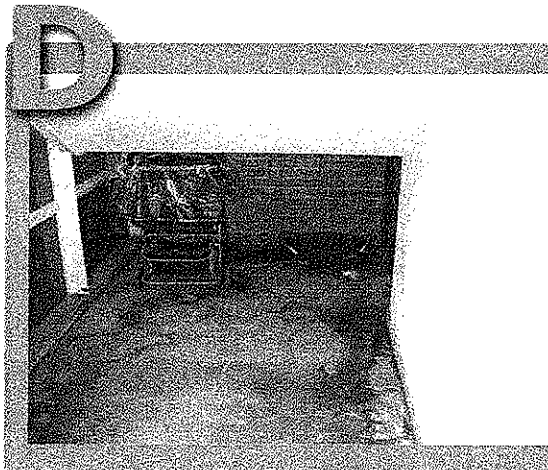


Internal staircases, landings and entrances (non-vinyl)



Noticeable build-up of litter etc and/or marks and stains on floors and walls

Lumber has been made safe with collection arranged if necessary



Excessive build-up of litter, under stairs, stains and/or marks on walls and floor; and/or

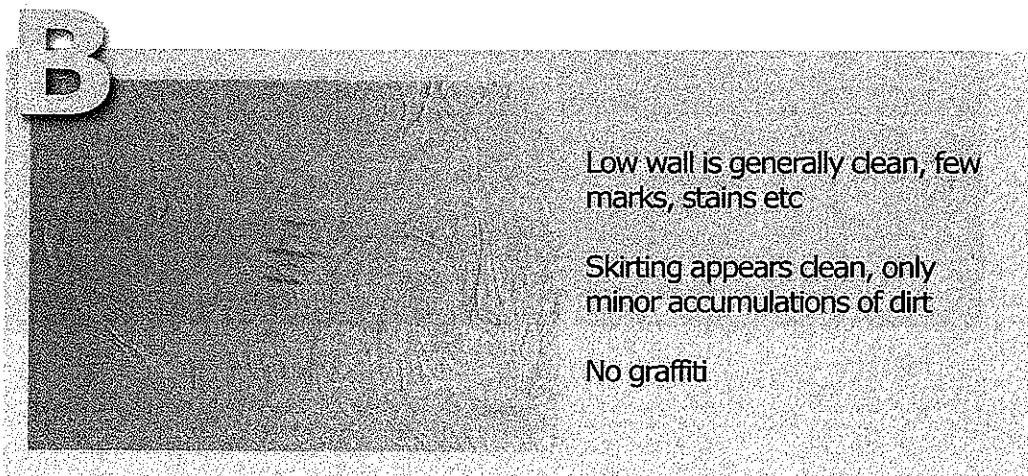
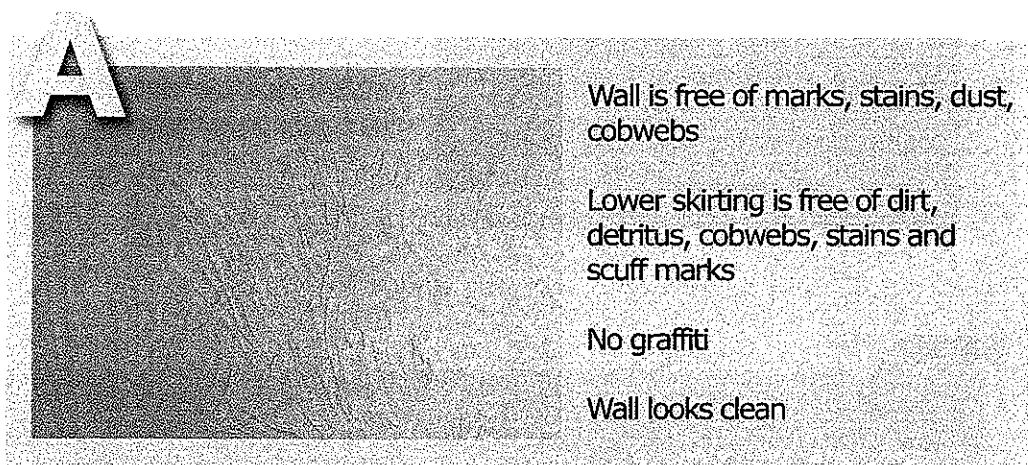
Lumber present that has not been made safe and reported

No evidence of cleaning having been provided as planned

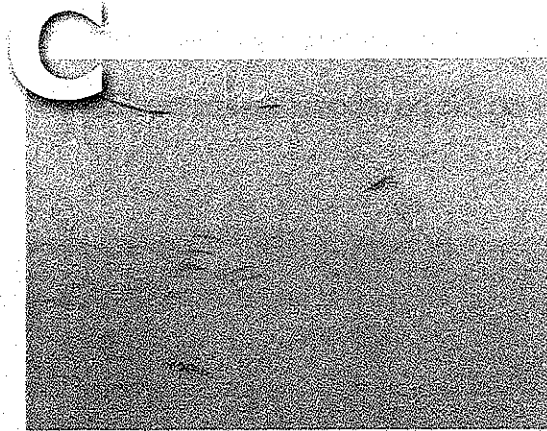
Internal walls and painted surfaces

Areas include all painted surfaces, walls, doors, doorframes and window ledges. These areas should be kept clear from litter, chewing gum, removable stains/graffiti, cobwebs, dust and dirt, oil or other slippery material.

Graffiti, vandalism and repairs work should be reported as appropriate.

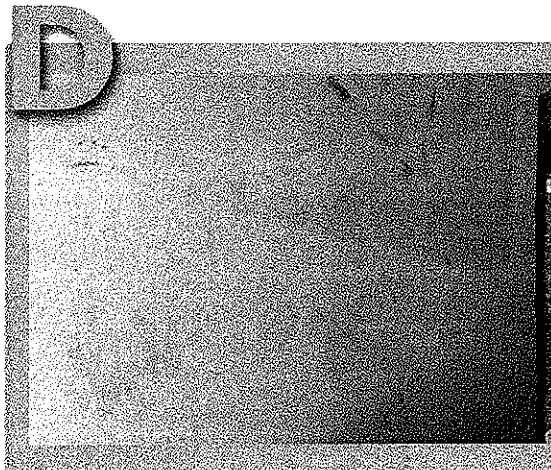


Internal walls and painted surfaces



Scuff marks, stains, dust or cobwebs noticeable on low wall; and/or

visible build-up of dirt and detritus on skirting board



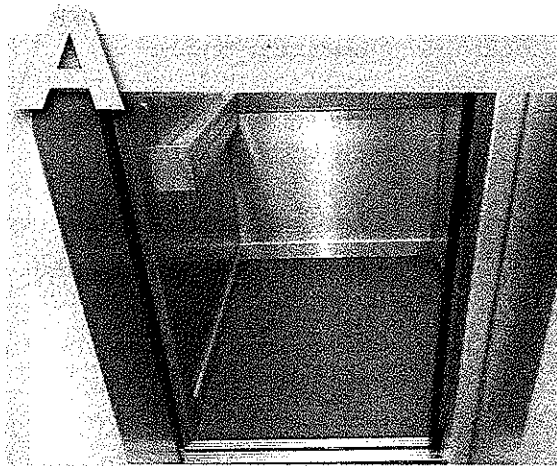
Excessive amount of marks, stains, cobwebs etc; and/ or

Excessive build-up of dirt and detritus on skirting board

No evidence of cleaning having been provided as planned

Lifts

All lifts (internal) must be free from litter, urine and other bodily fluids, other spillages, dust, cobwebs, domestic refuse sacks and graffiti. Walls, external and internal doors, doorframes and door panels should be cleaned to remove marks, stains, detritus and graffiti. Caretakers are also expected to test alarm bells and report out of order or defective lifts directly to Hillingdon Homes Repairs Service.



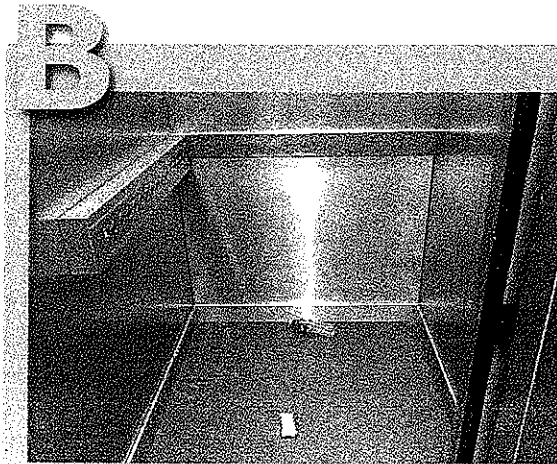
Floor is clear of litter, detritus, marks and stains

There is no build-up of litter or detritus in the corners

Walls and doors clean and free of removable marks, stains, detritus and graffiti

Alarm bells working

Defective lifts reported



There may be litter or detritus present, but in minimal quantities

The corners are clear and the floor appears clean

Wall and doors predominantly clear and clean

Alarm bells working, defective lifts reported

Lifts

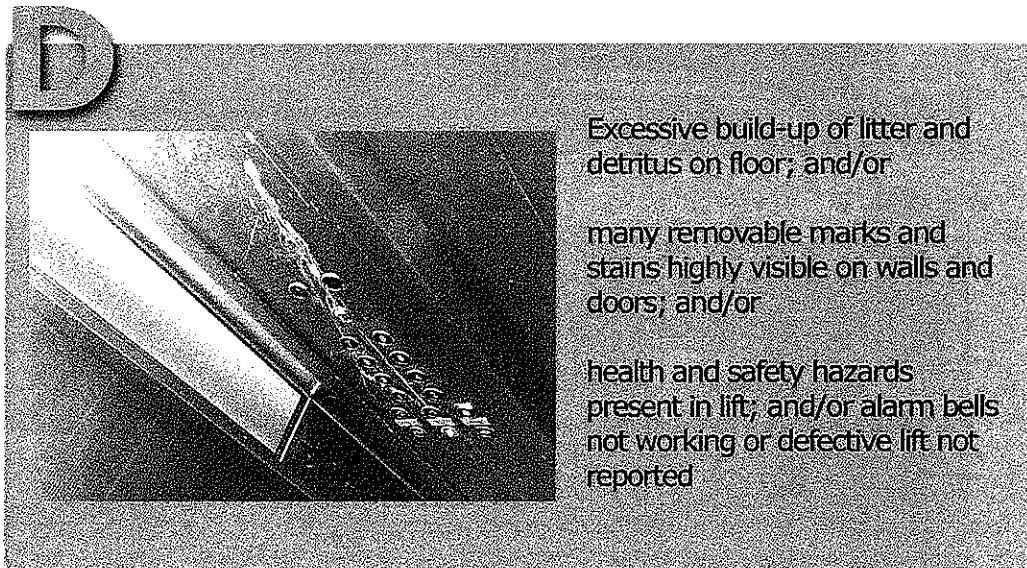


Build-ups of litter and detritus are noticeable; and/or urine and other bodily fluids

Dirt and detritus in corners or on lower walls; and/or

some removable stains highly visible on walls

Alarm bells working, defective lifts reported



Excessive build-up of litter and detritus on floor; and/or

many removable marks and stains highly visible on walls and doors; and/or

health and safety hazards present in lift, and/or alarm bells not working or defective lift not reported

Play areas

All play areas must be completely free of broken glass, needles or other hazardous items. Play areas should also be kept clear of litter and other detritus, leaves, domestic refuse sacks and bulk items of furniture. We acknowledge that keeping leaves off the ground may not always be achievable due to seasonal weather conditions. Playground equipment should be cordoned off if broken or found to be unsafe and must be reported to Hillingdon Homes Repairs Service.



Area is clear of litter, detritus and bulk items

Play equipment is in good working order

No hazardous items

No leaves

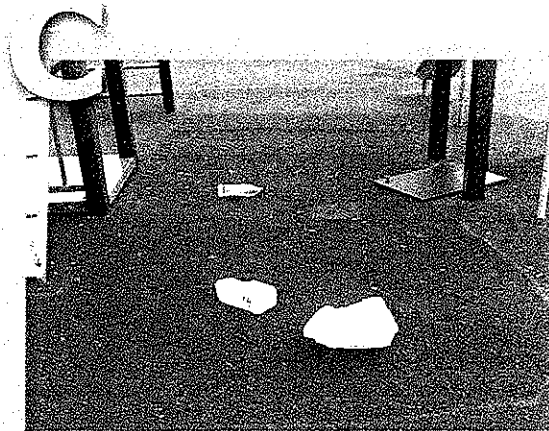


Area is mainly free of litter, detritus, leaves

No hazardous items and play equipment is in good working order

Area requires little work to return it to an A standard

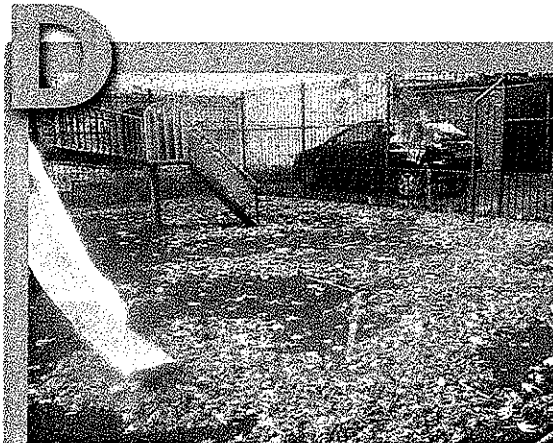
Play areas



Noticeable quantities of litter, detritus

Hazardous items visible

Play equipment in good working order or has been cordoned off, made safe and reported



Excessive build-up of litter, detritus, leaves; and/or

hazardous items e.g. broken glass or needles; and/or

defective play equipment that has not been dealt with appropriately

Car park areas and bays

All car parking areas and bays must be free from litter and other detritus, domestic refuse sacks, bulk items of furniture, leaves, oil and other mechanical fluids; any other hazards, abandoned or untaxed vehicles.



Area is swept and free of litter and detritus, any abandoned or illegally parked vehicles have been reported to the relevant supervisor

Any bulk items have been reported with collection arranged

No hazardous materials



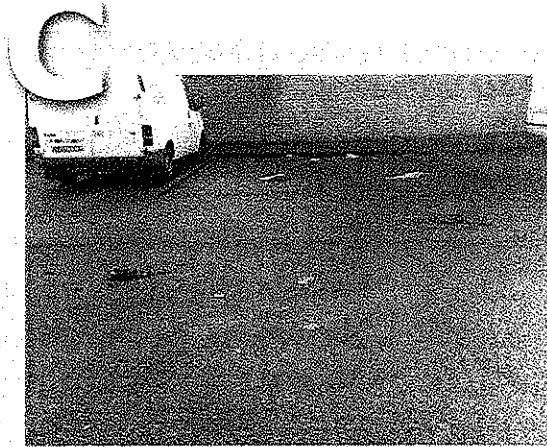
Area is predominantly clear of litter and detritus; and

any abandoned or illegally parked vehicles have been reported to the relevant caretaker supervisor

Any bulk items have been reported with collection arranged

No hazardous materials

Car park areas and bays



Area has noticeable build-up of litter and detritus; and

any abandoned or illegally parked vehicles have been reported to the relevant caretaker supervisor

Any bulk items have been reported with collection arranged

No hazardous materials



Area has excessive build-up of litter and detritus; and/ or one or more abandoned or illegally parked vehicles that have not been reported to the relevant caretaker supervisor

Hazardous materials present

Walkways and paths

All walkways/paths and gullies must be free from litter and other detritus, leaves, domestic refuse sacks, bulk items of furniture, any other hazardous items.



Area is clear of litter, detritus and leaves

Bulk items not present or have been made safe with collection arranged

No hazardous items

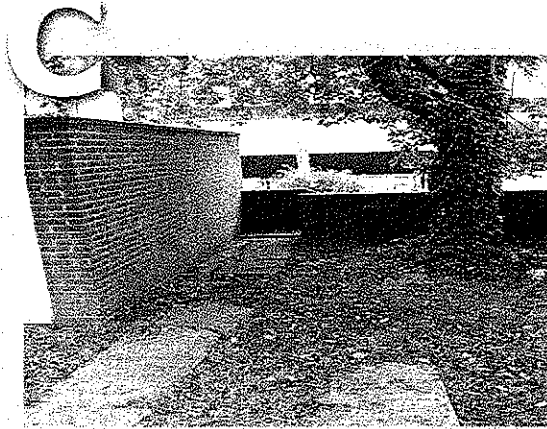


Predominantly free of litter and detritus

Would require little work to return area to A standard

Bulk items not present or have been made safe with collection arranged

Walkways and paths



Litter, detritus and leaves are noticeable, including some accumulations

Not clear that cleaning has taken place as regularly as planned

No hazardous items



Excessive build-up of litter; and/or

bulk refuse present that has not been removed, or made safe and reported; and/or

hazardous materials

No evidence that cleaning has taken place as regularly as planned

Grassed and open space areas

All grassed and open space areas should be kept free of litter and refuse. Any bulk refuse left in these areas should be removed, or if necessary made safe and arrangements made for collection. There should be no hazardous items present, e.g. broken glass or needles.



Area is completely free of litter or refuse

Bulk refuse is either not present or has been made safe and is awaiting collection

No hazardous items



Area is predominantly clear

Litter, refuse are present, but not to any great extent

Bulk refuse either not present or has been made safe and is awaiting collection

No hazardous items

Grassed and open space areas



Build-up of litter and refuse is noticeable, but would not be considered excessive

Bulk refuse either not present or has been made safe and is awaiting collection

No hazardous items



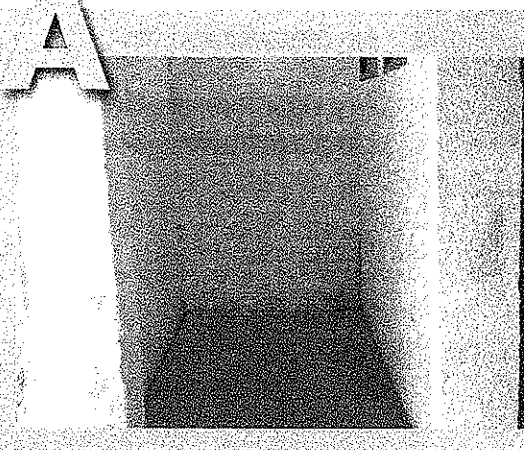

Build-up of litter and refuse is excessive and highly noticeable; and/or

bulk refuse present that has not been made safe, reported or awaiting collection; and/or

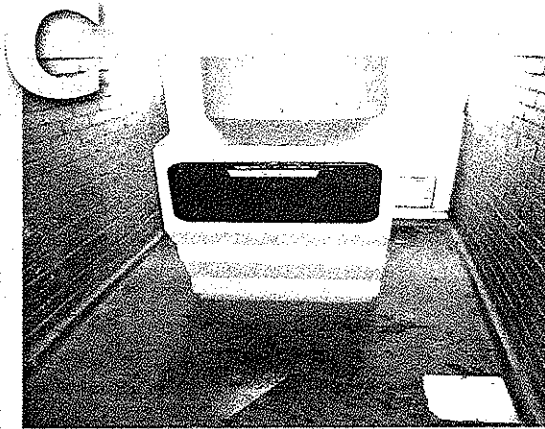
hazardous items e.g. broken glass or needles present

Refuse chutes and hoppers

The external parts of the hopper should be cleaned and disinfected. The surrounding wall and floor area should be cleaned, swept and washed. Chutes should be checked for blockages and cleared, or reported where necessary. Bulk items should not be left in chute rooms. In the event that bulk items are left in chute rooms, caretakers should remove/make safe and arrange for collection.

	<p>Area has been washed and disinfected recently and is relatively free of bad odours</p> <p>Area is clear of any litter, detritus or refuse</p> <p>Bulk items either not present, or have been made safe and is waiting collection.</p> <p>No hazardous items</p>
	<p>There are few removable marks and stains</p> <p>There are only minimal quantities of litter, detritus or refuse present</p> <p>No hazardous items</p> <p>Area is predominately clean</p>

Refuse chutes and hoppers



Noticeable quantities of litter, detritus and refuse

Stains on chute hopper or floor

No hazardous items

Not clear that cleaning is taking place as regularly as planned



Excessive quantities of litter, detritus or refuse; and/or

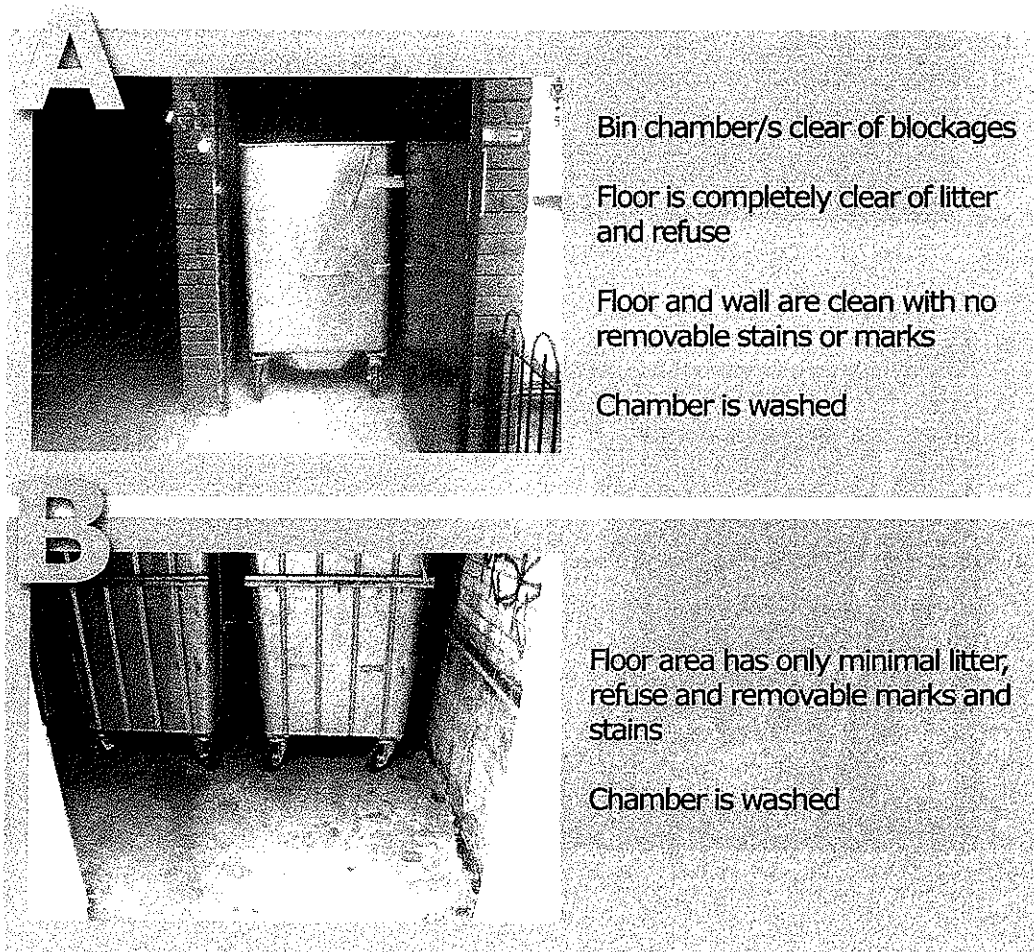
multiple stains on chute hopper or floor and/or

bulk item/s stored inappropriately or hazardous items; and/or

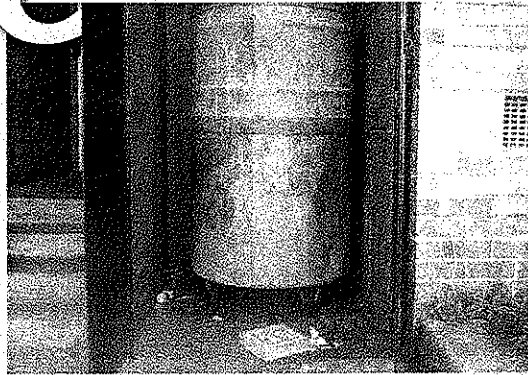
area appears very unclean, there may be offensive odours

Refuse bin rooms

All refuse bins must be stored safely and securely. All areas must be free from refuse being stored in front of bins, bulk items of furniture and graffiti. To avoid smells and attracting vermin, checks should be made on a daily basis for blockages and attempts made to unblock where necessary. An approved disinfectant should be used during wash down.



Refuse bin rooms



The bin chamber may be blocked without appropriate action taken to unblock

Litter, refuse, removable stains and marks visible

Bin chamber may not be cleaned and washed



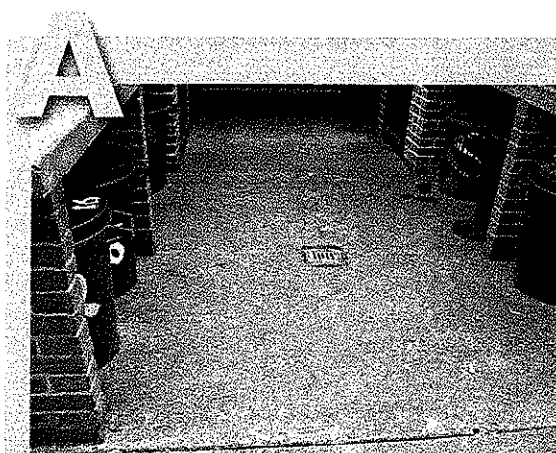
The bin chamber may be blocked without appropriate action taken to unblock

Excessive amount of litter and/or refuse and/or removable stains and marks

Bin chamber not clean or washed and/or offensive odour

Bin areas

Bin area should be free from litter and refuse, impacted or ingrained dirt and grime. Free from grease, sticky patches, removable stains dry and free from spillages and no build up of rubbish. Bin areas and surrounds should be washed, spot cleaned and disinfected to maintain appearance, cleanliness and hygiene.



Area free from litter, and refuse

Area free from grease, sticky patches, removable stains

No refuse build up

Floor clean with no removable stains or marks

Chamber is washed



There are few removable marks and stains

There are only minimal quantities of litter, detritus or refuse present

No hazardous items

Area is predominately clean

Bin areas



Noticeable quantities of litter, detritus and refuse

No hazardous items

Not clear that cleaning is taking place as regularly as planned



Bins not being used

Excessive amount of litter and/or refuse and/or removable stains and marks

Bin area not clean or washed and/or offensive odour

Hazardous items present

Bulk refuse/lumber



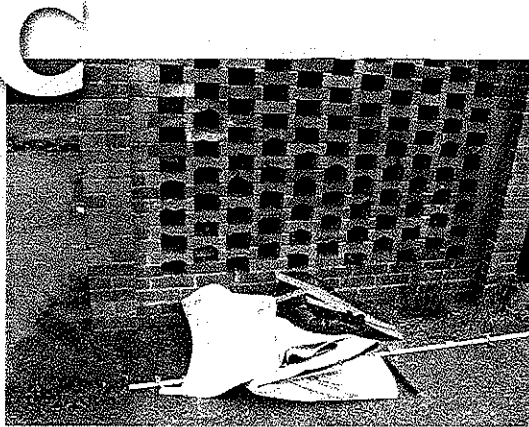
The area is either completely free of lumber, or

any lumber that is present is stored appropriately and securely in a designated lumber point and has been reported by the caretaker. In the photo the lumber is left at a designated point and has been stacked safely and securely



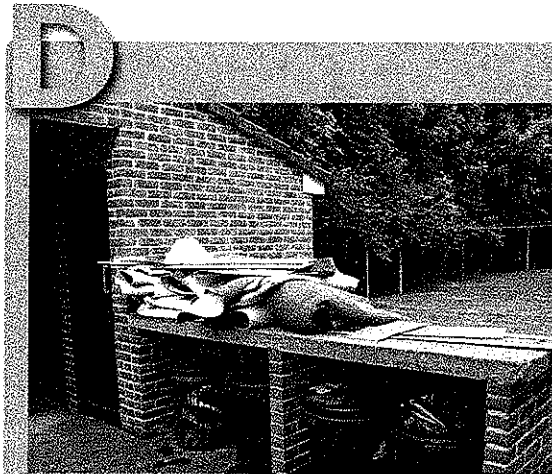
There may be small, single items of lumber present in a non-designated area but it is not obstructing a walkway or exit and been left securely

Bulk refuse/lumber



There may be items of lumber in non-designated areas, but they do not represent a health and safety hazard

Lumber has been left in the corner, but in a manner that is not unsafe or unsecured



Lumber left in a way that is unsecured or inappropriate; or excessive quantities of lumber left at an undesignated area; or lumber blocking exits or walkways, or

lumber has been left at a designated point, but it is not left safely or securely

USEFUL NUMBERS

**CARETAKING SERVICES
0800 0730826**

**RUBBISH COLLECTIONS & RECYCLING
01895 556000**

**ENVIRONMENTAL HEALTH GENERAL ENQUIRIES
01895 250190**

**GROUND MAINTENANCE, PARKS & TREES
01895 556000**

**ROADS & PAVEMENTS MAINTENANCE
01895 556000**

**ABANDONED VEHICLES, STREET LIGHTING & CLEANING
01895 556000**

**OLDER PERSONS SERVICE
01895 250718**

**REPAIRS SERVICE
01895 556600**

**OUT OF HOURS EMERGENCY REPAIRS SERVICES
01895 250111**

**ANTISOCIAL BEHAVIOUR TEAM
0800 6940240**

**GAS EMERGENCY (TRANSCO)
0800 111999**

**WATER (THREE VALLEYS)
0845 7823333**

**HOW CLEAN IS YOUR ESTATE ?
Caretaking visual standards**

