



MEETING MINUTES

- Purpose of Meeting**
1. Welcome and actions from previous meeting.
 2. Operations Director aAFD Services Communal Cleaning Contract.
 3. Presentation of tenant bids by Customer Engagement.
 4. Any other business, updates from members.

Date 14th March 2024 12:30-3 pm

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

Members	Trish Edwards Janice Wright Phil Hudson Stuart Wells Cyrill Astill Diane Lockwood Craig Jordan Christopher Hipwell	Aingarh Riversdale Court Birstall Fielding Court Association Fielding Court Association Fielding Court Chapman Street Garden Association Ashby Road Estate Community Centre Selbourne Court
Guests	Andrew Everitt-Stewart Helen Kennedy George Asangwe Mark Fleckney	Customer Engagement Officer Customer Engagement Officer Operations Director aAFD Cleaning Tenancy and Estate Management Team Leader
Apologies	June Bush John Mason Tracey Riley Paul Maine Christine Maine Ireen Kennedy Betty Saunders Wayne Bridges	Thorpe Acre Community Association Arnold Smith House Association Chapman Street Chapman Street Garden Association Chapman Street Garden Association Park Court George Toon Court Brook Street



1: Actions from previous meeting

Customer Engagement actions:

- Contact Asset Management with regards to an update on the scooter room at Arnold Smith House. *This is currently with asset management for assessment.*
- Contact Idverde with regards to removing a tree within the raised bed at Riversdale Court
- Invite to Forum members for the Customer Engagement Network event this year. *Ongoing.*

2: AAHD Cleaning Services Presentation

The organisation:

- The company has experience in communal cleaning contracts resources within the local area which makes them the right company to deliver on this contract.
- It is a family-owned company servicing the public sector predominantly and has over ninety employees.
- The company offers similar Services to; Connexus Housing Group HIS, B3 Living, SHDC.
- The main areas are facilities services cleaning, security and maintenance.

Accreditations and Memberships:

- aAFD Services is outstanding in the area of Health & Safety. The most important aspect of their service is ensuring that all staff and residents are safe.
- They ensure that all our employees are responsible and work in a safe and diligent way. Accredited Health and Safety training is given with on-going toolbox talks.
- They give risk assessment management planning and on-site training including the correct use of equipment and customer service. They create a safety culture that makes the difference.
- Accreditations: ISO 9001 accredited, ISO 14001 accredited, ISO 45001 accredited, CHAS, Constructionline, Waste Carrier Licence.

Implementation Plan:

- *Pre-contract - Period from contract award to commencement. Key Stages: On-boarding, due diligence, and operational readiness. Timeline 4 weeks:*

Assign mobilisation team and share key contacts. Request the transfer of undertaking protection of employment rights (TUPE) information and start consultation.

Start up site visit for specification and risk assessment method statement (RAMS). Achieve staffing objectives. Organise cleaning products and equipment.

Complete contract and operational documentation, contract signed 26.01.24.

- *Two stages of implementation; pre-contract start and live contract.*
- *Live Contract: 01.03.24:*



Complete TUPE. Advance staff relationships, set ground rules and assess staff. Confirm 'day one' arrangements.

Review TUPE staff and commence additional training. Monthly client review and progress further actions as necessary. Complete month one performance report.

Management Team:

- The structure of the company was explained, from management level to the cleaning team for Charnwood Borough Council, which comprises of three operatives, and 2 supporting in case of unavailable staff.

Method Statement:

- Effective operational structure: Local cleaning operatives.
- Contract Supervisor, Supported by the Operations Manager.
- Cleaning operative's responsibilities: 8am to 5pm.
- Supervisor responsibilities: Ensure that the specification is always met and exceeded. Monitoring performance through regular inspection regimes and reporting on key performance indicators and service level agreement compliance to the contract manager. Maintain open transparent communication.
- Contract Manager responsibilities: The contract supervisor will be the main point of contact for all cleaning matters. They will provide thorough training to operatives and regular toolbox talks, and manage adherence to schedule, daily and periodic site activities, key performance indicators, management and audits. They will liaise with Charnwood Borough Council and provide monthly reports for all cleaning activities and maintain open communication with Charnwood Borough Council via mobile, email and face-to-face meetings.
- The operations manager will offer strategic support to the contracts manager and is tasked with driving supreme cleaning excellence and will ensure all commitments to this contract are kept. They will resolve any escalated issues promptly, continuing to develop and improve the service by investing in people and incorporating latest best practice, innovations and fresh thinking throughout contract life cycle.

Cleaning Products:

- Hard surface cleaner which is lemon scented.
- Heavy duty cleaners and de-greasers which are normally used on voids.
- Eco products.

The eco products are used on most sites, and the packaging is zero plastic as products are in sachets. The stronger products are usually used on voids but will be used on the initial cleans with Charnwood Borough Council sites where necessary with a view to moving to the eco products when sufficiently clean.

Cleaning equipment:

- The company is experienced, but the specification is demanding.



Charnwood Housing Residents Forum (CHRF)

- Ensuring that hot water is available has been one of the biggest challenges. Currently kettles are being used to provide this, but the company is looking to install water heaters into each van, and these should be mobilised by the beginning of April 2024.
- Scrubber/dryers have been introduced which are ten times more efficient than other methods.
- The company has invested in compact, efficient equipment.
- Water spillage is not a problem as the equipment gathers all dirty water.
- Generators which are the lightest currently on the market have been bought to ensure a consistent electricity supply.
- Equipment is taken to the business premises and inspected weekly.
- Fresh water is obtained through a subscription with 'Spotless Water', a company that specialises in providing clean water for these purposes.

Contingency plans:

- Historic Issues: Nonattendance and poor quality of cleans.
- Consistent flows of communication will be critical for contract success. We will implement a collaborative approach to working in partnership with Charnwood Borough Council and residents.
- Overtime: give existing cleaning team the opportunity for overtime before bringing in additional or cover staff.
- Mobile Resource: Allocate mobile resources to sites providing specialist cleaning skills and additional support: We have mobile operatives for this area and they will support with the periodic cleans.
- Pool of staff: use staff in the local Leicestershire area.

Questions asked:

- Should the company have been completely ready for the contract start and not have had a period of 'getting up to speed'? *Contingencies were put in place and the company is prepared.*
- You have admitted that the start was not good enough. *The change in personnel has been the biggest challenge.*
- If the company has ninety staff how many are dedicated to the Charnwood Borough Council contract? *The cleaning team has three staff with two other staff members in support in case of staff unavailability.*
- At Chapman Street on Monday the team arrived and did not use the new equipment, only a brush, mop, and bucket. Dirt was swept but not disposed of properly and stairs were left with standing water. How long is allocated to each block for cleans? *No time is allotted per block, the important thing is, is that the work is carried out to the correct standard. The company does not want to receive complaints and will ensure that work is carried out to the correct standard.*
- The team at Chapman Street were loud and did not perform to the standard expected. Bins stores and door frames were not cleaned, are staff receiving training on the new specification? *If complaints are received, the company will take the appropriate action. Good training has been delivered. A Hoover is provided to deal with cleaning up dust. The complaints will be investigated, and the team will be monitored by members of staff attending cleans and observing.*



- If the new equipment is not used, then the investment is wasted. Wet floor signs were put in place at Chapman Street but were taken away when the team left, but floor and stairs were still wet. *Additional wet floor signs have been purchased. A staff member has attended the site and instructions have been issued to the team to leave signs in place when they leave if floors are still wet.*
- How long is allocated for cleans for each estate? *There is no time limit, and the teams work for a minimum of six hours each day.*
- The work does seem to be substandard, and teams seem to be spending too little time cleaning blocks. *The aim is to get the clean right and adhere to the specification first time, regardless of how long this takes.*
- Some personnel are the same as the last contract, are you assuring that the new standards are met? *Work will be done to the correct standard, and this will be monitored in person and from feedback.*
- Could experienced staff work with the cleaning team to improve standards? *Additional staff are being provided to improve standards.*
- Are staff that have been retained on a probation period? *No but this is a problem to monitor, but there is a process in place to follow with complaints.*
- Members said that they were surprised when previous staff were employed given previous standard problems. *Only one member of staff from the previous company has been retained.*
- Are any hazardous chemicals stored securely and do staff receive training on the use of these? *Yes, Staff are trained, and chemicals are stored securely.*
- Would generators be better installed inside the vans rather than using portable ones? *The portable generators are more suitable for all locations.*
- Could rechargeable hoovers be used? *The specification states that areas are to be swept not hoovered.*
- How is dirty water disposed of? *The water is poured down the drains.*

A follow up visit is to be scheduled by Customer Engagement for around six months for a progress report. ACTION. A leaflet will be posted in all communal notice boards where the cleaning contract is in force, and this has contact and complaint procedures on it. Customer Engagement also supplied all members with a complaints procedure document and a copy of the cleaning specification. A copy of the presentation and the leaflet will be provided with these minutes.

Question: Will the cleaning inspection by tenants be returning? *There are no current plans to reinstate this, but the Tenancy and Estate Management Team Leader is meeting monthly with the contractor to monitor standards and to address any arising problems. If any blocks do not have communal notice boards these can be installed.*

Question: Who do members contact for issues to be taken to the monthly meetings? *The tenancy department email address was given to members.*

Members expressed thanks for the presentation.



3: Customer Engagement tenant bid presentation:

Six tenant bid proposals were presented to the forum, the background and specifications for each bid was explained and members were asked to express their preferences by a paper vote which was counted after being completed:

- **Lacey Court Shepshed**, seven benches to be placed in various locations around the communal garden, cost £2,335.00.
- **Russell Street Loughborough**, to landscape an existing communal area cost £1,650.00.
- **Longcliffe Road Shepshed**, to instal an communal notice board outside the communal lounge, cost £970.00.
- **Longcliffe Road Shepshed**, four garden benches and two tables for the garden behind the communal lounge, cost £2790.00.
- **Walter Hull Court Loughborough**, to landscape and clear an existing part of the communal garden and plant new shrubbery, cost 3640.00.
- **Manor Road Loughborough**, to install a gate to the access to garages from Manor Road, to create security and help with anti-social behaviour issues, cost £4140.00.

Total spend £15,795.00.

It was unanimously agreed that all six bids should be passed.

4: Update from members:

The Hut Old Ashby Road Loughborough: A trip to Cleethorpes is planned on 27.07.2024 and residents are free to join the trip. On Easter Sunday there will be party, craft session and hat parade. All are welcome.

Riversdale Court Birstall: Residents are hoping to organise a party to improve community involvement and are intending to take advantage of the Community Initiatives Fund. A tenant bid is also being planned for a new entrance sign for Riversdale Court as there is a lot of confusion between Riversdale Road and Riversdale Court where deliveries are concerned.

Fielding Court Loughborough: The general atmosphere within the court is subdued due to the uncertainty of its future. Deliveries are difficult with block A being closed and residents are struggling to have parcels delivered. Parking is still an issue, but locking the car park has been ruled out. A member outlined his volunteer work and informed the members of available services that they work with.

Chapman Street Loughborough: There has been some weeding done in the communal areas and the Chapman Street Garden Association Annual General Meeting will be held this month at which hopefully new officials and members will be elected. The ornamental wheel donated by The Bell Foundry has now been moved and landscaped.

Selbourne Court Loughborough: Football is constantly being played in the car park, and there is a fear that damage will be done.



Charnwood Housing Residents Forum (CHRF)

Housing Management Advisory Board update: All sheltered courts are being assessed as to their sustainability and suitability. This assessment will ascertain priorities both financially and practically. Members asked to be kept informed on developments.

Actions for Customer Engagement:

Arrange a visit from aAFD in around six months for an update on the contract progress.

Meeting Closed At 3:00pm, the next meeting will be held at The Hut Old Ashby Road Loughborough on 25.04.2024, 1-3pm provisionally.