

Women's Pioneer Housing: Retendering our cleaning contracts



Women's Pioneer is retendering our cleaning contracts. This is a regular exercise organisations to ensure that the services our residents receive are the best quality and best value for money. We wrote to all our residents to get their views on our proposed new arrangements. We have arranged the responses we received into themes and provided a response. You can read these below. The next step is to evaluate the bids we received, then invite the top bidding contractors in for an interview. We will then award the contract.

Residents said:	Our response:
A number of residents asked for specific services in addition to the specification that suited their building, for example, the basement yard and steps to the yard to be cleaned with hot soapy water every week, carpets or lino to be cleaned.	We are looking to establish a standard across all properties, not all properties require these individual works, therefore we think that we should establish this as a separate requirement over and above the specification once the tender has been awarded and that the service charge for your property will reflect this.
Residents requested that the cleaning staff are supervised throughout the week to ensure that the work undertaken is reflective of a high standard and that the cleaning schedule is regular.	The specification to the contractors is written advising them that our Estates Service Officers will monitor quality of the work.
Residents requested that cleaning products and equipment are not being used by the cleaner to clean tenant's flats on a private basis.	The cleaning products will be supplied by the contractor and not stored on site.
Residents requested that lights and fittings are cleaned: free from fly marks, cobwebs and an accumulation of dust	The cleaning of dust and cobwebs is included in the specification
One resident requested that the cleaner remove all junk mail daily	While we understand that junk mail can be annoying, it will not be part of the cleaner's responsibility to remove this.
Residents at Bramham Gardens sent us specific requests to clean locked outside spaces and maintain drains. They requested the outside frontage respects the street standard and the external fire exits are maintained to fire safety standard: cleaned (not just swept) and free from clutter.	With regard to cleaning and litter arrangements we have covered these in a detailed specification that the contractors will need to work to, although we did only provide a summary in the note sent to all residents these elements are included in the detailed document.
Bramham Garden's residents requested a visit from the cleaner three times a week.	We aim to standardise and also increase the quality of service standards across all of the properties we have. To ensure a consistent approach to services

	across the entire building we feel that a regular visit appropriate to the service expected should be adhered to.
In some properties residents do the cleaning of the communal area and would like to either maintain this, or welcome the switch to a contractor.	We are more than happy to stand by the agreement we have with any tenants currently undertaking this service, the service must meet the new standards issued to ensure all our residents get the same standard of service, this will be monitored by our ESO's in the same way that we monitor the contractors. For those who wish to stop their own cleaning, we will bring the new contractor in to clean.
Some residents had good relationships with their existing cleaner and wished for them to continue.	Should the contractor change for your home, we will assure you that the service and relationship will be monitored by our ESO's. We are undertaking this change to provide a higher and consistent standard of cleaning across all of our properties. Where we employ our own cleaner this will not change.
Residents asked, sheltered schemes do not have ESO's how will the cleaning be monitored?	The cleaning contractors will be assessed on a regular basis by WPH staff, covering the specification and will be graded in accordance with our expectations set out in the contract documentation, failure to adhere to the standards may result in the contract being revoked.
Some residents asked whether it would be cheaper to have in-house (directly employed) cleaners rather than contractors. Residents felt we could control the experience and knowledge of cleaners better this way.	We do directly employ a small number of cleaners. The standards have been devised as a way of allowing both a consistent quality and value for money for all our properties across contractors and directly employed cleaners. We will control the quality of the cleaning through our inspections.
Residents said they would like the cleaners to speak good English so communication is easier.	We have made it clear that communication is a key success factor for this contract.
Some residents were not happy with the current standard of cleaning, for example mops not being wrung out properly, dado rails not cleaned well etc.	Issues such as this should be relayed via either your Scheme Manager, ESO or Housing Officer. However, we are changing the specification to alleviate these areas of concern.
Some residents were clear they felt they should not have to pay for agency cleaners who produce a poor level of work and are not supervised.	If the level of service is not as per specification in the new contract, we will not be obliged to pay for it.
Some residents wished to have a police vetted cleaner WPH directly employed who could also clean individual flats.	WPH will not be directly employing cleaners or procuring cleaners to clean individual flats.

