



Monitoring the caretaking and cleaning service.

Octavia Housing

Alan Crowder,
July 2016



**bespoke
support**



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Appendix 1 – The results of the quality assessment exercise

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Appendix 3 – Sample Estate Inspection Scoresheet A1 Housing.

1. Introduction

1.1 Octavia Housing (OH) commissioned HouseMark to undertake a review of the caretaking and cleaning service delivered to its residents.

1.2 The instruction came from Octavia Housing's Scrutiny Panel. They asked the review to assess:

- Whether current scoring and monitoring of standards, levels of resident involvement, feedback and communication with residents are consistent with good practice within the social housing sector
- Whether future plans for development in these areas are consistent with good practice and developments in technology
- What improvements in these areas should be considered in order to ensure future developments are consistent with good practice and developments in technology.

1.3 Octavia Housing manages caretaking and cleaning services for a number of schemes (blocks) among a stock of approximately 4,500 properties, mainly based in the London Boroughs of Westminster and Kensington & Chelsea, but also in Brent and Hammersmith & Fulham. OH currently provides 'Estate Services' to residents in 127 schemes/blocks, broken down into general needs housing, extra care, homes for the elderly, supported housing and shared ownership/leasehold units.

Services are currently provided by a mix of delivery methods:

- a directly employed team of residential and non-residential caretakers, cleaners and gardeners (34 staff)
- an in-house mobile cleaning service (6 staff)
- External contractors who deliver window cleaning and grounds maintenance services
- A relief cleaning service for sites with caretakers who go on leave or off sick. This is provided by OH's own bank of staff and external contractors when necessary.

From the 127 schemes/blocks which receive a cleaning and caretaking service 58 have a residential caretaker, 54 receive a mobile cleaning service, 67 receive a grounds maintenance service and 39 receive a window cleaning service.

1.4 The service provided by OH's Housing Management department was reviewed in May 2014 and residents were consulted on the service at that time. As a result of that review the current mobile caretaking service was introduced in January 2015.

This change brought about increased levels of satisfaction (evidenced by Power Hour surveys) and also an increase in the reporting of other incidents such as communal repairs and nuisance issues such as fly tipping and blocked communal areas.

OH undertakes annual regular surveys of their residents to assess the level of satisfaction with Estate Services.

1.5 The annual cumulative estate services resident satisfaction target for schemes/blocks receiving a 3* service was 88% and this was exceeded in 2014/15 by 1%, to 89%.

1.6 OH are members of HouseMark and have recently received their 2014/15 core benchmarking report. Unfortunately no data was included for estate services so comparisons are not possible relating to the cost of estate service. However, we have been able to compare the quality of the caretaking and cleaning service with other social landlords as part of the work of HouseMark's Estate Services Club.

1.7 We would recommend that when Octavia next does the HouseMark Core benchmarking they include the costs for estate services and this, together with the quality score, will enable an accurate Value for Money (VFM) assessment to be made.

1.8 This report outlines the results of the review HouseMark undertook, and identifies a number of options for improving the monitoring of OH's caretaking and cleaning service. Our recommendations fit into three areas:

- improvements for the Communal Services team to consider
- how the involvement of residents in monitoring process and communicating service standards to them could be improved
- general issues including improvements in the area of electronic monitoring.

We have indicated the reasons behind each option and, where necessary, the advantages and disadvantages.

2. Executive Summary

2.1 Octavia Housing (OH) commissioned HouseMark to undertake a review of their caretaking and cleaning service, looking in particular how it was monitored and how it communicates service standards to their residents. This executive summary highlights the most important recommendations contained in this report, focusing on the more strategic issues.

2.2 Some of the recommendations contained in this report may require a financial commitment from OH, but where this is the case we have tried to quantify what this will be. OH may be able to provide some immediately but others will require future budgetary planning.

2.3 Elsewhere in this report we outline in detail the recommendations for changes in future service delivery. These include:

2.3.1. We undertook a Quality Assessment exercise as part of this project and were able to assess the quality of the cleaning service delivered by OH.

When compared to the other 29 organisations that have a quality score, your score of 94% was the second best score recorded and was easily in the top quartile.

More detailed analysis of the scores made it clear that the results for some particular estates/areas, including Wilsham Street estate, led to Octavia's score being less than would have been the case if the standards in all the other areas had been mirrored there. Improvement on this estate/area would increase the overall quality score and may even lead to Octavia achieving the highest score of those compared. (Further details can be found in section 5 of this report)

2.3.2. We recommend that Octavia Housing introduces (or re-introduces) formal estate inspections involving residents, staff and other stakeholders. (Further details can be found in section 7.2.1.)

2.3.1. We recommend that Resident Services Officers are more involved in informal monitoring of the caretaking standards. This would involve them being able to identify when standards are not being met while they are going about their normal working routine. Training may be needed to ensure they understand this task. (Further details can be found in section 7.2.2.)

2.3.2. We recommend that the annual survey and other monitoring activities like “Walkabout Wednesday” and “Power Hour”, which we think are very useful, use a simplified scale of 1 to 4 rather than the scale of 1 to 10 that is used at the moment and which HouseMark considers too complex. (Further details can be found in section 7.3.)

2.3.3. We recommend that the Octavia Housing website contains details of the standards that residents can expect from the Caretaking team and should also have the ability to register dissatisfaction with the service when something does not meet the advertised standard. (Further details can be found in section 7.2.3.)

2.3.4. We recommend that OH reviews the contents of the notice boards in the communal areas of the blocks they manage. We have outlined what we would recommend to be included on these notice boards, particularly how they should be used to communicate service standards with residents. (Further details can be found in section 7.4.)

2.3.5. We were asked to look at methods other organisations are using to communicate service standards with their residents. We have included in section 8 of this report some of the innovative and different ways other social landlords are doing this and recommend that Octavia Housing uses whichever new methods suits the organisation. (Further details can be found in section 8.)

2.3.6. We recommend that OH investigates introducing a new electronic monitoring tool such as that used by Affinity Sutton called 1st Touch. This would provide better monitoring reports and information to ensure service charges are calculated accurately and challenges to those charges can be rebuffed. (Further details can be found in section 8.2.)

2.3.7. Whilst carrying out the Quality Assessment of the cleaning service we were also able to observe the standard of grounds maintenance at a number of sites. When the scores for those sites were entered into HouseMark’s Estate Services tool, Octavia Housing came up with a quality score of 77% which is quite low when compared with other social landlords who have undertaken the exercise. We would recommend that some of the frequencies at which the grounds maintenance service is delivered be reviewed as we feel more frequent visits are necessary particularly in the ‘growing season’.

3. Methodology

3.1. The review was undertaken by Alan Crowder, an experienced HouseMark associate, consultant and manager of HouseMark’s innovative and very successful Estate Services Club.

3.2. HouseMark undertook the following tasks as part of the exercise:

- A desk top review of related documents to understand how the service is currently delivered and monitored, performance data etc...

- A tour of the housing estates, escorted by the Communal Services Manager, in order to undertake the Quality Assessment exercise. Given the time that was available to us and the geographic spread of your stock, we were not able to visit all blocks. However, we did see a good selection of sites currently receiving a caretaking service, which helped us to understand and judge the quality of the current service and how it is delivered.
- HouseMark has developed a benchmarking tool which enables social landlords to compare the quality of their estate services, including caretaking and cleaning. An important element of this exercise is the peer review exercise, using the HouseMark PhotoBook. This exercise offers an independent assessment of the quality of an organisation's estate services, which is then benchmarked. Sometimes this task is carried out by residents and officers from a partner organisation, but more frequently it is done as an integral part of service reviews like this one. We've included the results of the quality assessment we undertook for you in Appendix 2 of this report.
- Although HouseMark's commission was in relation to the caretaking service, we took the opportunity of scoring the Grounds Maintenance service while we were visiting the estates and areas. No separate visits were made and the scores can be clearly seen in Appendix 1. Hopefully this will give you a useful tool in monitoring the work of the Grounds Maintenance service in future, as it identifies areas of weakness which could be improved. It also represents additional value to this project.
- We held discussions with the Communal Services Manager while we were undertaking the quality assessment exercise and welcomed the comments and suggestions he expressed.
- We facilitated a frank, open discussion with the Communal Services and Improvement Officers (CS&IOs) so that we could understand their role in the monitoring of service delivery.

3.3. There was not enough time to organise consultation sessions with residents about the caretaking service, or their role in monitoring the work the caretakers do.

3.4. During our tour of estates we observed that generally the stock was cleaned and maintained to a very good standard bearing in mind its age, condition and city centre location.

3.5. HouseMark were also asked by Octavia Housing for some ideas as to how the HouseMark PhotoBook could be used within their organisation. We have outlined some ideas in section 11.4 and would be happy to explore them further with Octavia Housing should they wish to.

4. Current Service Delivery and Monitoring Arrangements

4.1. The cleaning and caretaking service at OH is delivered by a mainly in-house team, backed up when necessary by staff from external contractors. The in-house team contains a number of residential staff; something which most other social landlords are trying to phase out. However, OH's residents feel that having residential caretakers, with all of the benefits that provides, is something they are prepared to pay for; even if it should prove more costly and less VFM than other methods of delivering the services. However, the assessment on whether a service delivers VFM depends on a balance between cost

and quality and organisations have to decide what fits best for their residents. The fact that OH's residents are happy to pay for the residential staff make the VFM assessment of cost versus quality, even more difficult to make.

4.2. The cleaners and caretakers are managed on a day to day basis by the Communal Services and Improvement team which consists of the Estate Services Manager and three Communal Services and Improvement Officers, and the Mobile Services Team Leader.

5. Benchmarking

5.1. As mentioned in section 3.2 HouseMark were requested to benchmark the quality of services and that section explains the methodology involved.

5.2. The detailed results from the quality assessment exercise can be found in Appendix 1 of this report. We visited 10 sites/estates during the exercise and asked OH to select a representative sample, spread across its four geographic operational areas. We saw a mix of blocks cleaned by your staff and it was felt that this also reflected the different methods of service delivery (mobile, residential etc).

5.3. Although it did not form part of this commission, we also looked at the quality of the grounds maintenance delivered to these 10 areas/sites and have commented on this in our conclusions.

5.4. The quality scores for each of the 10 sites/estates we visited were as follows:

| Estate or area | Cleaning quality score | Grounds maintenance score |
|--|------------------------|---------------------------|
| 3A Howick Place | 96% | N/A |
| Wilsham Street Estate | 89% | 88% |
| Crossways and Princes Place | 94% | 50% |
| Elizabeth House, Wembley | 100% | 100% |
| Peel House | 95% | 58% |
| Harbet Road | 100% | N/A |
| Colvin House | 92% | N/A |
| Wilcove Estate and Constance Court | 94% | 75% |
| Fernleigh Close | 93% | 83% |
| Mulberry Court | 91% | 83% |
| <i>Score without notice boards and recycling included.</i> | 94% | N/A |
| Overall quality score | 94% | 77% |

29 organisations have now entered their caretaking and cleaning quality score in the HouseMark benchmarking tool. The results of the caretaking quality benchmarking with other organisations can be found in Appendix 2 to this report.

When compared to the other 29 organisations that have a quality score, your score of 94% was the second best score recorded and was easily in the top quartile. The details of the comparative scores are contained in Appendix 2 to this report.

Often when judging the quality of caretaking and cleaning services we remove the scores

for 'Signage' and we did that for OH. However, when we did that, it made no difference to the overall score for that service.

5.5. It is apparent, in looking at the quality scores in section 5.4. that the results for some particular estates/areas like Wilsham Street estate, led to Octavia's score being less than would have been the case if the standards in all the other areas had been mirrored there. Improvement on this estate/area would increase the overall quality score and may even lead to Octavia achieving the highest score of those compared.

5.6. The highest performing landlords in the chart in Appendix 2 have a mix of service delivery, some with in-house teams and others using contractors. Stockport Homes, the best performing organisation, has an in-house team that also supplies services for other social landlords in the Greater Manchester area through a tendering process. Southwark Cleaning Services is the in-house team of Southwark Council and was the third best performing organisation. Eastlands, Islington & Shoreditch HA and City West Homes, were after Octavia, the next best performers and all use external contractors to provide their cleaning services.

6. Current Monitoring Arrangements

6.1. It is our considered view that it doesn't matter which type of service delivery is used by a landlord; the most important factors for a successful service are the quality of management and the need for effective monitoring processes, thus the importance of this review to OH.

6.2. We observed that apart from the quality checking done by the CS&IOs, OH currently do little other effective monitoring on the standard of the caretaking service that is delivered.

6.3. A decision was taken some time ago to not formally involve Resident Services Officers (RSOs) and Leasehold/Sheltered Officers in monitoring the work of the caretakers, although they will of course be the front line for dealing with complaints from residents. The Leasehold and Sheltered Officers used to be responsible for monitoring the cleaning service in their own properties, but this was also changed about a year ago, when responsibility was moved to the CS&IOs.

6.4. Apart from submitting complaints, if the service does not meet their expectations residents do not have an active part in monitoring. There is no formal estate inspection process and this is the normal way for residents to be involved in the delivery and monitoring of estate services.

6.5. OH do undertake a two yearly survey of residents to find out their satisfaction of estate services, and the form used for this is very similar to the one HouseMark has designed for use within the Estate Services cub. The survey form has five main questions which require an answer between 10 and 1 (10 being very happy and 1 being very unhappy) and also includes a number of questions asking if certain things like graffiti and fly tipping are issues in their area.

6.6. The CS&IOs and other Octavia staff also undertake what is known as 'Walkabout Wednesday' where they visit a particular area, inspect the area themselves and also ask residents what they think of the caretaking service. For both these exercises a scale of 1 to 10 is used which HouseMark considers too cumbersome to give accurate feedback on performance.

6.7. The CS&IOs also undertake regular telephone based “power hour surveys” where they could call a particular scheme or estate and ask residents their opinion on services. Again they use an overelaborate scale of 1 to 10 which as in section 6.5. and section 6.6., we consider should be changed to a 1 to 4 scale.

6.8. We understand that the CS&IOs do undertake site inspections but these are really part of their overall quality control process rather than monitoring exercises. It is our understanding that residents are invited to these site inspections, via posters on notice boards, but rarely attend them.

6.9. Having looked at the Octavia Housing website there is no easily visible mention of what standards residents can expect in terms of caretaking and no ability to report any underperformance, although I understand that something like this does exist.

7. Recommendations for Improvement to the Monitoring Process

7.1. There are two main groups who generally take part in the monitoring of estate services within social housing organisations: housing officers; and residents. Apart from it is the routine quality control work done by the managers of the caretakers and cleaners.

7.2. At the moment apart from the surveys outlined in section 6, residents play little direct part in monitoring the work of the caretakers and cleaners at OH. The normal ways for residents to take part in direct front line monitoring are as follows.

7.2.1. Formal organised and programmed estate inspections. Although in some organisations these have fallen out of favour, we still consider that if they are well organised, programmed and advertised in advance they can still play a valuable role in monitoring the standard of the work done by the caretakers and cleaners. Estate Inspections, including residents, can also identify troublesome areas where ASB occurs, things which could potentially injure residents like damage paving slabs and flagstones, faulty lampposts, abandoned and untaxed vehicles and areas where improvements can be made. We note that these are all areas that are picked up as part of the quarterly inspections by the CSIO's but we feel that there could potentially be some improvements to the process, although the structure is already there.

Social housing has a history of resident Estate Inspections being poorly attended, taking up staff time and not serving any useful purpose. Organisations who have made them more productive and effective have held them in the evenings or even at weekends, tried involving children through local schools and other resident groups, like mother and toddler groups.

Two other vital things to consider are, firstly, to advertise them widely and well in advance and, secondly, ensuring that any issues raised are followed up and acted on. The latter is something often raised by residents as the main reason for them not participating in Estate Inspections. I often hear residents say, “We keep raising that but nothing is ever done” so what is the point of going to them.

We would therefore recommend that formal Estate Inspections, with residents and other stakeholders such as Councillors, police etc, be reintroduced. Providing they are well run, advertised well in advance and publicised widely we consider that Estate Inspections can be a valuable way of involving residents, finding out what is going on around estates and monitoring the work that is being done by caretakers and external contractors. We also

feel that OH could involve other staff such as asset management and resident involvement staff.

We have attached as Appendix 3 to this report an Estate Inspection form used by A1 Housing which we think reflects good practice in this area. If OH require any more information about the process used by A1 Housing they can contact Peter Exley, Tenancy & Estate Manager, A1 Housing on tel: 01777 713207 or by email: Peter.Exley@A1Housing.co.uk

7.2.2. The Residential Services Officers also have a role to play in the monitoring of the work of the caretaker and this can be on a less formal basis. The RSOs are out and about on the estates all the time doing their day to day work so they must be made aware of the standards that OH are striving to deliver and that they should be playing a role in ensuring that those standards are delivered. If, whilst out and about on estates, they observe that the cleaning of blocks and the surrounding areas has not met the required standard they should be aware of the procedure that should be followed to ensure that action is taken by the Estate Services team. We would recommend that a training session is held with RSOs if they are to be more involved in monitoring, to ensure that they understand issues such as the relationship between disrepair and cleanliness.

7.2.3. Being able to give their opinions via the OH website should also be an option for residents. If there was a link on the OH website which outlined what the standard of estate services should be, there could also be a link giving them the ability to make a comment on the current service if it is not meeting that standard, or indeed if they think it is.

7.3. As mentioned in section 6.5 OH do undertake a formal survey of Estate Services, but we would recommend a number of improvements to it and also to the other monitoring arrangements that OH has in place. HouseMark considers the scale of 10 to 1 to be too wide as it has the ability to confuse residents. We would recommend the use of only 4 choices in a survey, as follows:

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

This way of scoring mirrors that which is used in the HouseMark PhotoBook and means that residents have to make a decision as to if they are satisfied with the service or not. There is no "sitting on the fence" and not so many choices which confuses them. If OH decide to use this method they would be able to benchmark the quality of their Estate Services when they do the HouseMark 'Core benchmarking' submission, which is done annually.

We would recommend that this scale for scoring, 1 to 4, is also used in the 'Walkabout Wednesday' and 'Power Hour' surveys which would mean that a consistent scoring methodology is being used.

7.4. While undertaking the Quality Assessment exercise we took the opportunity of looking at the quality of information contained on the notice boards within the blocks we visited, and which are widely used to communicate with residents.

The Octavia Housing notice boards contained quite a bit of information but little of it referred to the caretaking service. We did see one notice that outlined what the mobile team should be delivering to a particular block and to what frequency, but we understand

that, unfortunately, this was no longer used and should have been removed.

When our Associate Alan Crowder was designing the PhotoBook in 2009, he took advice from the Audit Commission's lead inspector for estate services who advised of six things that they would expect to see on internal, block notice boards when inspecting them. The six things were:

- Details of housing office staff with photos and contact details (phones & e-mail).
- Estate Services schedules, giving dates when cleaning and/or grounds maintenance will be undertaken and what will be done.
- Tenant or Resident Association details (officers and events etc).
- Repairs reporting details (phone numbers and e-mail addresses, if appropriate).
- Out of hours contacts details (repairs, ASB, fly tipping etc).
- Action to be taken in the event of fire.

During the work that Alan Crowder has done all over the country and with many social landlords, he has only ever observed one landlord who had all six things on their notice boards but many had four or five. The most that were seen on any OH notice board was three and rarely did this include any information on estate services standards or frequency, either for cleaning/caretaking or grounds maintenance. Often there were separate fire notices on the wall which is good.

We would recommend that OH reviews the content of their notice boards and includes some details of what exactly the cleaners and caretakers do and to what frequency. It should also contain a telephone number that residents can contact should anything not be delivered to the required standard.

8. Communication of Service Standards

8.1. As part of this project HouseMark were asked to look at the methods other social landlords use to communicate what standards of service they deliver in respect of Estate services. This is something that we have found a lot of landlords are not very good at, but as always, we have had a fantastic response from members of the Estate Services club.

8.2. Many organisations are still using the old favourites of notice boards and newsletter, but some other suggestions from social landlords are set out below:

- "The use of FaceBook, Twitter and other social media are being used much more. Surveys via survey monkey work.
- Leaflets" (New Charter Housing)
- "Communal notice boards in high/low rise schemes and our community houses notice boards . We also do the following:
 - Our Block Champions use our website to complete their fortnightly inspection reports based on the HouseMark Photo Book scoring system.
 - Often use our quarterly newsletters to deliver key messages to customers.
 - Use Bluetooth messaging to alert customers to events in their neighbourhood e.g. Say No to Fly tipping/Litter, Say No to Dog fouling, Rubbish Amnesty days & Operation Banger etc.
 - Produce flyers regarding events and they get delivered by hand by our out of hours security response team.
 - We utilise our Umbrella Tenants Groups, community houses and Block Champions to review our current/ new service standards so they can sign them off once any amendments have been approved.

- Hold open days/workshops in our HQ to consult with our customers regarding service changes or choosing new kitchen bathroom designs etc.
- We also consult with customers on a “Chatter bus” this worked well when we were consulting with residents regarding Local Offers. We went on the road with a camper van providing light refreshments and carried out surveys across all our estates. This proved very popular with staff and residents. To be honest the “Chatter Bus” was a lot more popular than our current Magenta Living Trailer.
- We carry out door knocking surveys in particular hot spot locations. As an example we recently carried out a waste disposal survey in one area as bin provision and litter was a real problem. This proved very successful as we provided additional bins to larger families and branded bins for each address to try and prevent theft.” (Magenta housing – Mersyside)
- “We have started to involve residents in spot checks which has started to work well.
 - Good to add info in the newsletters to residents also.
 - We have a template now for 'you said, we did' which we put on our noticeboards.” (Brent Housing Partnership)
- “I think the HouseMark PhotoBook has been very useful in communicating our standards. This was given to all operatives as well, so they are able to communicate whilst on the schemes.” (Magna Housing Association)
- “We have recently created a Neighbourhood Champions forum as part of our approach to resident involvement. (At THT there isn't a central RI team, we take responsibility for it as a service area and centralise outcomes for the business, so we can see what we are doing this kind of promotes healthy competition to engage customers! And I like that!)
 - So also....Our neighbourhood champions' forum recruits customers to carry out up to three activities to tell us about our service. These are:
 1. Block Champions – inspects aspects of cleaning in low and high rise blocks
 2. Neighbourhood champion – inspects wider neighbourhood issues from skip days/ initiative to promote sustainability
 3. Green champion – Inspects the grounds maintenance
 - The approach has seen us recruit 10 more bodies this year and our approach is either be involved as much as you like, such as a block inspection one month, green the next, or all of them. Giving a bit of variety I think has been the key.
 - We also moved away from rigid inspections regime with customers, whilst Housing officers and my team carry out regimes for performance management point of view, we are saying to customers if you want an inspection, tell us and we do one at your convenience. So a flexible customer approach.
 - As for advertising, yep we used all the normal routes, but utilising social media I would say has helped get people on board.
 - We provide training to our front line times and created localised accounts, such as @THTSale, @THTAltrincham and encouraged the team to tweet as part of their daily work, no targets (it's all about behaviours!!).
 - We also brought in the use of hash tags in twitter which reflects key elements

of work in our service area. such #clean #safe# attractive – so if we clear a path way of leaves, we would take a photo, tweet it, noting a little commentary along with a #safe #attractive.

- This then also hits the Facebook page as we have automated programs which display it there, increasing likes and customers get to see what's happening.
- The use of social media has had some good feedback from our neighbourhood champions group and we sign them up to engage with us on here... some more than others!
- As for service standards, as you know we recently adopted the Photobook concept and have this on the website and in schemes. Housing officers have been briefed on its use that and the above we get it out this way too." (Trafford Housing Trust – Manchester)

8.3. As can be seen there are some pretty innovative ways now being used to communicate service standards to residents and we would recommend Octavia Housing looks at implementing whichever of these would best suits the organisation.

9. Hand held Technology for Monitoring

9.1. At the moment OH are using a Microsoft tool called Microsoft Dynamics CRM to detail inspections. The CS&IOs use it to record what they observe when doing their quality checks on the work of the caretakers and cleaners. This seems to be a pretty efficient system for recording if the site meets the required standard and for reporting any defects that are identified, but it also has its limitations.

There are a number of tools available to social landlords which do what Microsoft Dynamics does but also has a lot of other capabilities which would be useful to OH. HouseMark does not specifically endorse any of these products but through the work Alan Crowder has done with the Estate Services club he knows that they are being successfully used.

9.2. The first is called 1st Touch and is used by Affinity Sutton Group very successfully. The advantage to this system is that it has been tailored for use by social landlords and Affinity Sutton have done a lot of the hard work in that development already.

- Records caretaking, grounds maintenance and bulk rubbish removal tasks
- Accurately records the weight of the bulk rubbish load collected and disposed of
- Prepare accurate service charges
- Report repairs to Repairs team
- Report housing management issues
- Produce reports
- Quality assurance inspections.

There are also a number of very useful reports that can be produced from the system, particularly around service charges; something London landlords find particularly useful in dealing with service charge queries. The reports that can be produced include:

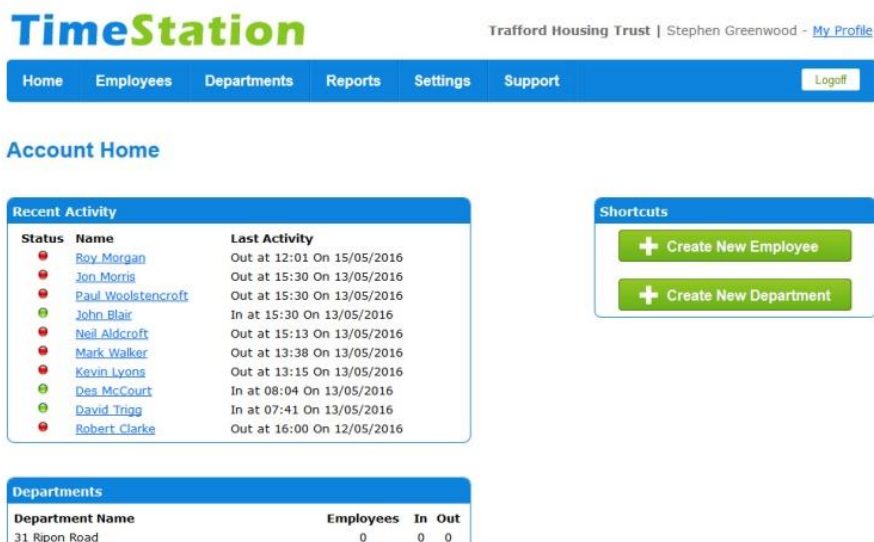
- Work activities
- Excessive hours
- Operatives activities

- Repairs
- Housing Management issues
- Quality Assurance
- Service charge

If you require any more information about 1st Touch, their website can be viewed at <http://www.1sttouch.com/>

Also I am sure that Affinity Sutton would be happy to host a demonstration and if you wish to proceed with that contact, David Beckford - Head of Estate Services, Affinity Sutton, Tel: 0300 100 0303, Mobile: 07803 512 601 or email at David.Beckford@affinitysutton.com

9.3. The other system which we are aware of is called iAuditor which is a Windows based tool used by a number of landlords in the north of England. This is very much a time management system, but is cheaper option than 1st Touch. Below is an example of the type of report this system can produce.



TimeStation Trafford Housing Trust | Stephen Greenwood - My Profile

Home Employees Departments Reports Settings Support

Account Home

Recent Activity

| Status | Name | Last Activity |
|--------|------------------------------------|----------------------------|
| ● | Roy Morgan | Out at 12:01 On 15/05/2016 |
| ● | Jon Morris | Out at 15:30 On 13/05/2016 |
| ● | Paul Woolstencroft | Out at 15:30 On 13/05/2016 |
| ● | John Blair | In at 15:30 On 13/05/2016 |
| ● | Neil Aldcroft | Out at 15:13 On 13/05/2016 |
| ● | Mark Walker | Out at 13:38 On 13/05/2016 |
| ● | Kevin Lyons | Out at 13:15 On 13/05/2016 |
| ● | Des McCourt | In at 08:04 On 13/05/2016 |
| ● | David Trigg | In at 07:41 On 13/05/2016 |
| ● | Robert Clarke | Out at 16:00 On 12/05/2016 |

Shortcuts

-
-

Departments

| Department Name | Employees | In | Out |
|-----------------|-----------|----|-----|
| 31 Ripon Road | 0 | 0 | 0 |

9.4. There are many remote worker monitoring tools available on the market. A simple google search will show a number of them. However, a couple of other systems on the market which we know social landlords have tried are detailed below, but we have no direct experience of these products ourselves. Their websites can be viewed as follows:

- Teramind. <https://www.teramind.co/solutions/remote-employee-monitoring>
- Ezitracker <http://www.ezitracker.com/>

10. Grounds Maintenance Service.

10.1. As mentioned in section 3.2. while we were carrying out the Quality Assessment of the caretaking service we also took the opportunity to score the sites/blocks where Grounds Maintenance was provided. We understand that this is a new service provided by John O'Conner which has been running since January 2015.

10.2. We were able to observe the standard of grounds maintenance at a number of sites and when the scores for those sites were entered into the HouseMark Estate

Services Octavia Housing came up with a quality score of 77% which is quite low when compared with other social landlords who have undertaken the exercise.

10.3. The main reasons for the low quality score were the poor weed control at the following sites:

- Crossways and Princes Place
- Peel House
- Fernleigh Close
- Mulberry Court

The other reason for low scores were the poor standards of grass cutting and maintenance at Wilcove Estate and Constance Court. The actual quality of grass on a number of sites was also very poor, something we encounter often on social housing estates.

10.4. As it was not covered by this commission we have not investigated the grounds maintenance service in any detail but we suspect that the frequencies included in the specification are not adequate for a high standard of grounds maintenance to be delivered. If Octavia Housing wished us to look at the specification and to review the grounds maintenance service in more detail, we would be happy to do so.

11. Conclusions

11.1. HouseMark considers that there are a number of ways in which the monitoring of the work carried out by the caretakers and cleaners could be improved and they are outlined in section 7 of this report and summarised in the Executive Summary in section 2.

11.2. We have also outlined in section 9 the improvements that could be made to the electronic monitoring of the caretaker's work and would recommend that Octavia Housing investigates these further. Social landlords have a long way to go to match the electronic monitoring tools that private sector contractors' use but the work Affinity Sutton have done with 1st Touch, has gone a long way to bridging that gap.

11.3. HouseMark would be happy to discuss the contents of this report with staff at Octavia Housing and also to present the report to the Scrutiny Panel, who we understand instigated this review.

11.4. HouseMark were also asked by Octavia Housing for some ideas as to how the HouseMark PhotoBook could be used within their organisation. We have outlined below some ideas and would be happy to explore them further with Octavia Housing should they wish to.

11.4.1. The PhotoBook is now being widely used when organisations are procuring their new Estate Services contracts. Instead of the specification going into detail about as to what frequency individual tasks have to be performed to, it refers to the PhotoBook and states that the organisation wants their blocks and estates to look like the "B" standard identified by the PhotoBook, at all times. They want their estates and blocks to look like an "A" standard after every visit the contractor makes to the sites to do work, but it must be a "B" standard at all times.

This puts the emphasis on the contractor to decide how frequently he has to visit each site or block in order to maintain it to the required standard, but inevitably this means for

many blocks less frequent visits. Contractors tend to like this system as it gives them the flexibility to use their workforce in the best and most efficient way, and feedback from the contracts I have procured with Procurement for Housing have identified between 10% and 16% savings on the value of the contract.

We all know that some blocks are cleaned more frequently than is required simply because that is the commitment that has been made to residents. This method of service delivery, which has become known as 'Standard Based Service Delivery', overcomes that.

You can also easily use the PhotoBook to design a penalty and default mechanism to suit the contract. Although a single "C" standard discovered by a robust monitoring regime would on its own not attract a penalty, a certain specified number of "C" standards identified within a given period would. Also, if a "D" standard was discovered at any time a notice, with financial penalties, would be served.

11.4.2. The philosophy of 'Standard Based Service Delivery' can however just as easily be introduced if you have an in-house work force like Octavia Housing. I have worked with South Essex Homes (SEH) who have moved towards delivering their services in this way and that has proved very successful.

I worked with the managers, caretakers and cleaners and residents to guide them through the change process. The main difficulty was persuading residents that the required standard would be maintained even though a caretaker would visit less frequently. SEH had done much of the hard work by moving to a completely mobile service and had no residential caretakers, or ones that operated on single sites. As Octavia Housing have these types of staff, the process might be more difficult but not impossible. The incentive for residents of potential lower service charges is always an attractive proposition.

11.4.3. The other way of using the PhotoBook could be to base your Service Standards documents around the photos within the book. Some photos could be used to indicate what would be deemed an acceptable standard and others showing what standard would be unacceptable. I know of some organisations who have actually designed their own version of the PhotoBook, using their own sites, but this is not absolutely necessary.

11.4.4. The PhotoBook, or selected photos, could be placed on your website with the question being asked, "Does your block/estate look like this (an acceptable standard), or this (an unacceptable site/block). Using five or six different categories, Car parks, entrance lobbies, lifts, windows, litter control etc., on the website a reasonably accurate feedback could be obtained from residents and any problems would be quickly identified.



**NATIONAL
HOUSING
FEDERATION**



PARTNER

**MORGAN
SINDALL**

PROPERTY SERVICES



Appendix 1 – The results of the quality assessment exercise

**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**

Name of organisation being scored :-

Name of visiting organisation/person :-

Date of visit.

OCTAVIA HOUSING - SUMMARY OF SCORE ON INDIVIDUAL ESTATES.

ALAN CROWDER

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | | | | | | | Total Score | Overall % element score |
|--|---------------------------|--|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------|-------------------------|
| | | | % Score for each Area/Estate. | | | | | | | | | | | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| Element 1 | 5 | Car Parks | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 100 | 100 | 300 | 100 |
| Element 2 | 7 | Garages and Garage Areas | 0 | 0 | 0 | 100 | 100 | 0 | 0 | 100 | 0 | 0 | 300 | 100 |
| Element 3 | 12 | Paths, roadways & courtyards | 0 | 0 | 0 | 100 | 100 | 0 | 0 | 100 | 100 | 100 | 500 | 100 |
| Element 4 | 14 | Play areas & seating areas | 0 | 0 | 0 | 100 | 0 | 0 | 0 | 100 | 0 | 0 | 200 | 100 |
| Element 5 | 16 | Litter removal from communal areas, grassed areas & shrubs | 100 | 100 | 100 | 100 | 100 | 0 | 0 | 100 | 100 | 75 | 775 | 97 |
| Element 6 | 18 | Graffiti removal | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 1000 | 100 |
| Element 7 | 20 | Security of tank and meter rooms | 100 | 0 | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 800 | 100 |
| Element 8 | 21 | Rubbish chutes | 0 | 0 | 75 | 0 | 0 | 0 | 0 | 75 | 0 | 0 | 150 | 75 |
| Element 9 | 23 | Cleanliness of windows | 0 | 92 | 100 | 100 | 100 | 100 | 75 | 100 | 75 | 75 | 817 | 91 |
| Element 10 | 25 | Cleanliness of ledges & window cills | 100 | 75 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 975 | 98 |
| Element 11 | 27 | Cleanliness of light fittings & working condition | 100 | 100 | 88 | 100 | 100 | 100 | 100 | 100 | 75 | 75 | 938 | 94 |
| Element 12 | 29 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 100 | 83 | 100 | 100 | 100 | 100 | 100 | 100 | 75 | 75 | 933 | 93 |
| Element 13 | 31 | Entrance halls and lobbies | 100 | 92 | 100 | 100 | 100 | 100 | 100 | 100 | 75 | 100 | 967 | 97 |
| Element 14 | 33 | Handrails, ledges and banister rails. | 100 | 83 | 88 | 100 | 100 | 100 | 100 | 100 | 75 | 100 | 946 | 95 |
| Element 15a | 35 | Lifts – (Floors) | 0 | 0 | 100 | 100 | 75 | 100 | 100 | 83 | 0 | 0 | 558 | 93 |
| Element 15b | 37 | Lifts (Doors, panels and frames) | 0 | 0 | 100 | 100 | 75 | 100 | 100 | 83 | 0 | 0 | 558 | 93 |
| Element 16 | 39 | Cleanliness of walls in communal areas | 75 | 92 | 100 | 100 | 75 | 100 | 100 | 83 | 75 | 100 | 900 | 90 |
| Element 17 | 41 | Bin chambers | 0 | 0 | 0 | 100 | 100 | 0 | 0 | 100 | 100 | 100 | 500 | 100 |
| Element 18 | 43 | Communal bin shed & drying areas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Element 19 | 46 | Security and tidiness of intake rooms and dry stores | 100 | 0 | 0 | 100 | 100 | 100 | 50 | 100 | 0 | 0 | 550 | 92 |
| Element 20 | 79 | Fly Tipping | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 1000 | 100 |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 75 | 58 | 75 | 100 | 75 | 0 | 75 | 75 | 0 | 0 | 533 | 76 |
| Element 22 | 93 | Recycling facilities | 0 | 0 | 0 | 100 | 100 | 0 | 0 | 75 | 0 | 0 | 275 | 92 |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 96 | 89 | 94 | 100 | 95 | 100 | 92 | 94 | 89 | 93 | 942 | 94 |
| Element 23 | 98 | Grounds Maintenance – grassed areas | 0 | 0 | 0 | 0 | 75 | 0 | 0 | 50 | 0 | 0 | 125 | 63 |
| Element 24 | 102 | Grounds Maintenance – weed clearance | 0 | 75 | 50 | 100 | 50 | 0 | 0 | 67 | 50 | 50 | 442 | 63 |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 0 | 100 | 50 | 100 | 50 | 0 | 0 | 75 | 100 | 100 | 575 | 82 |
| Element 26 | 110 | Grounds Maintenance - tree management. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 100 | 100 | 300 | 100 |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 0 | 88 | 50 | 100 | 58 | 0 | 0 | 75 | 83 | 83 | 538 | 77 |

| | | | |
|----------|--------------------------|-----------|----------------------------|
| Estate 1 | 3A Howick Place | Estate 6 | Harbert Road |
| Estate 2 | Wilsham Street Estate | Estate 7 | Colvin House |
| Estate 3 | Crosssways | Estate 8 | Wilcove Estate & Constance |
| Estate 4 | Elizabeth Court, Wembley | Estate 9 | Fernleigh House |
| Estate 5 | Peel House | Estate 10 | Molberry Court |

**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY DATA COLLECTION.**

Name of organisation being scored :-

OCTAVIA HOUSING - HOWICK PLACE and PEEL HOUSE

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score | |
|--|---------------------------|--|--------------------|---|---|---------|-------------|------------------|-----------------|---|
| | | | Block/Area/Estate. | | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | | |
| Element 1 | 8 | Car Parks | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 2 | 12 | Garages and Garage Areas | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 3 | 17 | Paths, roadways & courtyards | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 4 | 21 | Play areas & seating areas | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 6 | 29 | Graffiti removal | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 7 | 33 | Security of tank and meter rooms | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 8 | 34 | Rubbish chutes | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 9 | 38 | Cleanliness of windows | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 13 | 50 | Entrance halls and lobbies | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 15a | 57 | Lifts – (Floors) | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | Were not able to inspect lift at Howick Place as it was out of order. |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 3 | 0 | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 17 | 69 | Bin chambers. | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 20 | 79 | Fly Tipping. | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 3 | 0 | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 22 | 93 | Recycling facilities | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 | |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 46 | 0 | 0 | | 46 | 48 | 96 | |
| Element 23 | 98 | Grounds Maintenance – grassed areas | 0 | 0 | | 4 4 0 0 | 0 | 0 | 0 | |
| Element 24 | 102 | Grounds Maintenance – weed clearance | 0 | 0 | | 4 4 0 0 | 0 | 0 | 0 | |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 0 | 0 | | 4 4 0 0 | 0 | 0 | 0 | |
| Element 26 | 110 | Grounds Maintenance - tree management. | 0 | 0 | | 4 4 0 0 | 0 | 0 | 0 | |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 0 | 0 | 0 | | 0 | 0 | 0 | |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 46 | 0 | 0 | | 46 | 64 | 72 | |

BLOCK 1 3A Howick Place (Bottom 5 floors of 10 storey block - newish probably about 2005)



**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**

Name of organisation being scored :-

OCTAVIA HOUSING - WILSHAM STREET ESTATE

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

Jun-16

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score | | | | |
|--|---------------------------|--|--------------------|----|----|---|-------------|------------------|-----------------|-----|-----|-----|--|
| | | | Block/Area/Estate. | | | | | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | | | | | |
| Element 1 | 8 | Car Parks | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 2 | 12 | Garages and Garage Areas | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 3 | 17 | Paths, roadways & courtyards | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 4 | 21 | Play areas & seating areas | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 12 | 12 | 100 | |
| Element 6 | 29 | Graffiti removal | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 12 | 12 | 100 | |
| Element 7 | 33 | Security of tank and meter rooms | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 8 | 34 | Rubbish chutes | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 9 | 38 | Cleanliness of windows | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 11 | 12 | 92 | |
| Element 10 | 41 | Cleanliness of ledges & window cills | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 9 | 12 | 75 | Ledges and window cills in block 1 were dirty and not satisfactory |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 12 | 12 | 100 | |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 10 | 12 | 83 | Stairs in block 1 were very dirty. |
| Element 13 | 50 | Entrance halls and lobbies | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 11 | 12 | 92 | |
| Element 14 | 54 | Handrails, ledges and banister rails. | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 10 | 12 | 83 | |
| Element 15a | 57 | Lifts – (Floors) | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 11 | 12 | 92 | |
| Element 17 | 69 | Bin chambers. | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 20 | 79 | Fly Tipping. | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 12 | 12 | 100 | |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 7 | 12 | 58 | Poor contents on the notice boards |
| Element 22 | 93 | Recycling facilities | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 33 | 42 | 42 | 0 | | | | 117 | 132 | 89 | |
| Element 23 | 98 | Grounds Maintenance – grassed areas | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Element 24 | 102 | Grounds Maintenance – weed clearance | 3 | 3 | 0 | 4 | 4 | 4 | 4 | 6 | 8 | 75 | |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 8 | 8 | 100 | |
| Element 26 | 110 | Grounds Maintenance - tree management. | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 0 | |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 7 | 7 | 0 | 0 | | | | 14 | 16 | 88 | |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 40 | 49 | 42 | 0 | | | | 131 | 148 | 88 | |

BLOCK 1 39-47 Wilsham Street (General Needs block - 3 stores)

BLOCK 2 27-35 Wilsham Street (Sheltered Housing block)

BLOCK 3 Frederick Dobson House (Sheltered Housing block)



**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**

Name of organisation being scored :-

OCTAVIA HOUSING - CROSSWAYS and PRINCES PLACE.

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score |
|--|---------------------------|--|--------------------|----|---|---------|-------------|------------------|-----------------|
| | | | Block/Area/Estate. | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | |
| Element 1 | 8 | Car Parks | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Element 2 | 12 | Garages and Garage Areas | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Element 3 | 17 | Paths, roadways & courtyards | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Element 4 | 21 | Play areas & seating areas | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 4 | 4 | | 4 4 4 4 | 8 | 8 | 100 |
| Element 6 | 29 | Graffiti removal | 4 | 4 | | 4 4 4 4 | 8 | 8 | 100 |
| Element 7 | 33 | Security of tank and meter rooms | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 |
| Element 8 | 34 | Rubbish chutes | 3 | 3 | | 4 4 4 4 | 6 | 8 | 75 |
| Element 9 | 38 | Cleanliness of windows | 4 | 4 | | 4 4 4 4 | 8 | 8 | 100 |
| Element 10 | 41 | Cleanliness of ledges & window sills | 4 | 4 | | 4 4 4 4 | 8 | 8 | 100 |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | 3 | | 4 4 4 4 | 7 | 8 | 88 |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 4 | 4 | | 4 4 4 4 | 8 | 8 | 100 |
| Element 13 | 50 | Entrance halls and lobbies | 4 | 4 | | 4 4 4 4 | 8 | 8 | 100 |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | 3 | | 4 4 4 4 | 7 | 8 | 88 |
| Element 15a | 57 | Lifts - (Floors) | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 4 | 0 | | 4 4 4 4 | 4 | 4 | 100 |
| Element 17 | 69 | Bin chambers. | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Element 20 | 79 | Fly Tipping. | 4 | 4 | | 4 4 4 4 | 8 | 8 | 100 |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 3 | 3 | | 4 4 4 4 | 6 | 8 | 75 |
| Element 22 | 93 | Recycling facilities | 0 | 0 | | 4 4 4 4 | 0 | 0 | 0 |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 58 | 40 | 0 | 0 | 98 | 104 | 94 |
| Element 23 | 98 | | 0 | 0 | | 4 4 0 4 | 0 | 0 | 0 |
| Element 24 | 102 | Grounds Maintenance - weed clearance | 2 | 2 | | 4 4 0 4 | 4 | 8 | 50 |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 2 | 2 | | 4 4 0 4 | 4 | 8 | 50 |
| Element 26 | 110 | Grounds Maintenance - tree management. | 0 | 0 | | 4 4 0 4 | 0 | 0 | 0 |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 4 | 4 | 0 | 0 | 8 | 16 | 50 |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 62 | | 0 | 0 | 106 | 120 | |

BLOCK 1 17 to 19 Penzance Place

BLOCK 2 23 to 46 Princes Place (long balconies - block consists of maisonettes covering 2 floors)

**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**

Name of organisation being scored :-

OCTAVIA HOUSING - Elizabeth Court Wembley

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score |
|--|---------------------------|--|--------------------|---|---|---------|-------------|------------------|-----------------|
| | | | Block/Area/Estate. | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | |
| Element 1 | 8 | Car Parks | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 2 | 12 | Garages and Garage Areas | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 3 | 17 | Paths, roadways & courtyards | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 4 | 21 | Play areas & seating areas | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 6 | 29 | Graffiti removal | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 7 | 33 | Security of tank and meter rooms | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 8 | 34 | Rubbish chutes | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 9 | 38 | Cleanliness of windows | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 13 | 50 | Entrance halls and lobbies | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 15a | 57 | Lifts - (Floors) | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 17 | 69 | Bin chambers. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 20 | 79 | Fly Tipping. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 22 | 93 | Recycling facilities | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 80 | 0 | 0 | 0 | 80 | 80 | 100 |
| Element 23 | 98 | Grounds Maintenance - grassed areas | 0 | | | 4 0 0 0 | 0 | 0 | 0 |
| Element 24 | 102 | Grounds Maintenance - weed clearance | 4 | | | 4 0 0 0 | 4 | 4 | 100 |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 4 | | | 4 0 0 0 | 4 | 4 | 100 |
| Element 26 | 110 | Grounds Maintenance - tree management. | 0 | | | 4 0 0 0 | 0 | 0 | 0 |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 8 | 0 | 0 | 0 | 8 | 8 | 100 |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 88 | 0 | 0 | 0 | 88 | 88 | |

BLOCK 1 Elizabeth Court (new 14 storey block with a mix of General Needs (28) and Private flats with different entrances)



HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES. SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.

Name of organisation being scored :-

OCTAVIA HOUSING - PEEL HOUSE

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score | |
|--|---------------------------|--|--------------------|---|---|---------|-------------|------------------|-----------------|---|
| | | | Block/Area/Estate. | | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | | |
| Element 1 | 8 | Car Parks | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 2 | 12 | Garages and Garage Areas | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 3 | 17 | Paths, roadways & courtyards | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 4 | 21 | Play areas & seating areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 6 | 29 | Graffiti removal | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 7 | 33 | Security of tank and meter rooms | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 8 | 34 | Rubbish chutes | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 9 | 38 | Cleanliness of windows | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | | | 4 4 4 4 | 4 | 4 | 100 | Dust on top of light fittings in Peel House. |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 13 | 50 | Entrance halls and lobbies | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 15a | 57 | Lifts - (Floors) | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 17 | 69 | Bin chambers. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 20 | 79 | Fly Tipping. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 22 | 93 | Recycling facilities | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 72 | 0 | 0 | | 72 | 76 | 95 | |
| Element 23 | 98 | Grounds Maintenance - grassed areas | 3 | | | 4 0 4 4 | 3 | 4 | 75 | |
| Element 24 | 102 | Grounds Maintenance - weed clearance | 2 | | | 4 0 4 4 | 2 | 4 | 50 | lots of weeds in beds and bushes. Not very nice at all for a very nice block. |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 2 | | | 4 0 4 4 | 2 | 4 | 50 | |
| Element 26 | 110 | Grounds Maintenance - tree management. | 0 | | | 4 0 4 4 | 0 | 0 | 0 | |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 7 | 0 | 0 | | 7 | 12 | 58 | |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 79 | 0 | 0 | | 79 | 88 | | |

BLOCK 1 Peel House, Regent Street (6 floors old block with additions- 66 flats) Residential caretaker wh

**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**

Name of organisation being scored :-

NEW CHARTER HOUSING GROUP - ASHTON UNDER LYN AREA

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score |
|--|---------------------------|--|--------------------|----|---|---------|-------------|------------------|-----------------|
| | | | Block/Area/Estate. | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | |
| Element 1 | 8 | Car Parks | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 2 | 12 | Garages and Garage Areas | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 3 | 17 | Paths, roadways & courtyards | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 4 | 21 | Play areas & seating areas | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 6 | 29 | Graffiti removal | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 7 | 33 | Security of tank and meter rooms | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 8 | 34 | Rubbish chutes | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 9 | 38 | Cleanliness of windows | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 13 | 50 | Entrance halls and lobbies | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 15a | 57 | Lifts – (Floors) | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 17 | 69 | Bin chambers. | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 20 | 79 | Fly Tipping | 4 | 4 | | 4 4 4 4 | 8 | 8 | |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Element 22 | 93 | Recycling facilities | 0 | 0 | | 4 4 4 4 | 0 | 0 | |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 52 | 52 | 0 | 0 | 104 | 104 | |
| Element 23 | 98 | Grounds Maintenance – grassed areas | | | | 0 0 0 0 | 0 | 0 | |
| Element 24 | 102 | Grounds Maintenance – weed clearance | | | | 0 0 0 0 | 0 | 0 | |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | | | | 0 0 0 0 | 0 | 0 | |
| Element 26 | 110 | Grounds Maintenance - tree management. | | | | 0 0 0 0 | 0 | 0 | |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 0 | 0 | 0 | 0 | 0 | 0 | |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 52 | 52 | 0 | 0 | 104 | 104 | |

BLOCK 1 5 Harbert Road (12 storey new block of flats with a residential caretaker)

BLOCK 2 11 Harbert Road (as above)



HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES. SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.

Name of organisation being scored :-

OCTAVIA HOUSING -

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score | |
|--|---------------------------|--|--------------------|---|---|---------|-------------|------------------|-----------------|---|
| | | | Block/Area/Estate. | | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | | |
| Element 1 | 8 | Car Parks | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 2 | 12 | Garages and Garage Areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 3 | 17 | Paths, roadways & courtyards | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 4 | 21 | Play areas & seating areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 6 | 29 | Graffiti removal | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 7 | 33 | Security of tank and meter rooms | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 8 | 34 | Rubbish chutes | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 9 | 38 | Cleanliness of windows | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 13 | 50 | Entrance halls and lobbies | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | 1 |
| Element 15a | 57 | Lifts - (Floors) | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 17 | 69 | Bin chambers. | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 2 | | | 4 4 4 4 | 2 | 4 | 50 | intake cupboards not locked (there had been a fire alarm and that may have caused them to open) |
| Element 20 | 79 | Fly Tipping. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 22 | 93 | Recycling facilities | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 48 | 0 | 0 | 0 | 48 | 52 | 92 | |
| Element 23 | 98 | Grounds Maintenance - grassed areas | 0 | | | 4 0 0 0 | 0 | 0 | 0 | |
| Element 24 | 102 | Grounds Maintenance - weed clearance | 0 | | | 4 0 0 0 | 0 | 0 | 0 | |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 0 | | | 4 0 0 0 | 0 | 0 | 0 | |
| Element 26 | 110 | Grounds Maintenance - tree management. | 0 | | | 4 0 0 0 | 0 | 0 | 0 | |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 48 | 0 | 0 | 0 | 48 | 52 | 92 | |

**BLOCK 1 Colvin House - (3 storey modern block 14 flats cleaned by a mobile team)
Mostly leasehold and shared ownership occupiers.**

**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**

Name of organisation being scored :-

OCTAVIA HOUSING - WILCOVE ESTATE and CONSTANCE

Name of visiting organisation/person :-

ALAN CROWDER

Date of visit.

JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score | | | |
|--|---------------------------|--|--------------------|----|---|----|-------------|------------------|-----------------|-----|-----|-----|
| | | | Block/Area/Estate. | | | | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | | | | |
| Element 1 | 8 | Car Parks | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 2 | 12 | Garages and Garage Areas | 4 | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 4 | 100 |
| Element 3 | 17 | Paths, roadways & courtyards | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 4 | 21 | Play areas & seating areas | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 6 | 29 | Graffiti removal | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 7 | 33 | Security of tank and meter rooms | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 8 | 34 | Rubbish chutes | 3 | 3 | 0 | 0 | 4 | 4 | 4 | 6 | 8 | 75 |
| Element 9 | 38 | Cleanliness of windows | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 13 | 50 | Entrance halls and lobbies | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 15a | 57 | Lifts – (Floors) | 3 | 3 | 0 | 4 | 4 | 4 | 4 | 10 | 12 | 83 |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 3 | 3 | 0 | 4 | 4 | 4 | 4 | 10 | 12 | 83 |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 3 | 3 | 0 | 4 | 4 | 4 | 4 | 10 | 12 | 83 |
| Element 17 | 69 | Bin chambers. | 4 | 4 | 0 | 0 | 4 | 4 | 4 | 8 | 8 | 100 |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 0 | 0 | 0 |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 20 | 79 | Fly Tipping. | 4 | 4 | 0 | 4 | 4 | 4 | 4 | 12 | 12 | 100 |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 3 | 3 | 0 | 3 | 4 | 4 | 4 | 9 | 12 | 75 |
| Element 22 | 93 | Recycling facilities | 3 | 3 | 0 | 3 | 4 | 4 | 4 | 9 | 12 | 75 |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 82 | 78 | 0 | 74 | | | | 234 | 248 | 94 |
| Element 23 | 98 | Grounds Maintenance – grassed areas | 0 | 0 | 0 | 2 | 4 | 4 | 4 | 2 | 4 | 50 |
| Element 24 | 102 | Grounds Maintenance – weed clearance | 3 | 3 | 0 | 2 | 4 | 4 | 4 | 8 | 12 | 67 |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 3 | 3 | 0 | 3 | 4 | 4 | 4 | 9 | 12 | 75 |
| Element 26 | 110 | Grounds Maintenance - tree management. | 4 | 4 | 0 | 0 | 4 | 4 | 4 | 8 | 8 | 100 |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 10 | 10 | 0 | 7 | | | | 27 | 36 | 75 |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 92 | | 0 | 81 | | | | 261 | 284 | 85 |

BLOCK 1 Hubert House - 5 storey 1970's block with balconies that are not cleaned by caretakers.

BLOCK 2 Lyon House - (as above)

BLOCK 3 Constance Court (3 storey block) (Monthly GM service is not enough)

**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**

Name of organisation being scored :-
Name of visiting organisation/person :-
Date of visit.

OCTAVIA HOUSING -
ALAN CROWDER
JUNE 2016

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score | |
|--|---------------------------|--|--------------------|---|---|---------|-------------|------------------|-----------------|---|
| | | | Block/Area/Estate. | | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | | |
| Element 1 | 8 | Car Parks | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 2 | 12 | Garages and Garage Areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 3 | 17 | Paths, roadways & courtyards | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 4 | 21 | Play areas & seating areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 6 | 29 | Graffiti removal | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 7 | 33 | Security of tank and meter rooms | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 8 | 34 | Rubbish chutes | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 9 | 38 | Cleanliness of windows | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 13 | 50 | Entrance halls and lobbies | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 14 | 54 | Handrails, ledges and banister rails. | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 15a | 57 | Lifts – (Floors) | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 3 | | | 4 4 4 4 | 3 | 4 | 75 | |
| Element 17 | 69 | Bin chambers. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 20 | 79 | Fly Tipping. | 4 | | | 4 4 4 4 | 4 | 4 | 100 | |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Element 22 | 93 | Recycling facilities | 0 | | | 4 4 4 4 | 0 | 0 | 0 | |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 50 | 0 | 0 | 0 | 50 | 56 | 89 | |
| Element 23 | 98 | Grounds Maintenance – grassed areas | 0 | | | 4 0 0 0 | 0 | 0 | 0 | |
| Element 24 | 102 | Grounds Maintenance – weed clearance | 2 | | | 4 0 0 0 | 2 | 4 | 50 | far too many weeds on paths etc. than could be deemed acceptable. |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 4 | | | 4 0 0 0 | 4 | 4 | 100 | |
| Element 26 | 110 | Grounds Maintenance - tree management. | 4 | | | 4 0 0 0 | 4 | 4 | 100 | |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 10 | 0 | 0 | 0 | 10 | 12 | 83 | |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 60 | 0 | 0 | 0 | 60 | 68 | 87 | |

BLOCK 1



**HOUSEMARK ESTATE SERVICES CLUB - QUALITY ASSESSMENT OF ESTATE SERVICES.
SCORECARD FOR QUALITY BENCHMARKING DATA COLLECTION.**





| | |
|---|--|
| Name of organisation being scored :- | OCTAVIA HOUSING - MOLBERRY COURT (BLOCKS 1 to 5) |
| Name of visiting organisation/person :- | ALAN CROWDER |
| Date of visit. | JUNE 2016 |

| | Page Number in Photo Book | Description of element | SCORE | | | | Total Score | Total poss score | % element score |
|--|---------------------------|--|--------------------|---|---|---------|-------------|------------------|-----------------|
| | | | Block/Area/Estate. | | | | | | |
| | | | 1 | 2 | 3 | 4 | | | |
| Element 1 | 8 | Car Parks | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 2 | 12 | Garages and Garage Areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 3 | 17 | Paths, roadways & courtyards | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 4 | 21 | Play areas & seating areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 5 | 25 | Litter removal from communal areas, grassed areas & shrubs | 3 | | | 4 4 4 4 | 3 | 4 | 75 |
| Element 6 | 29 | Graffiti removal | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 7 | 33 | Security of tank and meter rooms | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 8 | 34 | Rubbish chutes | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 9 | 38 | Cleanliness of windows | 3 | | | 4 4 4 4 | 3 | 4 | 75 |
| Element 10 | 41 | Cleanliness of ledges & window cills | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 11 | 43 | Cleanliness of light fittings & working condition | 3 | | | 4 4 4 4 | 3 | 4 | 75 |
| Element 12 | 46 | Sweeping & washing of stairs, landings, entrance halls & lobbies. Washing down of tiles and painted walls. | 3 | | | 4 4 4 4 | 3 | 4 | 75 |
| Element 13 | 50 | Entrance halls and lobbies | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 14 | 54 | Handrails, ledges and banister rails. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 15a | 57 | Lifts - (Floors) | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 15b | 61 | Lifts (Doors, panels and frames) | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 16 | 65 | Cleanliness of walls in communal areas. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 17 | 69 | Bin chambers. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 18 | 73 | Communal bin shed & drying areas. | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 19 | 77 | Security and tidiness of intake rooms and dry stores. | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 20 | 79 | Fly Tipping | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 21 | 83 | Signage around Estates & Block Notice Boards | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 22 | 93 | Recycling facilities | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Quality score for Caretaking/Cleaning and Estate amenities (Benchmarking field ES 48a) | | | 52 | 0 | 0 | 0 | 52 | 56 | 93 |
| Element 23 | 98 | Grounds Maintenance - grassed areas | 0 | | | 4 4 4 4 | 0 | 0 | 0 |
| Element 24 | 102 | Grounds Maintenance - weed clearance | 2 | | | 4 4 4 4 | 2 | 4 | 50 |
| Element 25 | 106 | Grounds Maintenance - shrub bed & hedge maintenance. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Element 26 | 110 | Grounds Maintenance - tree management. | 4 | | | 4 4 4 4 | 4 | 4 | 100 |
| Quality score for Grounds Maintenance (Benchmarking field ES 48b) | | | 10 | 0 | 0 | 0 | 10 | 12 | 83 |
| Overall Total Quality Score (Benchmarking field ES 48) | | | 62 | 0 | 0 | 0 | 62 | 68 | 89 |

BLOCK 1 Molberry Court - 3 storeys with long balconies which are not cleaned by mobile teams.

Appendix 2 – The results of the benchmarking of the quality assessment scores

| | |
|----------------|----------------------------|
| Club | ESTATE SERVICES |
| Period | 2015/16 (& previous years) |
| Subscriber | Octavia Housing |
| Filter options | All organisations in club |


 2nd Quartile
  3rd Quartile
  Bottom Quartile

ESPI31b - 'Peer Review' Caretaking & Cleaning Quality Score - Total
 High score = Best rank

| | Score | Rank |
|--------------------------------|---------------|--|
| Upper quartile | 88.00 | |
| Club median | 83.00 | |
| Lower quartile | 77.99 | |
| Number in sample | 29 |  |
| Your result | 85.00% | 2 |
| Berneslai Homes | 81.00 | 17 |
| Brent Housing Partnership | 83.00 | 14 |
| City West Housing Trust | 76.00 | 23 |
| CityWest Homes | 91.00 | 4 |
| East Kent Housing (Canterbury) | 77.98 | 22 |
| East North East Homes Leeds | 86.00 | 10 |
| Eastlands Homes | 91.00 | 4 |
| Hackney Homes | 78.00 | 20 |
| Hull City Council | 88.00 | 8 |
| Hyde Southbank Homes | 80.00 | 19 |
| Incommunities | 85.00 | 12 |
| Islington and Shoreditch HA | 91.00 | 4 |
| LB of Harrow | 86.00 | 10 |
| LB of Hillingdon | 73.00 | 24 |
| LB of Islington | 88.00 | 8 |
| LB of Southwark | 93.00 | 3 |
| Newydd Housing Association | 78.00 | 20 |
| Nottingham City Homes | 90.87 | 7 |
| Octavia Housing | 94.00 | 2 |
| Phoenix Community Housing | 81.00 | 17 |
| RCT Homes | 54.00 | 28 |
| Sheffield Homes | 83.00 | 15 |
| Stevenage Council | 77.00 | 23 |
| St Leger Homes of Doncaster | 69.00 | 25 |
| Stockport Homes | 99.00 | 1 |
| Thurrock BC | 66.00 | 26 |
| Willow Park Housing Trust | 84.50 | 14 |
| Your Homes Newcastle | 66.00 | 26 |
| Yorkshire Housing | 85.00 | 13 |



Estate Inspection

Score Sheet



Score Sheet

| | |
|----------------------------------|--|
| Estate/ Area Inspected | |
| | |
| | |
| Date Inspected | |
| Estate Inspection Check List | Score all sections by circling the number most closely relating to what you see. If a section does not apply mark it 'N/A' (not applicable). |
| Estate Inspection Guide | Use the guide to help you decide upon the standard of the element that you are assessing. |
| Estate Inspection Guidance Notes | If you are still uncertain, ask the Housing Officer for advice or the guidance notes to assist you in scoring. |
| Completed by | |
| Organisation / Job Title | |
| Address (if tenant or resident) | |
| | |

Please use separate Actions Log sheet to note any issues or comments.
The Housing Officer will give you an Actions Log sheet for use on the inspection.



PART 1 - OUTSIDE AREAS

Please **CIRCLE THE STANDARD** you feel has been achieved

| USE PICTORAL GUIDE TO ASSIST WITH SCORING | | VERY GOOD | GOOD | POOR | VERY POOR | |
|---|--|-----------|------|------|--------------|----------------------|
| Section 1 | RUBBISH | | | | | |
| 1A | FLY TIPPING (i.e. furniture) | 4 | 3 | 2 | 1 | |
| 1B | LITTER | 4 | 3 | 2 | 1 | |
| 1C | DANGEROUS WASTE (i.e. glass/ syringes) | 4 | 3 | 2 | 1 | |
| 1D | GROT SPOTS | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 2 | LITTER BINS | | | | | |
| 2A | DAMAGED or MISSING BINS | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 3 | GRAFFITI | | | | | |
| 3A | | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 4 | VEHICLES | | | | | |
| 4A | ILLEGALLY PARKED | 4 | 3 | 2 | 1 | |
| 4B | ABANDONED | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 5 | STREET LIGHTING | | | | | |
| 5A | WORKING | 4 | 3 | 2 | 1 | |
| 5B | VANDALISED | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 6 | ROADS, PATHS and STEPS | | | | | |
| 6A | POT HOLES | 4 | 3 | 2 | 1 | |
| 6B | WEEDS & LITTER | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 7 | SECURITY and ANTI-CRIME EQUIPMENT | | | | | |
| 7A | DAMAGED OR MISSING | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 8 | GARAGE SITES and PARKING AREAS | | | | | |
| 8A | TIDY | 4 | 3 | 2 | 1 | |
| 8B | ADEQUATE PARKING | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 9 | STREET SIGNS and NOTICES | | | | | |
| 9A | DAMAGED or MISSING signs/notices | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |
| Section 10 | GRASS | | | | | |
| 10A | | 4 | 3 | 2 | 1 | |
| | | | | | TOTAL | <input type="text"/> |

continued overleaf

Please **CIRCLE THE STANDARD** you feel has been achieved

| | | | | | |
|--|--|-----------|------|------|-----------|
| | | VERY GOOD | GOOD | POOR | VERY POOR |
|--|--|-----------|------|------|-----------|

| | | | | | |
|-------------------|---------------------|---|---|---|---|
| Section 11 | TREES | | | | |
| 11a | MAINTAINED | 4 | 3 | 2 | 1 |
| 11b | DANGER TO BUILDINGS | 4 | 3 | 2 | 1 |
| 11c | DAMAGED OR DISEASED | 4 | 3 | 2 | 1 |
| TOTAL | | | | | |

| | | | | | |
|-------------------|------------------------------|---|---|---|---|
| Section 12 | SHRUB & ROSE BEDS | | | | |
| 12a | PRUNED | 4 | 3 | 2 | 1 |
| 12b | WEEDS and LITTER | 4 | 3 | 2 | 1 |
| TOTAL | | | | | |

| | | | | | |
|-------------------|---------------|---|---|---|---|
| Section 13 | HEDGES | | | | |
| 13a | | 4 | 3 | 2 | 1 |
| TOTAL | | | | | |

| | | | | | |
|-------------------|------------------------|---|---|---|---|
| Section 14 | SHRUB BED WALLS | | | | |
| 14a | CONDITION OF WALLS | 4 | 3 | 2 | 1 |
| TOTAL | | | | | |

| | | | | | |
|-------------------|---------------------------|---|---|---|---|
| Section 15 | PLAY AREAS | | | | |
| 15a | CONDITION AND CLEANLINESS | 4 | 3 | 2 | 1 |
| TOTAL | | | | | |

| | | | | | |
|-------------------|-----------------------|---|---|---|---|
| Section 16 | SHOP FRONTAGES | | | | |
| 16a | CLEAN AND TIDY | 4 | 3 | 2 | 1 |
| TOTAL | | | | | |

| | | |
|--|---|--|
| | PART 1 - OUTSIDE AREAS TOTAL SCORE = | |
|--|---|--|

To rate the Outside areas please divide the Total Score by the number of questions answered. For example a total score of 55 divided by 18 questions answered gives an average score of 3.06.

| | | |
|--|---|--|
| | PART 1 - OUTSIDE AREAS AVERAGE SCORE = | |
|--|---|--|

**ONLY COMPLETE PARTS 2 & 3 IF THE ESTATE HAS FLATS OR MAISONNETTES
IF NOT YOU HAVE NOW FINISHED**

PLEASE GO DIRECTLY TO SCORING SECTION ON PAGE 7

PART 2 - FLATS & MAISONNETTES External & Communal Areas

Please **CIRCLE THE STANDARD** you feel has been achieved

| | | VERY GOOD | GOOD | POOR | VERY POOR | | |
|--|---|--------------|------|------|-----------|--|--|
| Section 17 | POINTING | | | | | | |
| 17a | CONDITION OF POINTING | 4 | 3 | 2 | 1 | | |
| | | TOTAL | | | | | |
| Section 18 | GUTTERS & DOWNPIPES | | | | | | |
| 18a | BLOCKED, DAMAGED or MISSING | 4 | 3 | 2 | 1 | | |
| | | TOTAL | | | | | |
| Section 19 | OVERFLOWS | | | | | | |
| 19a | RUNNING or WATER DAMAGED | 4 | 3 | 2 | 1 | | |
| | | TOTAL | | | | | |
| Section 20 | DRYING AREAS | | | | | | |
| 20a | CLEAN & TIDY | 4 | 3 | 2 | 1 | | |
| 20b | DAMAGED | 4 | 3 | 2 | 1 | | |
| | | TOTAL | | | | | |
| Section 21 | BIN STORAGE | | | | | | |
| 21a | CONDITION & CLEANLINESS | 4 | 3 | 2 | 1 | | |
| | | TOTAL | | | | | |
| Section 22 | PATHS, STEPS & ENTRANCES | | | | | | |
| 22a | TRIP HAZARDS | 4 | 3 | 2 | 1 | | |
| 22b | WEEDS, LITTER or LEAF DEBRIS (detritus) | 4 | 3 | 2 | 1 | | |
| | | TOTAL | | | | | |
| PART 2 - EXTERNAL & COMMUNAL AREAS TOTAL SCORE = | | | | | | | |
| <p>To rate the Flats & Maisonnettes External & Communal areas please divide the Total Score by the number of questions answered. For example a total score of 22 divided by 8 questions answered gives an average score of 2.75.</p> | | | | | | | |
| PART 2 - EXTERNAL & COMMUNAL AREAS AVERAGE SCORE = | | | | | | | |

PLEASE GO TO PART 3

PART 3 - FLATS & MAISONNETTES INTERNAL COMMUNAL AREAS

Please **CIRCLE THE STANDARD** you feel has been achieved

| | | | | | | |
|--|--|-----------|------|------|-----------|--|
| | | VERY GOOD | GOOD | POOR | VERY POOR | |
|--|--|-----------|------|------|-----------|--|

| Section 23 | SECURITY DOORS & CONTROLS | | | | | |
|--------------|---------------------------|---|---|---|---|--|
| 23a | CLEAN & OPERATIONAL | 4 | 3 | 2 | 1 | |
| TOTAL | | | | | | |

| Section 24 | STAIRWELLS & LANDINGS | | | | | |
|--------------|--|---|---|---|---|--|
| 24a | DUMPED RUBBISH | 4 | 3 | 2 | 1 | |
| 24b | GRAFFITI | 4 | 3 | 2 | 1 | |
| 24c | VANDALISM | 4 | 3 | 2 | 1 | |
| 24d | BROKEN/ BOARDED WINDOWS | 4 | 3 | 2 | 1 | |
| 24e | FLOORS AND WALLS ARE CLEAN | 4 | 3 | 2 | 1 | |
| 24f | WINDOWS & FRAMES ARE CLEAN | 4 | 3 | 2 | 1 | |
| 24g | HANDRAILS, LEDGES & BANISTER RAILS ARE CLEAN | 4 | 3 | 2 | 1 | |
| 24h | NO TRIP HAZARDS | 4 | 3 | 2 | 1 | |
| 24i | PAINTWORK | 4 | 3 | 2 | 1 | |
| 24j | LIGHTING ADEQUATE, CLEAN AND WORKING | 4 | 3 | 2 | 1 | |
| 24k | SIGNS & NOTICES IN PLACE, WELL POSITIONED AND NOT DAMAGED | 4 | 3 | 2 | 1 | |
| 24l | STORAGE OF UNAUTHORISED ITEMS | 4 | 3 | 2 | 1 | |
| 24m | NO EVIDENCE OF MISUSE OF AREAS (E.G. SMOKING, DRINKING, DRUG USE OR DOG FOULING) | 4 | 3 | 2 | 1 | |
| TOTAL | | | | | | |

PART 3 - INTERNAL COMMUNAL AREAS TOTAL SCORE =

To rate the Flats & Maisonettes Internal Communal areas please divide the Total Score by the number of questions answered. For example a total score of 42 divided by 14 questions answered gives an average score of 3.

PART 3 - INTERNAL COMMUNAL AREAS AVERAGE SCORE =

ONCE YOU HAVE COMPLETED PARTS 1, 2 & 3 GO TO THE SCORING SECTION ON PAGE 7

ESTATE INSPECTION SCORE SHEET

| | | |
|--|---|--|
| | PART 1 - OUTSIDE AREAS AVERAGE SCORE = | |
| | PART 2 - EXTERNAL & COMMUNAL AREAS AVERAGE SCORE = | |
| | PART 3 - INTERNAL COMMUNAL AREAS AVERAGE SCORE = | |
| | TOTAL AVERAGE SCORE = Add together Parts 1, 2 & 3 as applicable | |

To find the Final Estate Inspection Score divide the **TOTAL AVERAGE SCORE** by the number of sections completed i.e. if all three sections are completed divide by 3, if only two sections have been completed then divide by 2. If only one section has been completed then the figure entered is effectively the **FINAL INSPECTION SCORE**

| | | |
|--|---|---------------------|
| | FINAL ESTATE INSPECTION SCORE = | |
| | SCORING STANDARDS: PLEASE TICK THE STANDARD ACHIEVED | |
| | VERY POOR | 1 TO 1.75 |
| | POOR | 1.76 TO 2.50 |
| | GOOD | 2.51 TO 3.25 |
| | VERY GOOD | 3.26 TO 4 |

| | |
|---|--|
| Please Complete the following section to establish a score for Grounds Maintenance | |
| Section 10 score = | |
| Section 11 score = | |
| Section 12 score = | |
| Section 13 score = | |
| Total Score = | |
| Grounds Maintenance Total Average Score = | |
| To find the total average Grounds Maintenance Score divide the total score by the number of entries e.g. a total score of 12 divided by 4 entries gives an average score of 3. | |

| | |
|---|--|
| Please complete the following section to establish a score for Building Cleaning | |
| Section 24e score = | |
| Section 24f score = | |
| Section 24g score = | |
| Section 13 score = | |
| Total Score = | |
| Building Cleaning Total Average Score = | |
| To find the total average Building Cleaning Score divide the total score by the number of entries e.g. a total score of 12 divided by 4 entries gives an average score of 3. | |

Contact us



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Worksop Property Shop

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Head Office - Carlton Forest House

Hundred Acre Lane, Worksop S81 0TS

All offices are open Monday to Friday 8:40am to 5:00pm

If you need any help communicating with us or understanding any of our documents, please contact us on **0800 590 542**.

We can arrange documents in large print, audiotape, Braille or for a Language Line interpreter to help you.



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