

RSP review of service charge information, cleaning, and grounds maintenance services

December 2022 – Action Plan

Service charge information (letters and website contents)			
Action	Lead Colleague(s)	Timescale	Notes
Remove technical terminology and jargon, or provide a separate explanation document with the letters.	Jeanette Pickup/Bessie Xie/Ross Powell/Sarah Walker	31 st August 2023	We will change the charge description on the service charge statement to make it clear and less confusing. A separate explanation document with the letter would be useful. However, apart from general information about the service charge, such as who pays and what it covers, we should also include the work/project committed and any ongoing plans to improve our services.
The letter needs to include the details of colleagues who customers can contact to discuss any concerns relating to service charges/rent statement.	Jeanette Pickup/ Rachel Hampshire	31 st August 2023	
Clarity is required in the service charge letters, about the time period the charges relate to.	Jeanette Pickup	31 st August 2023	This is currently provided on annual basis. This also includes the previous year. We will look to include the month the service relates to in the rent/service charge statements.
The letter to include next 12 months' plans to address communal matters so that customers know what to expect and validate visits from contractor.	Jeanette Pickup/Ed Hogarth	April 2024	We communicate with customers as soon as our programmes and budgets are confirmed. The asset management team are reviewing stock condition and energy performance data to re-think the

			<p>future investment approach and plans.</p> <p>Once this review has been conducted, we will be able to work with the Finance team to reforecast our budgets and confirm longer term future programmes. We will be working with involved customers groups such as RSP to explain our approach to ensure they are aware and engaged on the journey.</p>
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Grounds maintenance and cleaning contracts			
Action	Lead Colleague(s)	Timescale	Notes
Include questions about level of staff turnover and reasons for this, and question about living wage, as part of the quality evaluation questions.	Michelle Nutter	December 2022	Completed for cleaning will also include in grounds tender.
Involve customers in the tender evaluation process – 4 RSP members volunteered to get involved.	Michelle Nutter	January 2023	Completed successfully for cleaning. The same customers have been invited to be part of the evaluation panel for grounds.
Ask contractors to provide examples of work they have done for other associations and include site visits to see the quality of their work for other associations.	Michelle Nutter	December 2022	References completed for Cleaning due to risk of having skewed results for site visits agreed this would not work. Will review for grounds appropriateness.
Increase the frequency of hedge cutting.	Michelle Nutter/Kate Doran	October 2023	

<p>Work towards bringing the cleaning contract in house:</p> <ul style="list-style-type: none"> • Offer apprenticeships • Ensure effective training is provided 	Dario Leone/Ross Powell / Michelle Nutter	January 2025	This option will be evaluated over the lifespan of the new cleaning contract.
Involve customers in checking the standard of cleaning and grounds maintenance in their areas.	Kate Doran/ Rachel Buckley / Shaban Talib / Zarina Chowdrey	May 2023	This can start in advanced to new contractor starting in October 2023
Consult customers about cut and collect grass in preparation for tendering the new grounds maintenance contract (which is due to start in October 2023).	Kate Doran/Ross Powell/ Andrew White / Zarina Chowdrey	December 2023	
<p>Include information about the grounds maintenance schedule on the website, e.g. setting out a calendar of activities. One of the examples identified as illustrating this point was the information displayed on Great Places' website</p> <p>https://www.greatplaces.org.uk/?news=ground-maintenance-working-for-you</p>	Kate Doran/Andrew White/ Rachel Buckley / Shaban Talib	May 2023	This information is readily available, need to develop with the comms team about inputting in this format.
Include pictures on the website, showing what 'good' or acceptable standards of grounds maintenance that customers can expect.	Kate Doran/Michelle Nutter	May 2023	Before and after pictures will be included on the website.
Provide greater clarity for customers, on the website, about the areas that IVH is responsible for maintaining, and are therefore incurs a service charge for grounds maintenance.	Kate Doran/Michelle Nutter/ Rachel Buckley / Shaban Talib	Oct 2023	To include map on website.