

Caretaking and Cleaning

Focus Group Ideas

- **What is the purpose of this group?**
- **What tasks do we want to complete?**

Here are some ideas:

- a) Define what is covered by Caretaker who reports to Estate supervisor tying this to the currently caretaking standard. Establish if their role is purely service charge common parts related or not and if not identify what other non-service charge roles they undertake and how the tasks can be charged out.
- b) Discuss the current Job description of caretaking assistant/ (Who are essentially the Cleaners) who report to Estate supervisor. Establish how many caretaking assistants we have. Also seek to understand the role of the Estate supervisor and how many they are. Are the caretaking assistants currently adhering to the cleaning standard.
- c) What consumables are used by cleaners and caretakers, do these get charged through the Matrix and how is the allocation to the individual blocks and how are those allocations based on?
- d) For Caretaking what Percentage is allocated to property service-related activities as distinguished from resident focused services.
- e) For Cleaning what Percentage is allocated to property service-related activities as distinguished from resident focused services and how are those allocations based on?

- f) Does cleaning also cover both Internal communal areas and external communal areas.
- g) Review the current Caretaking and cleaning property/ block charging Matrix and interrogate that to see if it is a fair and equitable way of charging out. What other charging out methodologies can be adopted e.g., fixed cost per visit benchmarked on property trend
- h) How often should Blocks common parts be cleaned and consider identifying high risk Blocks that may need more frequent cleaning.
- i) How should ad-hoc/reactive cleans charged out?
- j) Are periodic cleans of communal bins factored in?
- k) Do our cleaners conduct specialized cleans like hazardous cleans or disposal of needles etc. and how will this be charged out?
- l) Do the cleaners clean all communal internal windows that are reachable and both internal and external glass doors? (Currently Yes)
- m) How is travel time allocated to a particular block considering some blocks may be far apart from where the cleaner last cleaned or base.
- n) Can the cleaner and caretaker travel in pairs to reduce costs (Allocated times maybe affected)
- o) Should cleaners work in pairs to speed up cleans and inspect each other's work and reduce travel time and fleet costs?
- p) Who should monitor and review the work of cleaners i.e., are supervisors available to who follow the Rota on the days the cleans are done to check if the service has been done to a high standard? If supervisors are needed what extra financial burden will arise? Currently Caretakers also undertake spot cleans and report on cleaning standards. If caretakers are checking on cleans could the rotas be aligned in such a way that after the cleans the caretakers follow.

- q) How can residents or tenants guide us on areas the cleaners need to focus on when the visit?
- r) Is the equipment in use the best?
- s) What other Apps or software can be used to track the caretaking/ cleaning routine and what is the financial impact of getting these?
- t) How are dumped items reported to MKC for caretakers to quickly respond and how is this charged out?
- u) Caretakers remove bulky items from garages and residential properties, should this service not be recharged directly to the garage owner because once its unit/property specific it no longer is service charge recoverable cost.
- v) Currently caretakers deliver urgent letters and care must be taken to establish if those deliveries are service charge related otherwise those costs should be recharged elsewhere.
- w) Currently caretakers should ensure that blocks are maintained to a high standard and do the work property managers do in private sector. Is their role being carried out effectively and if not, how should this be resolved