

Terms of Reference

Name of Group	Caretaking & Cleaning Focus Group
Governance	This group is a subgroup of Service Charge Working Group and will report back to them.
Purpose of the group:	<p>To review current caretaking and cleaning provision and prepare a document advising recommendations for wider consultations.</p> <p>There is a recognition that the service needs to be reviewed so that resources match expectations. There are numerous complaints about the current service.</p> <p>A key driver for the review is because we have moved to variable charges and the tenants and leaseholder will be paying towards the service.</p>
Process	1) Consider options 2) Analyse findings 3) Provide recommendations
Timescale	Options appraisal and recommendations document to be completed by end of November 2023. Recommendations will then be circulated to all tenants and leaseholders for consultation.
Membership	Tenants and Leaseholders, MKCC Officers responsible for the Caretaking and Cleaning Service provision, financial and technical support. Other stakeholders as and when required to discuss options.
Meetings	Both in person and online as often as required
Constraints	<ul style="list-style-type: none"> • Although sheltered housing is HRA stock, it sits in a different service area and is managed differently. • The lease. Varying leases can be both time consuming and costly. • Caretaking and Cleaning service charges relate to activities within the curtilage given by planning. Anything outside the curtilage is not included in these discussions. • Charges are dependent on how blocks are structured but sometimes we are limited by apportionment methods provided in the lease. <p>Any recommended changes to structure could attract further HR/procurement work. This would be phase 2 and not included in the three-month timescale.</p> <ul style="list-style-type: none"> • Scheme – The curtilage that MKCC has obtained planning permission under their freehold. All properties within the perimeter of that curtilage who share communal areas and common services are part of the same scheme. If there are no common parts and services, no scheme exists for service charge purposes