

# Minutes

**Name of meeting: Meeting 4** Caretaking and Cleaning Focus Group

**Date:** Thursday 23 November 18:30-20:15

**Venue:** Team Online

<b>Attendees</b>		
<b>Residents</b> Barbara Cliffe (BC), Michael Roberts (MR), Roger Hankey		
<b>Milton Keynes City Council</b> Amanda Griffiths (AG), Brighton Eraki (BE), Catherine Arnold (CA) Bob Bridle (BB), Sebastian Kulig (SK) Mohammad Bari (MB)		
<b>Guests:</b>		
<b>Apologies:</b> Lorril Bubb-Olukanmi (LBO) Lee Hall		
<b>Note taker:</b> Rahima Ahmed (RA)		
<b>1.</b>	<b>Welcome and Apologies</b> Apologies from Lorril.	<b>Action</b>
<b>1.2</b>	BC expressed disappointment at not having items on webpage and financial base figures prior to meeting. BE explained that the modelling required further work. Minutes were approved. <b>ACTION</b> Book another meeting to go through the different charging models. Provide documentation in advance.	<b>RA</b>
<b>2.</b>	<b>Discussion Items</b>	
<b>2.1</b>	<b>Review and finalise Cleaning and Caretaking -MKCC Standard Guidance v3.</b> <b>Overall-</b> Clearer and easier to navigate.  <b>Structure</b> - From a tenants perspective, all they need to know is what is being done, what to do if things don't get done. Who to tell. This document now covers this.  <b>Content-</b>	
<b>3.</b>	<b>Main Activities</b>	
<b>3.1</b>	<b>Draft MKCC Cleaning and Caretaking version</b>	

	<p>The draft Cleaning and Caretaking document was shared with the group. General feedback was that it was too long.</p> <p>Structure: The important part of the document are:</p> <ul style="list-style-type: none"> <li>a) Descriptions of what the standards looks like</li> <li>b) What to do if not to standard (escalation )</li> <li>c) The complaints process.</li> </ul> <p>Content:</p> <ul style="list-style-type: none"> <li>a) Make the content concise.</li> <li>b) Where possible convert the text into visual representations. EG family tree to show hierarchy and flowcharts.</li> <li>c) Add the version control and caveat in case of organisational changes.</li> <li>d) Make the grade descriptions bullet points.</li> </ul> <p>Discussions points were:</p> <ul style="list-style-type: none"> <li>a) Whether to stick to four-tier or change to 3 tier grading</li> <li>b) Escalation of complaints. How effective is My Council signposting. Whether it would be better to have a dedicated phone number. Needs clear accountability and expectation.</li> <li>c) New regulations state that customers can contact Housing Ombudsman at any time.</li> <li>d) Regular auditing</li> <li>e) Consider having an image of the expected standard on the notice board.</li> </ul> <p><b>ACTION</b> SK to make the suggested changes to the document. RA to circulate to the group before the meeting.</p>	
<p><b>3.2</b></p>	<p>Non – standard items – What additional cleaning activities do we need to consider?</p> <p>We need to consider deep cleaning and window cleaning.</p>	
<p><b>4</b></p>	<p><b>Next Steps</b> Get to a final point with document. Think about the recommendations and wider consultation</p>	
<p><b>Date of Next Meeting:</b> Wednesday 22<sup>nd</sup> November 18:00-18:10 Meeting at Civic</p>		