

Resident Questions for Housing Area Panel

Reference: C2.4

Question Title	Cleaning at Essex Place
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	Central
Star rating applied by residents	2 Stars – Local Issue
Deadline for officer response	9am on 19 th January
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Manager

Resident Question

Issue:	Cleaning at Essex Place is not up to standard. Floors are only done occasionally, and the bin room is not cleaned. There are also concerns about health and safety as notices are not put up when floors are wet and slippery.
Background:	None supplied.
Action requested:	What oversight is there to ensure that cleaning is being done to the required standard and health & safety issues followed? What action is taken if cleaning is not being done properly?

Officer Response

Officer contact details:	Chloe Mclaughlin
Officer Response:	<p>Responsibility for this work is with the Housing Estates Service. Team leaders and managers have inspected Essex Place multiple times. When an inspection has taken place, they have noted that the cleaning is of an acceptable standard.</p> <p>Floors are scheduled to be cleaned once monthly and the ground floor and lifts daily. The bin room is cleaned once a week, after the bin crew have attended.</p> <p>The cleaner for Essex Place has been reminded that the wet floor signs need to be placed in the area she is working.</p> <p>To report any issues in relation to the Estates Service on 01273 294769 or estatesserviceteam@brighton-hove.gov.uk</p>

Action:	Regular inspections of Essex Place by the team leaders to continue, including checks to make sure wet floor signs are put out. Residents to report any concern as they are noted.
Start date:	10.01.2023
End date:	Ongoing – quality checks, 121s etc