

# Factoring Newsletter March 2016

## Landscaping Contract 2016/2017

The forthcoming year's landscape maintenance contract will once again be delivered by ISS Facility Services Ltd (ISS). You may recall that the contract was subject a re-tendering exercise back in 2014/15 with an option for a further 2-years extension with an uplift of 2.5% year on year.

The Association is of the opinion that the standard of work provided by ISS remains satisfactory and that a 1-year extension at this time is merited. The work involved in this contract includes the following: - Litter Picking; Weed and Moss Control; Grass Cutting and Shrub Maintenance.

There are a variety of common landscaped areas included within the contract as well as common gardens. Should you have any queries as to exactly what is and isn't included then please feel free to contact Sean Marshall, Senior Development Officer, on 01475 807000 or at [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk).

The works are subject to monthly inspection by a consultant tasked with monitoring quality on the Associations behalf. Staff members also check the quality of work as they go about their day to day activities. Any areas identified as being in an unsatisfactory condition are brought to the Contractor's attention and thereafter remedied. If you believe that proper standards are not being met in a specific area then please let us know in order that we can investigate.

## Planned Communal Maintenance Works

The table below shows the communal maintenance works that are scheduled to be carried out in the year 2016/7. The Association will consult with you in due course regarding start dates, costs, specification etc, however, in the meantime, should you have any questions regarding the proposed works then please contact Sean Marshall, Senior Development Officer, on 01475 807000.

### Planned Maintenance Works for 2016/17

<b>Proposed Site Start Date</b>	<b>Type Of Work Being Carried Out</b>	<b>Properties Addresses</b>
	Communal Painterwork Contract	<ul style="list-style-type: none"><li>• 11-13 Nelson Street</li><li>• 17-19 Newton Street</li><li>• Bath Street/ Kempock St / Adelaide Street</li></ul>

## **Estate Management issues**

Our Housing Services team carry out regular inspections of all the closes and landscaped areas and action any items that need addressed. Closes in particular are inspected from top to bottom to check that stairs are clean and free from obstruction. Staff also check the back stairs, bin stores and garden areas.

The Association often receives complaints about residents not taking their turn to clean the close, not using the correct bins and not putting bins in and out correctly. In some cases the resident who is the subject of the complaint is a tenant of a private landlord.

We are aware that a number of our factored owners are also landlords and this can cause us difficulties as we don't have the details of the resident.

If you are renting out your property, the Association would be grateful if you could ensure that whoever is living in the property is aware of which bin belongs to their flat and the bin uplift days. They must also take their turn of cleaning their stairs and landing.

Staff will try and speak to residents on an informal basis about estate management issues with the aim of resolving matters quickly. This is not often possible and in extreme cases we need to involve other agencies if the person is not one of our tenants.

We will also sometimes have to intervene and clear a bin store or lift bulk refuse and a share of this cost has to be passed onto owners if we cannot identify who is responsible.

## **Planned and Cyclical Maintenance Works – Proposed Changes to Common Close Painting Cycle / Proposed Changes to Oak Tree Housing Association Reactive Repairs Policy**

Attached with this newsletter are proposed changes to the Oak Tree Housing Association Reactive Repairs Policy and also a proposal to change the common close painting decoration cycle from 5 to 7 years.

Hopefully the attached will be self -explanatory, however, should you have any questions regarding the proposed changes then do not hesitate to contact Brian Praties, Development & Technical Services Manager , on 01475 807000.