



Colchester Borough Homes Limited
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Date: 7th September 2009.

Dear Tenant

Important Changes to your Communal Cleaning Service .

I am writing to inform you of changes to your communal cleaning service.

Colchester Borough Homes, on behalf of Colchester Borough Council, have re-tendered the cleaning contract. The contract has been awarded to InterClean EMS. The new contract will start on the 2nd November 2009. We have listened to all your concerns that have been raised in regards to the cleaning service. We were assisted in the interviews for the cleaning contract by a tenant and a leaseholder and the company that the contract has been awarded to was decided by all present.

The way the service is delivered will change on commencement of the new cleaning contract. Our aim is to provide a good standard of service for a reasonable cost. However we may not reach the high standard that is expected by some residents.

If you live in a three storey flat your cleaning will now be carried out on a fortnightly basis. If you live in a two storey flat your cleaning service will stay the same carried out on a monthly basis.

If you would like a schedule showing when your block is to be cleaned, please contact us on our Customer Service number (free from a landline) 0808 220 1111.

We are committed to improving the cleaning service. As the contractor is new it will take them a few months to settle in. We ask you to be patient whilst they get used to the different types of buildings that Colchester Borough Council has in their housing stock. However CBH believe that the new contract will provide a better and consistent service.

Your responsibility.

The cleaning service is an 'add-on' service and therefore it is still the responsibility of the residents to keep their communal area clean and tidy. The cleaning service is there to aid this process. This is outlined in your tenancy agreement:

Using Your home: In flats, you must keep all shared stairways, hallways and landings clean. You must not leave any personal belongings or rubbish in these areas. We will remove all items left in these areas and charge you for the work.

Quality Assurance Advisors – What is a QAA? They are volunteers who help us monitor two and three storey blocks of flats. QAAs asked to monitor the quality of maintenance and cleaning contracts within the blocks and surrounding grounds. If you are interested in becoming a QAA please contact us and we will send you out a form; or pick up details at the Public meeting being held in regards to the cleaning contract.

Notice Boards . Colchester Borough Homes will be installing notice boards in some of the communal areas. This will be a project over a period of time because of the amount of communal hallways we look after, but we are starting with two hundred and eighty four. This will be a way of letting you know when different events are being held and information in regards to your home .

Public Meeting: Communal Cleaning You will be very welcome to come along to the public meetings held by Colchester Borough Homes at the following venues:

Monday 28th September 2009 – 2.00pm-3.00pm Conference Room, Colchester Borough Homes, Gosbecks Road, Colchester.

Tuesday 29th September 2009 – 6.30pm-7.30pm Conference Room, Colchester Borough Homes, Gosbecks Road, Colchester.

Monday 12th October 2009 -6.30pm-7.30pm Greenstead Community Centre, Hawthorn Avenue , Colchester.

Tuesday 13th October 2009 -2.00pm-3.00pm Greenstead Community Centre, Hawthorn Avenue, Colchester.

Yours sincerely



Gordon Steed
Tenancy Services Manager