

TRIP Recommendation	Response
Renew an updated 2024 Service Level Agreement	Agreed - St Leger Homes will start to review the SLA ready for the 2024 document
a. Provide a bespoke service to all the Low-Rise Buildings currently serviced by Metro-Clean to the same standard as the High-Rise Buildings.	Agreed - St Leger Homes have amended the SLA so that it is more bespoke to the cleaning of communal areas in general. This would be difficult for each individual building right now given that Metro-Clean are struggling with current service standards.
b. Consider bringing the cleaning service in-house. To provide a better service to the tenants, who have suffered with a sub-standard service since the company was established in 2005/6.	Unable to progress – This would involve additional cost against tight budgets. The aim is to use existing budgets and drive up service delivery.
c. The current staff could be TUPED over, and the cleaning have a clearer focus on the tenant's requirements.	Unable to progress - Additional cost/resource could be needed. If we aim to improve service standards then this could achieve the goal.
d. Servicing the new enterprise via the Communal Halls would allow for swifter and easier access to water and cleaning materials, saving time for the cleaning staff.	Agreed - Metro-Clean staff will be able to access the communal halls for changing water and other duties.
e. Install a notice board in each buildings entrance for H&S information, and for the cleaners to note the day/date of attendance to that building for cleaning purposes.	Agreed – St Leger Homes will install the notice boards. This is an ongoing project through the Building Safety Team.
f. Increase the number of cleaning staff, considering the amount of mobile work there is to cover, and the planning of that cover.	Unable to progress - An increase in the number of cleaning staff would involve additional cost. Reviewing delivery and standards could achieve the same aim.
g. Contact details available on the notice board for the Housing officers and a listed complaints procedure for the tenants (which is also not available in the High-Rises)	Agreed – This will be progressed.
h. implement the accepted H&S guidelines and Fire Safety regulations that are currently being actioned in the High-Rises across the Borough.	Agreed - This is already being progressed through the work on Fire Risk Assessments.

j. Better oversight of the Low-Rises by St Leger Homes Housing Officers.	Agreed – Closer management and monitoring arrangements will be undertaken
k. Bringing the cleaning in-house would also ensure parity with the service provided at the moment to the High-Rises, and the assurance that the exteriors would be maintained properly for the tenants and neighbours.	Unable to progress - This would involve cost implications. St Leger Homes do not operate service charges.
l. Ensure all communal areas are treated as “sterile” areas for Health & Safety reasons, as established in the High-Rises.	Agreed - This will be actioned by the Fire Risk Assessments programme and closer management and monitoring of the blocks by housing officers.
m. A feasibility study of the service. Logistics of getting water (there is no mention of water charges in the budget Appendix 5) Parcelling off the areas/buildings to smaller cleaning enterprises under the SLHD control.	Agreed – This is something that can be explored with a benefits analysis.
n. An audit of all the Low-Rise Buildings measured against current Health & Safety Regulations to ensure compliance, and to establish the aesthetic needs of each building.	Agreed - The Fire Risk Assessments programme will be used to ascertain and action this information.