

# Quarterly Performance Report

## Lambeth Living

September – November 2015



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# 1. Quarterly Report – Estate Cleaning & GM

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## **Estate Cleaning**

All sites have been cleaned as per daily and weekly rotas. We have also done majority of scheduled inspections and all issues were addressed. Block Notices and signing in sheets are all in place and have instructed the cleaners about the correct signing procedures.

Pinnacle are supporting the DWP Work Placement Scheme with customers working alongside cleaning operatives. We have two customers, (Rosemary & Joscar) they are both making a valuable contribution to the contract and at same time learning new skills.

## **External Hard Surfaces Cleaning**

The cleaning has improved despite the high winds and the amount of leaf falls at this time of year. Sweeping, litter picking and leaves clearance are ongoing on a daily basis to ensure the estate is in a satisfactory standard

Weed spraying has been suspended due to weather conditions. We will be removing the weeds manually. Strimming is ongoing and we will be concentrating on the removal of moss on Mount Earl and Adare next.

## **Refuse Collection**

There is an ongoing access issue with refuse and bulk collection on Claremont East and Claremont West Estate. Vehicles have been blocking the main access to the bins. Estate Officers are aware of this issue.

## **Refuse Bulk Collection**

Bulk collection has improved. The new rota is working well. We start from the first on the list and continue where we left off the following day enabling us to cover most of the sites. All request received are collected within 24 hours.

The total amount of municipal waste collected are:

September	47,300 municipal waste
October	44,800 municipal waste
November	44,820kg municipal waste

## Fly Tipping

There were 29a total of incidents of fly tipping during the period of September to November. Majority of this was of builder's rubble. Could not find any evidence of culprit's.

There is an ongoing access issue with refuse and bulk collection on Claremont East and Claremont West Estate. Vehicles have been blocking the main access to the bins. Estate Officers are aware of this issue and are putting plans together to deal with this issue.



Telford Parade Mansion: A euro bin is missing which is causing an overflow of bags. More bins are required to prevent the build-up of rubbish. I have notified the Estate Officers of this situation. See photo below.





Personal belongings on landings is preventing cleaner to carry out cleaning properly to those areas. See photos below, the Estate Officer is aware of this situation.

#### Oakdale Road and Adare Walk





## Grounds Maintenance

### Grass

The grass was really growing fast during September and October as the weather was very inconsistent with a mix of warm and wet weather but has slowed down in November allowing the teams to remove the leaves before cutting.

### Hedges

The cutting of shrubs and hedges is on its last cut of the year and is done where required, we will be also doing a number of shrub reductions during the winter works programme.

### Beds and Roses

Roses will be cut during November and the beds will be edged and turned over ready for Mulching in the New Year. Weed spraying is now out of season and won't be done until March.

## 2. Issues/Complaints

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There were 5 complaints and several service request received during the period of September to November 2015. All issues were dealt with immediately and resolved within 48 hours.

## 3. Early Warning Notices:

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None received.

## 4. Staffing /Personnel Update:

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The team leader has resigned his post and we are now currently covering his post temporary with Len Johnson.