

Pinnacle Facilities Management Chelmer Housing Partnership – Voids Clearance, Cleaning & Maintenance Case Study

CHP is responsible for around 6,500 homes in the Chelmsford district. It essential that they maximise the rent collection on all properties and speedy turn-around of void properties is essential to successful re-letting.

In March 2006 Pinnacle were approached because CHP's current contractor was failing. The contractor had promised 4 trained staff but almost immediately cut this down to two. The remaining staff did not receive the correct cleaning equipment or training, had no managerial back-up, were not provided with a mobile phone and were totally demoralised.

Pinnacle TUPE'd over these staff and promised the team would be bought back up to 4 operatives. The additional two team members were trained cleaners from our existing staff. The team have been provided with two vehicles (including a bulk removal lorry), mobile phones, proper cleaning equipment, managerial support and bonuses.

Void properties are cleared and cleaned for a fixed price unless there are exceptional circumstances.

We also undertake garden clearances ensuring that first impressions created for prospective tenants are high.

CHP receives a performance report each month which is discussed and agreed at a monthly client meeting where senior Pinnacle managers support our contract manager.

The client officer often drops in to discuss operational delivery and any special / immediate requirements.

The partnership has been successful and has evolved to include evictions, decants, redecorations, garden make-overs and minor repairs. CHP has a single point of contact within Pinnacle (Sue Lipscombe) who is always available to help.

Further information and clarification from:

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