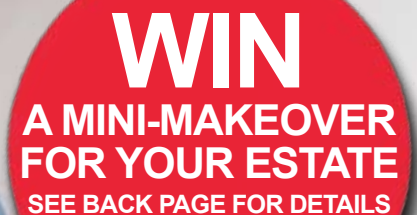



# Estate Matters

SPECIAL EDITION NEWSLETTER



**WIN**  
A MINI-MAKEOVER  
FOR YOUR ESTATE  
SEE BACK PAGE FOR DETAILS



Following suggestions made by residents at last year's conference, we've been busy making major improvements to the services that we provide on our estates.

This special edition of the newsletter is to tell you more about these improvements and to outline some exciting initiatives that you will see in your estates over the next few months.

Residents are at the heart of everything we do, and it is thanks to your input and suggestions that these improvements are taking place.

*Dorian Leatham, Chief Executive*

**NEW CLEANING  
CONTRACT AWARDED**

**SURVEY RESULTS REVEALED  
- WHAT YOU THINK OF THE  
ESTATES SERVICE**

**GOT AN ISSUE?  
JOIN IN YOUR LOCAL  
ESTATE INSPECTION**



# Sparkling estates

As you may have read in the recent issue of Arhag News, we have recently awarded a new contract for cleaning and services on your estates.

We invited lots of companies to bid for the work to check we were getting a quality service that offered value for money. A group including Arhag staff, residents and consultants from Ridge (the independent firm who helped us with the process) looked at all the bids.

After much deliberation the cleaning contract has been awarded to Pinnacle psg. Plus some of the smaller cleaning jobs will be undertaken by Maid Direct – a local company run by Arhag resident Leobanda Balcazar.



You may recognise the Pinnacle name, as the company have been cleaning most of Arhag's estates for some time, but the new contract introduces some important changes such as:

- regular window cleaning
- an annual deep clean (to be completed by the Olympics)
- jet washing the bin chambers (in July 2012)
- higher standards across all cleaning services

## Checking you are happy

We want to make sure that Pinnacle is doing a good job, and that you are happy with the new cleaning service on your estate, so we will:

- be asking for your feedback on a regular basis
- carry out surveys before and after the deep cleans
- ask window cleaners to leave comment cards in blocks
- hold a meeting and establish a focus group with residents who answered our survey

## Why we are making changes

We're making all these important changes to the cleaning service, based on comments made by you – our residents.

Our Estate Services Satisfaction Survey was sent to 400 residents and was a chance for you to tell us what you think about your estate, and how we could make it a nicer place to live.

## You told us:

36% of residents said they were not happy with the current overall standard of the cleaning and grounds maintenance service and that we needed to improve:

- refuse chutes/bin store cleaning
- communal grass cutting
- cleaning of internal windows and doors
- rubbish dumping
- the overall quality of cleaning

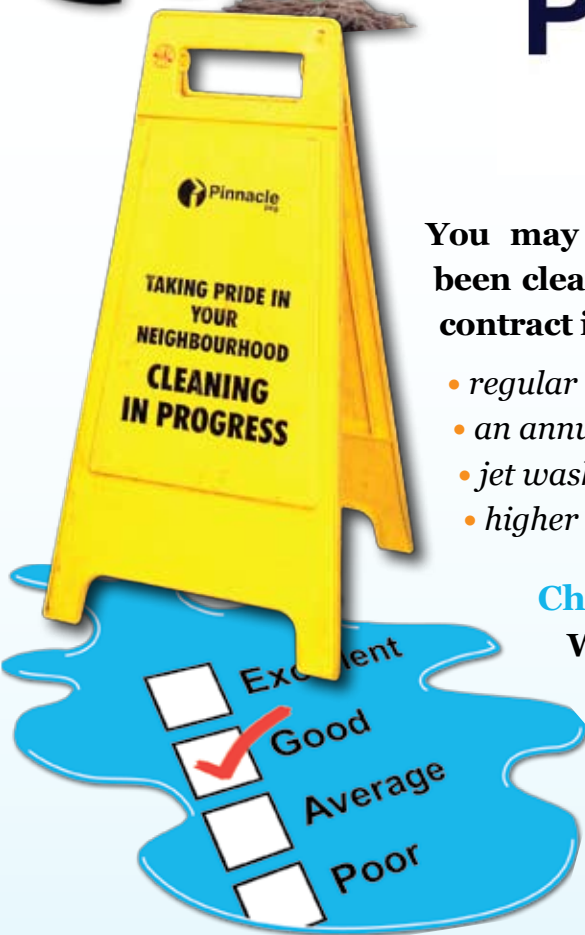
## What we're doing:

We are working with Pinnacle to make sure that the overall cleaning service improves, and together we are putting an action plan in place to make sure that that the particular areas that residents highlighted get better.

## Get involved:

Would you like to help make sure the cleaning on your estate improves?

- Join our residents' steering group to put forward your comments and represent your neighbours. Contact 020 7424 7370 for details.
- Take part in a local estate walkabout - see over the page for details.





# Going for gold!

It's not just the Olympic athletes who will be striving for gold this summer. We will be scoring the cleanliness of all our estates and awarding gold, silver, bronze or unclassified.



If you want your estate to win gold, tell us if there are any cleaning issues that Pinnacle need to tackle.

A great way to point out issues or problems in your neighbourhood is to join in an Estate Inspection (regular walkabouts with Arhag staff and Pinnacle contractors).

Ask your Housing Officer when your next local Estate Inspection will take place or check out the new Estate Inspection schedule on your notice board.

## WIN a mini-makeover on your estate

If you've got an idea to improve your neighbourhood we've got the money to make it happen!

Every year we hand out cash awards to fund residents' ideas for small improvements. Last year these included installing a bike rack at our Hostel, a planting scheme for Africa House, a new bin store at Limestone and Quartz House and improving the bin areas at Carolina Close.

This year we're looking for new ideas! What about a planting scheme to give everyone a colourful hanging basket?



**If you would like to start a planting scheme on your estate, or you've got another idea, please contact 020 7424 7370. We can work with you to help coordinate the project.**



### Get in touch

Visit us or write to us at:

Arhag, Unit B, Ground Floor,  
Mary Brancker House,  
54-74 Holmes Road, Kentish Town,  
London, NW5 3AQ.

### Opening hours:

Monday to Friday  
9am to 5pm

### Telephone Office:

020 7424 7370

### Out of hours:

0800 389 8699 or  
020 7424 7370  
(option 5).

### Hostel Enquiries:

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### Email:

contact@arhag.co.uk

### Visit our website:

www.arhag.co.uk

This document is available in other languages

**Bengali**

অন্যান্য ভাষায়ও এ নথিপত্র পাওয়া যাবে

**Hindi**

यह प्रलेख दूसरी भाषाओं में उपलब्ध है

**Somali**

Nuqulkaan waxaa lagu heli kara luqado kale

**Tigrinya**

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**Turkish**

Bu belge başka dillerde mevcuttur

**Urdu**

یہ دستاویز دیگر زبانوں میں بھی دستیاب ہیں