WORK INSTRUCTION
CLEAR AND CLEAN AND NEEDLE SWEEPS

HOUSING & NEIGHBOURHOOD SERVICES

1. PURPOSE
1.1. To ensure that properties are cleared of all items that would cause a hazard to the health and safety of our operatives and to allow a property to be offered to a new council tenant in a clean and tidy condition.

2. SCOPE
2.1. Empty council properties where clearing, cleaning, fumigating or removal of “sharps” is required prior to any inspection or repair work being carried out.

2.2. "Removal of Sharps" may also be identified via:-
   2.2.1. Routine repairs
   2.2.2. Fire Damage repairs
   2.2.3. Component Replacement Works
   2.2.4. Energy Efficiency or other Programmed Works
   2.2.5. Estate Management issues.

2.3. All empty council properties should be cleaned and, where necessary, gardens tidied prior to allocating.

2.4. Only works listed on the VO1 form can be ordered.

3. DEFINITIONS
3.1. COT : Change of tenancy
3.2. HMO : Housing Maintenance Officer
3.3. 'Removal of 'sharps': a sweep for hypodermic needles and other contaminated materials.
3.4. LSA : Local Services Adviser
3.5. CSA : Customer Services Adviser (Contact Centre)

4. RESPONSIBILITIES
4.1. LSA is responsible for:
   4.1.1. raising a line for clear and clean works at start of COT
   4.1.2. raising works orders for non COT work.
   4.1.3. inspecting the property after the contractor has finished in order to ensure compliance with agreed standard.
   4.1.4. arranging final clean once repairs on void property have been completed.
   4.1.5. arranging ongoing grounds maintenance work for long term void properties
5. PROCESS

5.1. Where an empty property requires clearing, cleaning or the removal of “sharps” before any COT repairs can be carried out, the LSA should raise a works order, on the repairs system to [insert current cleaning contractor code – 21203].

5.2. A form should then be completed, advising contractor of the priority i.e. in the case of a COT whether the property has been pre-allocated or not. It should also give details of the size of the property, its location, if the property is flatted, e.g. 2nd floor right hand side, the work order number, the nature of the work required and whether a 101 lock is fitted or the location of the keys.

5.3. The form should then be e-mailed [insert to the contractor. The contractor will send an acknowledge receipt.

5.4. Where "Sharps Removal" has been requested the LSA must:
5.4.1. ensure that there is electricity available within the property to provide lighting.
5.4.2. request the contractor to provide an e-mailed report on the work carried out.
5.4.3. where the property is void, the HMO should advise Building Services in the work notes that the property has "been swept for needles and that they should exercise due care and attention". The onus will be on any contractor to pass such information onto any subcontractors engaged. (this also applies to fire damage and component replacement works)
5.4.4. in the case of programmed works, advise the Contract in writing.
5.4.5. organise a lock change as a matter of course to ensure that any decanted tenant (fire damage) does not have access to the property, as further contamination may be possible.
5.4.6. in respect of void properties, locks are changed automatically as per the "Change of Tenancy Procedure".

5.5. When the work has been completed the contractor will send an e-mail to the initiating officer confirming the date and time of completion (together with requested sharps report).

5.6. If the work has not been completed or is not up to the agreed standard the HMO/LSA should contact the cleaning contractor by phone and advise that further work is required. **DO NOT RAISE ANOTHER JOB ORDER.**

5.7. When the COT repairs have been completed the LSA should raise an additional works order on the system to the cleaning contractor and a further VO1 form completed, giving the same information as requested in 5.2. but advising that the property is to be cleaned after COT repairs and where necessary the garden tidied.

5.8. The LSA should arrange any ongoing maintenance to the garden of a long-term void through Grounds Maintenance.
5.9. Where needles are found, the cost of the needle sweep (as per current clear and clean schedule) should be recharged in accordance with the separate recharge procedure.

5.10. Ex-tenants should be charged the menu price plus administration fee.

6. REFERENCES
   6.1. 1023 VO1 Form
   6.2. 1005 Recharge Procedure

7. ATTACHMENTS
   7.1. N/A
REVISION HISTORY

Date: 28092010                                      Revision: 6                                      Changed by: [Redacted]

Form updated by Contractor and renamed VO1

Amendment made to form number – now VO4

Amendment made to form number – now VO3

Procedure amended following the transfer of responsibility for Change of Tenancy inspections from the Local Service Network to Housing and the restructure within the Local Services Network.

Amendment to work instruction following appointment of a new cleaning contractor.

New document to capture the transfer of all documentation onto the new system.