

Date: 24th March 2010



Your Reference: _____

Our Reference: 09/132

Contact: 020 7974 5107

The London Borough of Camden
Home Ownership Services
Bedborough House
20 Bedford Place
London
WC1H 9EP

The Leaseholder(s)

Dear Leaseholder(s),

Long-Term Agreements For Window Cleaning

Please find enclosed our second stage notice, Notice of Proposal, to enter into a qualifying long-term agreement for a borough wide contract for window cleaning. The proposed contract period is three years with the option to extend it for a further two years.

As part of a good maintenance programme the council cleans the glass in the communal areas of your block, and leaseholders pay a contribution towards this service. Please note this is not a new charge as Leaseholders currently pay a contribution towards this service under the heading 'caretaking' in their annual service charge.

The agreement will also apply to window cleaning services for temporary accommodation, sheltered housing, civic and administrative buildings, libraries and playcentres, social services buildings and educational buildings. Leaseholders will only be asked to contribute towards the cost of services carried out to the windows of the communal areas of their block.

The current agreement for this service is due to end shortly; therefore the council has decided to retender this contract.

Should you have any questions regarding this letter or its enclosures please do not hesitate to contact Camden on the telephone number above.

Yours sincerely

Jo O'Donnell
On behalf of Camden Council
capitalservices@camden.gov.uk

Enclosures:

- o Statutory notice for Window Cleaning
- o Observation form for Window Cleaning

**NOTICE OF PROPOSAL TO ENTER INTO QUALIFYING LONG TERM AGREEMENT
FOR WINDOW CLEANING**

Section 151 Commonhold and Leasehold Reform Act 2002 - Schedule 1

To all Leaseholders of the London Borough of Camden and their Recognised Tenants' Associations:

1. Intention to enter into a qualifying long-term agreement for Window Cleaning:

This notice is given pursuant to the Notice of Intention to enter into a qualifying long-term agreement for the provision of a borough wide contract for Window Cleaning, issued on the 3rd November 2009.

The council is proposing to enter an agreement for Window Cleaning to ensure windows in council buildings are kept in a continuous state of good repair. This will include the cleaning of the glass surfaces in all communal areas of your block.

The proposed contract period is three years with the option to extend it for a further two years.

2. Summary of Tenders:

No contractor nominations were received.

WINDOW CLEANING TENDERS

LOWEST TENDERER:	Estimated Price
F & G Cleaners Ltd (Unit 10, Metro Business Centre, Kingley Bridge Road, Sydenham, London, SE26 5BW)	£127,168.72
OTHER CONTRACTORS WHO TENDERED FOR THE WORKS:	Estimated Price
All Clean Services Ltd (125 New Road, Rainham, Essex, RM13 8ES)	£137,777.00
Ductclean (UK) Ltd (The Yard, Cambridge Cottages, High Cross, Hertfordshire, SG11 1BB)	£165,269.02
W Parker & Son (Croydon) Ltd (381 Mitcham Road, Croydon, Surrey, CR0 3HP)	£166,079.00

3. Camden's Proposal:

Camden proposes to appoint the lowest tenderer, F & G Cleaners Ltd, for the window cleaning contract for a term of 3 (three) years with the option to extend it a further two years.

4. Right to Inspect Camden's Proposals:

You are invited to inspect our full proposals (relevant matters) for this agreement on **Tuesday 6th April 2010** at: **Committee Room 2, Camden Town Hall, Judd Street, London, WC1H 9JE** between the hours of **5pm and 8pm**.

5. Summary of Stage 1 Observations:

The written observations received during the Stage 1 consultation period, together with our summarised responses have been attached.

6. Observations:

We invite you to make written observations in relation to the proposal by sending them to:

Jo O'Donnell
London Borough of Camden
Home Ownership Services
Bidborough House
38-50 Bidborough Street
London
WC1H 9DB

Or email capitalservices@camden.gov.uk quoting 09/132.

Observations must be made within the consultation period of 30 days from the date of this notice. The consultation period will end on **26th April 2010** and all observations should be received by this date.

Signed on behalf of Camden as landlord:



Jo O'Donnell
Consultation and Final Account Principal
Home Ownership Services
24th March 2010

Summary of Stage 1 Observations

Observation	Response
We hope there will be no problems with cleaners on our premises.	The Long Term Agreement for window cleaning is only for the communal windows. We do not anticipate problems with contractors on your estate.
I have never seen anyone clean the communal windows.	The communal windows will be cleaned twice a year.
There are no communal windows in my block	I confirm that you pay for window cleaning as part of your caretaking charges but we will investigate this further.
Camden Council have never cleaned my windows	There currently is a long term agreement in place for the cleaning of communal windows. As this agreement is due to end, the Council is intending to tender these services. Windows will be cleaned twice a year
My windows have never been cleaned	If you are concerned that the communal windows of your block are not being cleaned, please contact your Estate Officer, whom will be able assist with your enquiries
Don't have any communal windows	Please contact Your Estate Manager for confirmation
Windows have not been cleaned for years	Window cleaning is carried out twice a year and the cost is included within the caretaking element of your service charge. If you wish to discuss the delivery of the window cleaning service, please contact your Estate Services Manager on 020 7974 6548.
I did not know there was a contractor. I don't think there should be a contract, it will be extra charges. I can clean the windows on my landing myself.	There currently is a long term agreement in place for the cleaning of communal windows. As this agreement is due to end, the Council is intending to tender these services. Please note the contract does not cover the cleaning of leaseholders windows, only communal windows of blocks and estates.
Can my windows be constructed to open inwards?	We have not planned this work to your block.
There are no communal windows on my block or where I live. Not much glass in the block so the cost should not be expensive. Would like to clean the windows myself.	You are required to contribute towards services to the communal areas of your block under the terms of your lease agreement therefore we are unable to remove your property from the above contract.
I have no access to the communal windows so why should I pay?	Under the terms of the leasehold agreement, leaseholders are required to contribute towards services that have been carried out at their block and estate therefore you are obligated to pay for window cleaning charges
We should be told when the windows will be cleaned, I have only seen them cleaned once - even though we pay for it every year.	The communal windows are cleaned twice a year and this will not change under the new contract.
The windows are never cleaned. Most of them are broken.	The communal windows are cleaned twice a year and this will not change under the new contract. If there is a broken window please contact the Repairs Call Centre to report it needs to be fixed.

I clean my windows	The Long Term Agreement for Window Cleaning is part of a good maintenance programme for cleaning the glass in the communal areas of your block, and leaseholders pay a contribution towards this service under caretaking in their annual service charge
No window cleaning necessary. We do our own windows	The borough wide contract for window cleaning is for communal windows only
Suggestion to use microfibre cloth when cleaning the windows	I have passed your comments onto your Estate Services Manager to be taken into consideration.
Does this include windows to the communal wash and dry room	All communal windows in your block will be cleaned under this contract. If the glass that you refer to is in a door, then it won't be cleaned as part of this contract, but I have been informed that it should be part of the Carotaker's duties.
There are no communal windows	If you feel you do not receive this service or do not need it please contact your Patch Manager on 020 7974 4422
The windows in my flat impossible to clean	The borough wide contract for window cleaning is for communal windows only
How often are the communal window cleaned? Will they be cleaned regularly with the new contractor? In the past, they were not cleaned as often as they should.	We confirm that the communal windows are cleaned twice a year and this will not change under the new contract.
Don't worry about windows spend money on trees	We confirm that window cleaning charges form part of your caretaking charge. If you would like to discuss any matters regarding the delivery of the window cleaning service and/or arboriculture works, please contact the Estate Services Manager.
The Council is sending too many bills. Window Cleaning should be covered by the Council Tax.	The current contract for the cleaning of communal windows is coming to an end, which is why we are consulting. There will not be another bill, however it will be, as it is at the moment, be charged as part of your Service Charge. If you feel that you are being charged, as part of Service Charge, items that should be covered by your Council Tax, then you will need to query this with your Collections Officer.
Having seen any window cleaning done; an SAE would be useful	With regard to your window cleaning comments, I can confirm that I have forwarded your concerns onto Susan O'Hara, the Estate Services Manager, who will respond to you directly. Please also note, with regard to your SAE comment, that it is not economical for the Council to use those for borough-wide contracts.
I am not aware of any communal windows in my block	We have been informed by your District Housing Office, that you currently contribute towards this service. If you believe that your block has no communal windows, then you will need to contact your Estate Services Manager and asked to be removed from this scheme.

Where are the quotes for window cleaning	We confirm that window cleaning charges form part of your caretaking charge. Contact the Collections Officer for your property, should you wish to request a breakdown of the caretaking schedule.
I don't like any window cleaning - I clean my windows myself	If you no longer wish for the communal windows of your block to be cleaned, then you will need to contact your District Housing Office, and speak with Estate Services Manager to see whether they can remove you from the scheme.
Caretaking has been almost non-existent at our block this year, so I doubt the windows would be cleaned. Why is this not happening? I would appreciate your advice as I keep getting lobbed off.	There currently is a long term agreement in place for the cleaning of communal windows. As this agreement is due to end, the Council is intending to re-tender these services. Please note the contract does not cover the cleaning of leaseholders windows, only communal windows of blocks and estates. The communal windows will be cleaned twice a year. If you have already discussed the caretaking issues with your estate service manager and are not satisfied with the response you may wish to lodge a formal complaint (details provided).
The windows are never cleaned more than once a year	Windows will be cleaned twice a year
The caretakers never clean the windows	If you are concerned that the communal windows of your block are not being cleaned, please contact your Estate Officer, whom will be able assist with your enquiries
There is no maintenance cradle on our block so how is cleaning carried out	Window cleaners abseil to clean the communal windows
I would like to clean the communal windows myself	We advise that window cleaning charges form part of your caretaking charge. If you would like to discuss any matters regarding the delivery of the window cleaning service, please contact the Estate Services Manager.
How much will it cost	As we have yet to award the contract we are not in the position to say how much you will be asked to contribute.
We already get charged for caretaking services, why isn't this already included in these charges?	It is.
I have never seen the windows cleaned	I have been informed by your District Housing Office that the communal windows within your block are cleaned every 6 months, and that you are asked to contribute towards this service as part of your Service Charges.
I think all windows of the block should be cleaned.	The contract is for the cleaning of communal windows. Leaseholders are responsible for the glass within their windows. For this reason as well as budgetary restraints only communal windows can be cleaned.

<p>The existing window cleaning service is of poor quality - how do we ensure better standard with the new contractor</p>	<p>Please note that, when the contract is put out for tender, our procurement team assess the returns for mathematical accuracy, understanding of the requirements and assurance that each request from the Council could be completed to a high standard. Value for money is also a high priority when recommending the contractor to leaseholders.</p>
<p>I think it is good as it is. The communal windows have never been cleaned. There is no reason for this to be done, it will be just another bill to pay. I do not want to be included. I do not require it.</p>	<p>There currently is a long term agreement in place for the cleaning of communal windows. As this agreement is due to end, the Council is intending to re-tender these services.</p>
<p>Please note that Camden is obliged by its covenants in its head lease on this bundling to clean all the external windows monthly. The current arrangement is approaching its expiry date.</p>	<p>Our Procurement Team have been aware of our obligations and will take it into consideration during the tendering process.</p>
<p>Windows need replacing</p>	<p>Please note that your comment have been noted and passed onto the Head of Investment Strategy.</p>
<p>There is no communal windows in my block</p>	<p>I note your comment that there are no communal areas with windows in your block, and have asked the Estate Services Manager, to investigate the matter and advise whether the window cleaning service is applicable to the property. I will be writing to you regarding the outcome of that investigation shortly.</p>
<p>1) We do not have a list of contractors. 2) Is it not the caretakers who clean the windows. 3) Why is it not the caretakers responsibility.</p>	<p>At this stage on the consultation process we are only informing leaseholders that we wish to appoint a contractor to enter into a new Long Term Agreement for the Cleaning of communal window. Once this observation has been closed our Procurement and Contract Team will invite contractors to tender. Caretakers do not carry out this service however, leaseholders contribution are incorporated into the 'Caretaking' element of your annual service charge. Communal window cleaning does not fall within the caretaker's scope of work</p>
<p>Haven't seen the window cleaned, the communal parts are not maintained properly. Service charge bills too high</p>	<p>The windows that this contract refers to are the communal windows of your block. I have also passed your comments with regards to the level of service that you are receiving and have asked the estate manager to contact you directly.</p>
<p>Why new contract, and why now? Never seen any window cleaning</p>	<p>With regard to the Window Cleaning Notice, we confirm that the communal windows are cleaned twice a year and this will not change under the new contract. Your comments about the delivery of this service to your block have been noted and forwarded onto the Estate Services Manager.</p>
<p>I am capable of cleaning my windows but are you cleaning the communal windows?</p>	<p>Please note the contract does not cover the cleaning of leaseholders' windows, only communal windows of blocks and estates</p>

The caretakers can clean the windows for a little bit extra	If you wish to discuss the delivery of the window cleaning service, please contact your Estate Services Manager
I do not want my windows cleaned by contractors	The borough wide contract for window cleaning is for communal windows only
I have never had to pay window cleaning separately	Communal window cleaning is included in your Caretaking contribution which is incorporated into your annual service charge
No window cleaning has been carried out	Please note the contract does not cover the cleaning of leaseholders' windows, only communal windows of blocks and estates and is covered within the caretaking element of your service charges. Windows will also be cleaned twice a year
Windows are not cleaned properly	I acknowledge your remarks with regards to the condition of your communal areas.
The windows have never been cleaned by the contractors	If you wish to discuss the delivery of the window cleaning service, please contact your Estate Services Manager
Do not want a borough wide contract but a separate one for the block. Never see any window cleaning. Service charge bills too high already	This will not be an additional charge, as you currently contribute towards this as part of the Caretaking element of you Service Charge. However, as we are yet to receive any tenders in this regard, I am unable to comment as to whether your contribution is likely to increase or not. The London Borough of Camden believes that by entering into this type of contract will give us greater control over cost and quality of work.
How often are the communal window cleaned?	The communal windows are cleaned twice a year and this will not change under the new contract.
How often will the windows be cleaned. Can we have the dates and contact details for the cleaner	We confirm that the communal windows are cleaned twice a year and this will not change under the new contract. Please note that your suggestion regarding the cleaner's contact details being made available on the Notice Board/or provided to the Chairman, and your request for the timetable of when the window cleaning will be carried out, have been noted and passed onto the Estate Services Manager.
Have not been paying for window cleaning service - why would this change now?	Window Cleaning is currently charged as part of the Caretaking element of your Service Charge. It is not a new charge, the current contract is coming to an end and we are looking at tendering the contract out again.
Have window cleaning service already and don't need another one	The communal windows are cleaned twice a year and this will not change under the new contract. Leaseholders are only asked to contribute towards services that have been carried out at their block and estate. The cost of window cleaning is included under the heading of 'caretaking' in your service charges and as such this is not a new charge.

<p>How often are the windows cleaned? Not satisfied with the delivery of the service</p>	<p>We confirm that the communal windows are cleaned twice a year and this will not change under the new contract. Please note that your comments on the delivery of the window cleaning service to your property have been noted and forwarded onto the Estate Services Manager.</p>
<p>There are no communal windows on my block. Please do not charge us.</p>	<p>The windows at your block included on this contract are the glass bricks to the communal staircase.</p>
<p>The communal windows have not been cleaned and there are not many in the block. We don't need it - I would prefer lower service charges.</p>	<p>The communal windows will be cleaned twice a year. Leaseholders are only asked to contribute towards services that have been carried out at their block and estate. The cost of window cleaning is included under the heading of 'caretaking' in your service charges and as such this is not a new charge.</p>
<p>How often are the windows cleaned</p>	<p>We confirm that the communal windows are cleaned twice a year and this will not change under the new contract.</p>
<p>We have been cleaning the widows ourselves and would not like any window cleaning contract</p>	<p>This contract is for the cleaning of the windows in the common areas, and not the windows of the individual properties. As the London Borough of Camden is responsible for maintaining the block, you will not be able to not go into the contract.</p>
<p>All the charges have shot up since these long term agreements have come in</p>	<p>if you wish to discuss your service charges or request a breakdown of your charges please contact your Collections Officer</p>
<p>Was the cost estimated by an independent surveyor, why are you charging all these costs at once?</p>	<p>The communal windows are cleaned twice a year and this will not change under the new contract. Leaseholders are only asked to contribute towards services that have been carried out at their block and estate. The cost of window cleaning is included under the heading of 'caretaking' in your service charges and as such this is not a new charge. Please also note that 'independent' surveyors do not necessarily produce the best survey information and may fail to properly focus on issues the client/Camden wishes to be given priority.</p>
<p>I oppose the contract as the caretaker can clean the one communal window in my block</p>	<p>The communal windows will be cleaned twice a year. Leaseholders are only asked to contribute towards services that have been carried out at their block and estate. The cost of window cleaning is included under the heading of 'caretaking' in your service charges and as such this is not a new charge.</p>

<p>Where windows have metal inner and outer frames, these should also be washed down by contractor at no extra cost</p>	<p>There currently is a long term agreement in place for the cleaning of communal windows. As this agreement is due to end, the Council is intending to retender these services. Please note the contract does not cover the cleaning of leaseholders' windows, only communal windows of blocks and estates. The communal windows will be cleaned twice a year. Leaseholders are only asked to contribute towards services that have been carried out at their block and estate. If you wish to discuss the delivery of the window cleaning service further, please contact your Estate Services Manager.</p>
<p>I thought window cleaning was the caretaker's responsibility. I would be more than happy to pay for external window cleaning</p>	<p>This contract will be replacing the current Window Cleaning contract, which is for the Windows of the common areas, which you currently, and will continue to, contribute through your Service Charges.</p>
<p>I have never seen the windows cleaned</p>	<p>Please note the contract does not cover the cleaning of leaseholders' windows, only communal windows of blocks and estates and is covered within the caretaking element of your service charges. Windows will also be cleaned twice a year</p>
<p>I do not need a window cleaning. I clean myself</p>	<p>There currently is a long term agreement in place for the cleaning of communal windows. As this agreement is due to end, the Council is intending to retender these services. Please note the contract does not cover the cleaning of leaseholders' windows, only communal windows of blocks and estates.</p>
<p>Send me a breakdown of leaseholders observations and landlord's responses. Tell me exactly which windows will be cleaned. What was the arrangement previously. Tell me how often this will be done and what the cost to the leaseholders will be.</p>	<p>At the second stage, a summary of leaseholders' observations and responses provided will be incorporated in the notice as requested. There currently is a long term agreement in place for the cleaning of communal windows. As this agreement is due to end, the Council is intending to retender these services. Please note the contract does not cover the cleaning of leaseholders' windows, only communal windows of blocks and estates. Window cleaning is carried out twice a year and the cost is included within the caretaking element of your annual service charge.</p>
<p>I don't want to be included, I have my own window cleaners that come in every 4 months</p>	<p>This contract refers to the windows of the communal areas, that the London Borough of Camden are responsible to maintain, and not the windows of the individual properties.</p>
<p>We do not think it's a good idea to have this service, not times like this struggling to pay off bills etc. Big no for us. We happy to clean our own windows</p>	<p>If you no longer wish to have the communal area windows cleaned, then you will need to discuss this matter with your Estates Services Manager, to see whether there's a possibility to have your property removed from this scheme of works.</p>

