

HRA/SCRER Service Level Agreements

Background

- ▶ HRA/SCRER have three Service Level Agreements in place for 2024/25
- ▶ - Ground Maintenance
- ▶ - Street Cleansing Housing
- ▶ - Street Lighting Housing

Grounds Maintenance- 60 Estates 310 sites

Councils Grounds Maintenance team maintain grass cutting on 42 Housing sites in 2024/25

Service provided reflects the resources available

127 Parks and Green spaces

94 Recreational Areas

30 Green Space with Lakes and Ponds

75 Site of Importance for Nature Conservation

5 Natural Reserves

4 Cemeteries'

637 Highway Verges



Grounds Maintenance- 60 Estates- 310 sites

Housing have engaged three external local contractors to undertake grounds maintenance services to the remaining housing sites during 2024/25

A review of grounds maintenance services for housing is underway and will make recommendations to increase service standards and resident satisfaction.

The review, co-produced with residents, will determine the recommended future option for undertaking grounds maintenance services on Croydon Council housing estates.

Provides opportunity to align housing and public realm ground maintenance

Mapping of areas currently taking place



Street Lighting

508 light columns replaced under the Street Lighting Private Finance Initiative Contract between August 2011 – November 2016 across 78 housing sites

- Milestone service(providers) installed, maintain and replace the lighting under a contract due to expire in 2036

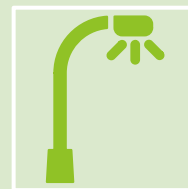
This includes:

- ▶ Attending all emergency call outs within 1 hour of notification and repair of any faulty assets within 4 business days.
- ▶ Delivering the annual programmes for visual inspections, electrical testing, and bulk clean & change of all assets.
- ▶ Services provided by the Client Monitoring team include monitoring the performance of Milestone and dealing with all customer complaints and enquiries via Infreemation complaints process.

Opportunity LED Street Lighting – on Estates



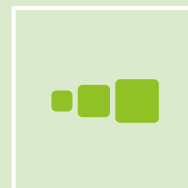
Saving bid submitted to roll out the implementation of LED street lighting



minimize light pollution into homes by directing light onto the road and pavement where it is needed



More energy efficient, reduce energy consumption & costs



Last longer, reduce likelihood of faults & replacement (100,000 hours or roughly 15 design life) around 6 times the life span of traditional street lights

New Waste Collection Opportunities

- Work continues with Housing and Streets & Environment teams to redesign the waste management infrastructure across our estates.
- ▶ .Under the new contract the Contractor to collect the bins from the store on collection day and leave the bin store in a clean and tidy condition after collection.
- If there is any obstruction which means that the collection cannot be satisfactorily made the contractor will record the event on their in-cab devices, take photographic evidence so that the Client Team can work with Housing and arrange for the obstruction to be cleared to facilitate collections.
- ▶ Current recycling pilot covering 3 estates- Church Road, Handcroft & Croftleigh Estate.
- The aim is to improve the container provision & increase the quality of recycling including food waste
- Learn lesson to allow a recycle programme to be developed across housing

Street Cleansing Housing

The street cleansing service is provided by Veiloa who are required to keep streets and paths kept clean and clear of accumulations of detritus including the picking and removal of litter and sweeping:

- from public areas
- removal of leaf fall
- removal of dead animals
- removal of drug litter
- emptying, and cleaning of Litter Bins
- removal of Fly Posting from public property

Street Cleansing Housing



Monthly meetings in place with Housing & Streets & Environment to start improving the monitoring of sweeping/litter picking and refuse collections on estates.



This includes problem solving of 'hot-spot' areas on estates.



Additional joint monitoring site inspections taking place with Housing and Public Realm.

New Street Cleansing Opportunities

- From April 2025 a new waste collection and street cleansing service will be introduced.
- The Housing department have been consulted and actively engaged in scoping out the new service requirements for Housing estates.
- Under the new contract all land on Housing Estates owned and managed by Croydon Borough Council will include areas of;
 - Public Highway
 - Play Areas / Drying Areas
 - Grass areas including shrub beds and flower beds
 - Car parks
 - Hard services areas at ground level

Working with our Residents

- ▶ Volunteers to work on pilot recycling programme to increase the quality of recycling including food waste.
- ▶ Co design of the waste storage area & container provision
- ▶ Maximise reporting opportunities

