



WOODBERRY DOWN

**CLEANING  
(JUST ASK)**

**HOW WE  
MONITOR  
PERFORMANCE**

**Taking care  
of our places  
and people**



# Maintaining Cleanliness and Service Standards at Woodberry Down

## Cleaning Specification (Key Tasks)

- Abbreviated from official service specification – we have requested an updated summary version from our central estates team and will share this with you once available.

## Monitoring and Accountability Measures

- **Weekly Cleaning Inspections with Just Ask**  
Led by Radhika, these weekly inspections are carried out across all blocks. A detailed report is shared with Just Ask to ensure issues are promptly recorded, tracked and resolved. This report is also shared with external partners, including WDCO representatives (living in NHG managed blocks) and the ITLA.
- **Monthly Estate Inspections**  
Led by Nick, these inspections are carried out across all blocks, with a detailed report produced for each. These inspections assess various aspects, including cleaning standards, which Nick rates on a scale of 1 to 4 (poor to excellent). The ratings are recorded in our system and contribute to broader performance reporting. The central estates team meets regularly with contractors, including Just Ask, to review overall performance. Any estates or blocks scoring 3 or below are flagged as underperforming and discussed during these meetings.
- **Updated Cleaning Specifications**  
The contract specification has moved from a **frequency-based model** (under Mears) to a **task-based model** (under Just Ask), in line with NHG's wider portfolio. While the method has changed, the expected standard remains the same and has been clearly communicated to the contractor.
- **Continuous Review**  
Weekly meetings with Just Ask allow us to review performance, address resident feedback, and adapt to operational needs. This process is working well and supports ongoing service improvements.



## Resident Communication and Engagement

- **Schedules in Noticeboards**

We've asked Just Ask to clearly display cleaning schedules on block noticeboards, showing which days each receives a full clean and which days only the lifts and lobbies are cleaned. Sign-in sheets are also being displayed for transparency.

- **Walkabout Participation**

Residents are encouraged to join our walkabouts to observe service delivery firsthand. To attend, please email: [estateteamwd@nhg.org.uk](mailto:estateteamwd@nhg.org.uk)

- **Ongoing Consultation**

We will continue to engage with residents through:

- Drop-in sessions
- TRA meetings
- Central NHG consultations (with local follow-up)

- **Resident Feedback**

If residents approach you with feedback, please encourage them to:

- Visit the estate office (8 Woodberry Down)
- Or email us at [estateteamwd@nhg.org.uk](mailto:estateteamwd@nhg.org.uk)



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