65133 Contractual and Monitoring Arrangements for Property at Johns Place

1. The contract/call-off agreement applicable to 10/1 Johns Place during the above period, including any schedules, appendices or other documents incorporated into the agreement.

a. The contract/ call off document is commercially sensitive and as such will not be released at this time.

b. Details of the contract with K&S Mir Ltd t/a Cameron Guest House Group are available on the City of Edinburgh Council's Contract register which is located at Contract register – The City of Edinburgh Council

2. The service specification applicable to the accommodation, including the room/property standards referred to in the contract.

The service specification for shared houses document is attached.

3. Any operating standards, accommodation standards, quality standards, inspection standards, guidance or procedures incorporated into or issued pursuant to the contract.

All standards listed are detailed in the service specification.

4. The contractual or procedural requirements applicable to the provider concerning:

Inspection and turnover of rooms between occupants;

When residents move out, a check is made to ensure that any left belongings are packed and labelled for pick up by Temporary Accommodation Service.

The provider must ensure room has deep clean ready for next household and ensure clean linen and towels are available.

Rooms must be ready within 3 hours of being vacated. If rooms are going to take longer than this then this must be discussed and agreed with Council.

Cleaning and hygiene;

Each room must be deep cleaned between stays and be ready for the next household.

Property Managers will encourage residents to carry out household duties within their own rooms and en-suites (if have) themselves but if rooms are not being kept to an acceptable standard, it may be necessary for staff to clean rooms.

Pest control and treatment of infestations;

There are no specific clauses relating to pest control, but the Provider has a responsibility to ensure the room is habitable in line with the minimal habitable standards (appendix 3 service specification)

Reporting of bedbugs or other pest infestations to the Council;

We would expect the Service Provider to report any reason why a room is void for a period longer than that specified in the service specification, that would include treatment for pest infestations. We would also expect the Provider to report reasons for a room move or request for transfer of a service user due to pest infestation to the Council.

Taking rooms out of service/offline following an infestation;

Service Providers must report any reason why a room is void for a period longer than that specified in the service specification, that would include treatment for pest infestation.

Maintenance and repair of bathrooms, showers, toilets, laundry and kitchen facilities;

Maintenance and repairs that affect service users' accommodation must be reported to the Council.

Service providers must ensure all repairs and maintenance are reported and carried out within timescales.

Accessibility and suitability of accommodation;

All accommodation services are inspected prior to being accepted onto contract to ensure they meet the requirements of the service specification.

The Service aims;

To provide accommodation within Edinburgh which enables the Council to provide accommodation for single households / individuals and couples experiencing homelessness.

To provide accommodation that does not breach the Unsuitable Accommodation Order by providing either self-contained properties within a block with staff on site 24 hours a day or a shared property which provides each household with exclusive use of toilet and personal washing facilities and access to a living room and kitchen which may be shared with other households.

To be deemed as suitable, accommodation must also be accessible 24 hours a day.

Security and access to the accommodation;

Providers proposed properties must be self-contained, no shared entrances will be considered.

If properties have other businesses within a building, they must have separate entrances and facilities and must not be situated above or below a residential or business dwelling/properties - unless it is the provider's own flat or businesses or employees that are working in the premises.

Properties must be accessible 24 hours a day for residents, any amendments such as curfews must be agreed and approved in writing by the Council and the Provider.

Curfews must not be applied where doing so would prevent, restrict or otherwise interfere with a Service User's ability to practise, observe or participate in the requirements of their religion or belief.

To assist with ensuring that all residents and staff feel safe and secure within their accommodation, door entry and security systems can be considered by provider to give residents property access while also considering systems that can minimise access to non-residents.

All front doors must have CCTV for enhanced security, display correct signage and adhere to relevant legislation and guidance regarding data protection.

Handling, isolation or storage of residents' belongings where an infestation is identified.

Service users belongings are the responsibility of the service user. If they have been affected by an infestation and the service user has remained in the property, we would expect the Service Provider to assist the service user to treat their belongings for infestation. If the service user has abandoned the property and left belongings behind, we expect the Service Provider to store the belongings until the Council can arrange for collection and storage.

5. The contractual or procedural provisions governing CEC's monitoring, inspection, audit or management visits to commissioned temporary accommodation, including the scope and frequency of such visits.

Contract monitoring is a requirement of this contract and the Provider will be informed of this requirement at the Award of Contract stage. The Provider will monitor and review the quality of the services provided; refer to KPIs (see section 28).

The monitoring process will be undertaken on a continuous basis. At a minimum the Provider will be required to report on the following which will form the basis of the three-monthly discussions.

In the interests of continual improvement, any additional performance information and targets will be identified and subject to discussion and negotiation with the Service Provider.

On-site inspections by Council staff are required as part of the monitoring of this contract.

There will be at least three-monthly formal contract monitoring meetings held between the Council and Providers.

The Provider will be required to meet and will be measured, against the KPI’s

6. Records of Council management/monitoring/inspection visits to Johns Place between 1 November 2025 and 4 February 2026, including inspection reports, checklists, action points, identified defects and records of follow-up action.

The Contracts and Commissioning team meet with KS Mir t/a CGHG on a quarterly basis to discuss all properties on contract. The last meeting for the period listed was on 4 December 2025.

As this contains details of other accommodation services including addresses, we will not be releasing the full note of the meeting to protect the privacy and security of the residents.

HMO licencing for St Johns Place was discussed and was due to be renewed in June 2026.

An anonymous complaint regarding bed bugs was discussed with treatment options discussed and agreed.

7. Records held by the Council concerning maintenance defects, pest-control issues, bedbug reports, rooms being taken offline, or provider non-compliance at Johns Place between 1 November 2025 and 4 February 2026.

An anonymous complaint received December 2025. Room was taken offline while treatment completed.

8. Records showing any inspection, cleaning, turnover or other checks undertaken in relation to the particular room allocated to me on 30 January 2026, prior to my occupancy of that room.

Individual records for such tasks are held within the accommodation as per the council's service specification in which the provider is contracted under. These are not records the council hold and therefore cannot be provided.

9. Any contractual or procedural requirements concerning notification by the provider to CEC when a room is taken offline because of bedbugs or another health, safety or hygiene issue, including the required method and timescale for such notification.

Maintenance and repairs that affects service users accommodation must be reported to the Council.

Providers must ensure all repairs and maintenance are reported and carried out within timescales.

Timescales required for repairs are:

Any fault resulting in loss of Front/back/side door security.	Within 4 hours
Any fault resulting in loss of bedroom door security.	Within 4 hours
Any fault resulting in loss of heating, electrical and water.	Within 24 hours
Any fault resulting in loss of cooking and fridge facilities.	Within 24 hours
All other repairs.	Within 7 days

If repairs cannot be completed in this timescale the Council will be notified of the repair, reasons that the repair cannot be completed on time and provide an action plan to resolve the fault.

10.Any provider performance, compliance, audit or contract-monitoring reports relating to Johns Place during the period 1 November 2025 to 4 February 2026.

None received.