

APPENDIX 1

The Resident

Please contact: Mrs Jayne Bough
Email: jayne.bough@redditchbc.gov.uk

December 2009

Dear Resident

RE: COMMUNAL CLEANING

The Council is working hard to improve the entrances and staircases in blocks of flats. We are currently upgrading Fire Protection equipment on the stair cases and looking to improve the cleanliness of these areas.

We have listened to customers concerns regarding the cleanliness and Councillors of Redditch Borough Council carried out an Overview and Scrutiny of the service which included visiting some blocks to see the condition they are in.

Councillors have now asked Officers to carry out consultation with all tenants and leaseholders living in flats to establish if

- support exists for the introduction of a cleaning service
- to agree what level of service would be required
- and the charge tenants and leaseholders would be willing to pay

In some areas this service has already been introduced and the charge for the service is made through a tenants rent account or for leaseholders through an annual service charge.

The charges for the service will vary dependant on the type of service that is received; the attached questionnaire explains the different levels of service you can choose from.

I would be grateful if you would take the time to complete and return this questionnaire, as it is important that you have a say in what services the council wish to introduce. The questionnaire can be handed into any One Stop Shop or posted to Housing Services, Woodrow Centre, Woodrow, Redditch, Worcestershire, B98 7RY no later than ?????

If you wish to find out more about the service we are looking to introduce before you return your questionnaire then please contact me on 01527 64252.

Thank you in advance for taking the time to complete this questionnaire.

Yours sincerely

Mrs Jayne Bough
Housing Services Manager

To Redditch Borough Council – Housing Services

RE: COUNCIL COMMUNAL CLEANING

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|----|--|------------|-----------|
| 1. | Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats? | Yes | No |
| 2 | Would you be willing to pay for this cleaning service in your block of flats? | Yes | No |
| 3 | If yes please indicate below what services you would want to receive? | | |
| | a) Sweep stairwells/balconies | Yes | No |
| | b) Remove debris/litter (not fly tipping or bulky items). | Yes | No |
| | c) Wet mop stairwells, communal landings and walkways. | Yes | No |
| | d) Wipe down of handrails and iron work. | Yes | No |
| | e) Apply anti-bacteria treatments. | Yes | No |
| | f) Wipe down of window frames. | Yes | No |
| | g) Cleaning of communal windows. | Yes | No |
| | h) Jet wash/steam clean stairwells. | Yes | No |
| | i) Turn bins (in blocks with rubbish chutes). | Yes | No |
| | j) Report communal repairs. | Yes | No |
| 4 | Please indicate how often you would expect the services you have indicated above to be carried out? | | |
| | <ul style="list-style-type: none">• Weekly• Fortnightly• Monthly• Annually | | |
| 5 | How much would you be willing to pay for the cleaning service you have indicated above? | | |
| | a) £3.00 per week | Yes | No |
| | b) £4.00 per week | Yes | No |
| | c) £5.00 per week | Yes | No |
| | d) £6.00 per week | Yes | No |
| 6. | If communal cleaning is introduced would you be interested in being part of a working group to assist the Council to set the cleaning standards and charges? | Yes | No |

7. Please make any comments or suggestions below?

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Name:.....

Address:.....

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Contact Number:.....

Email Address:.....