APPENDIX 2

Council Flat Communal Cleaning Consultation outcome summary:

666 Letters and questionnaires were sent out during the period of January-February 2010.

The following responses were received:

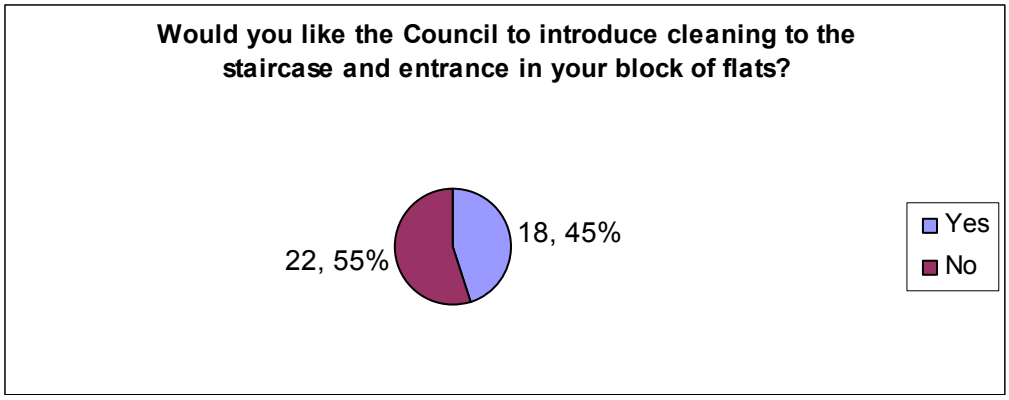
Area	Questionnaires Sent	Responses	%
Abbeydale	8	1	13%
Crabbs Cross	53	7	13%
Batchley/Webheath	20	1	5%
Church Hill	208	7	3%
Matchborough	42	1	2%
Mayfields/Southcrest	49	1	2%
Winyates	286	22	8%
TOTAL	**666**	**40**	**6%**

The Following questions were asked:

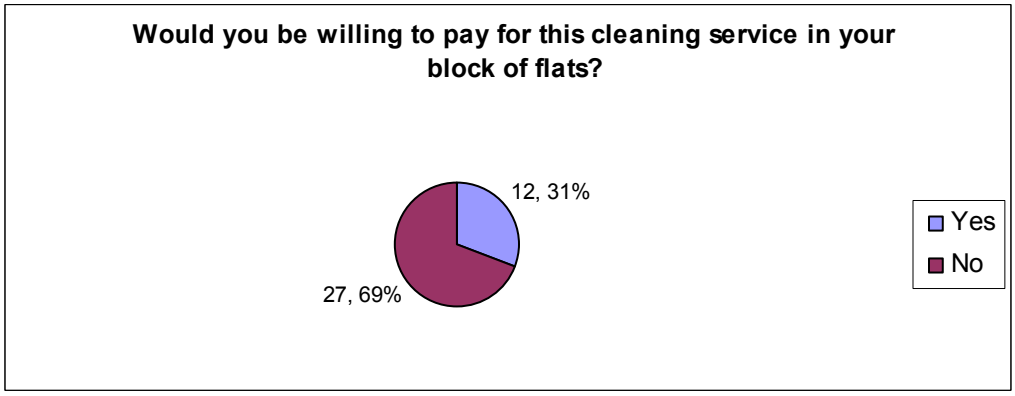
1.	Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats?	**Yes**	**No**
2	Would you be willing to pay for this cleaning service in your block of flats?	**Yes**	**No**
3	If yes please indicate below what services you would want to receive?		
	a) Sweep stairwells/balconies	**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? • 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**

From the responses received the following analysis has been completed:

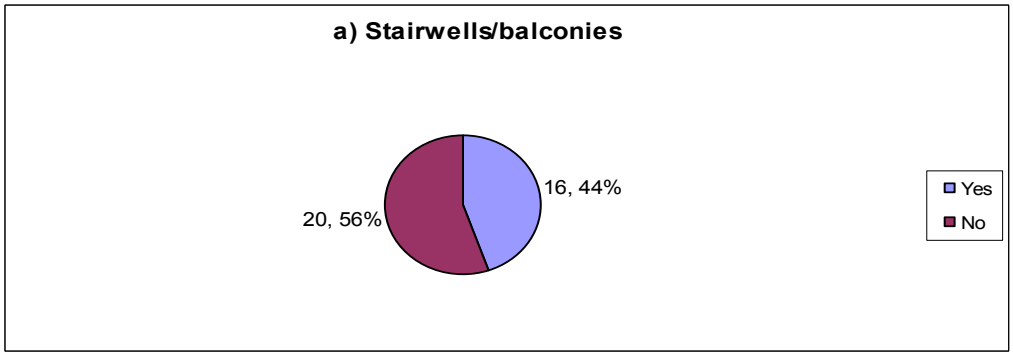
1. Would you like the Council to introduce cleaning to the staircase and entrance in your block of flats?

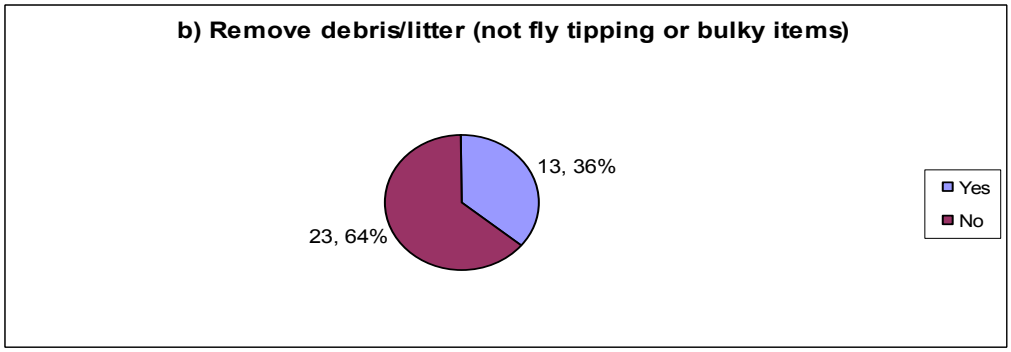


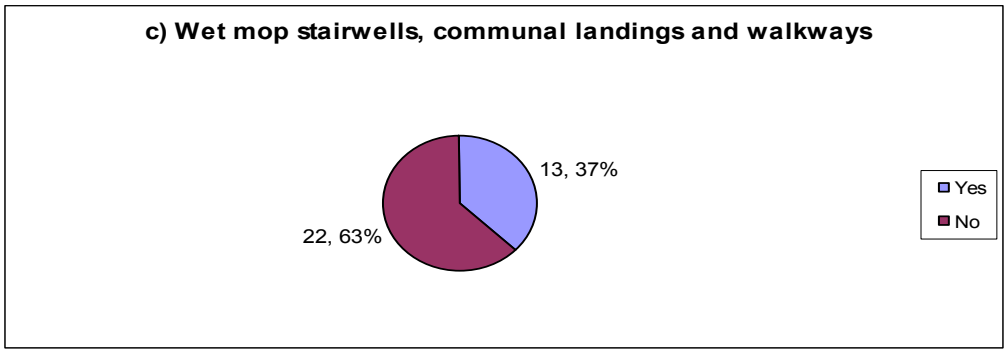
2. Would you be willing to pay for this cleaning service in your block of flats?

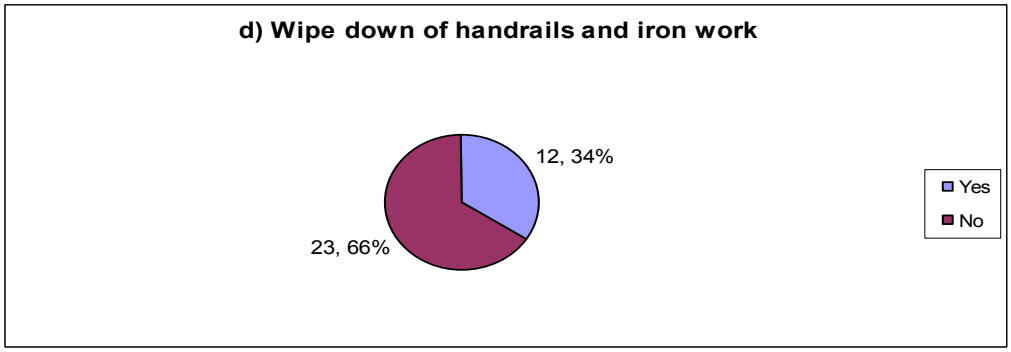


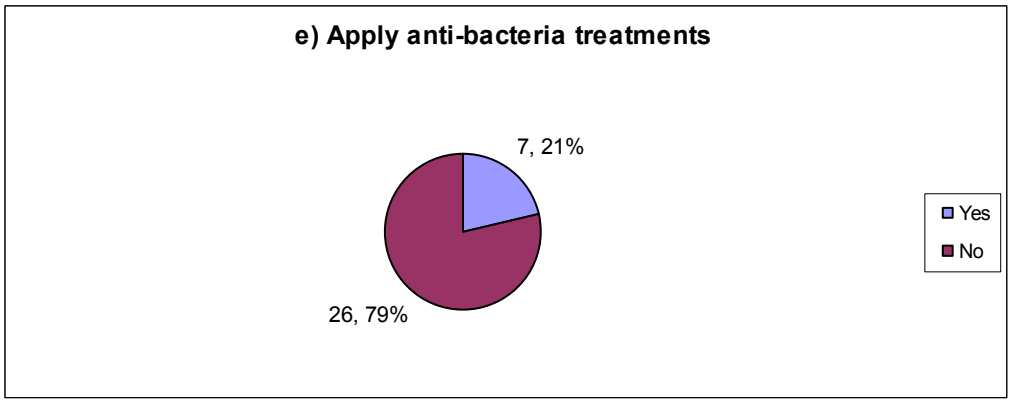
3. If yes please indicate below what services you would want to receive?

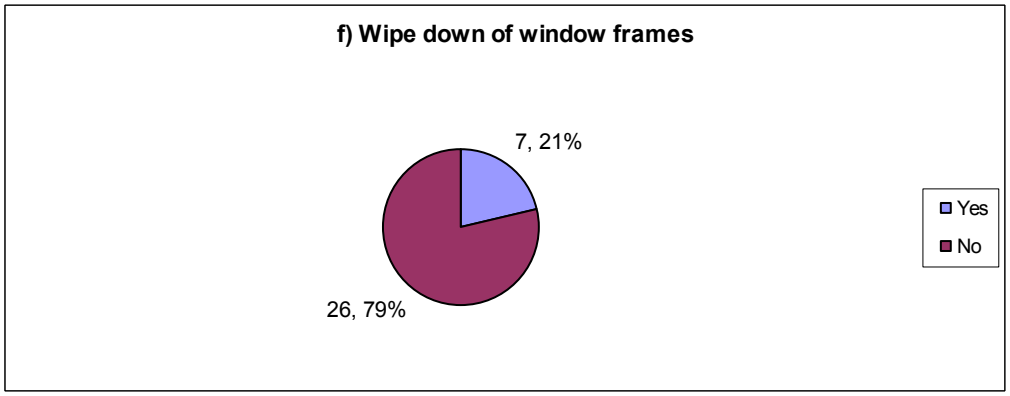


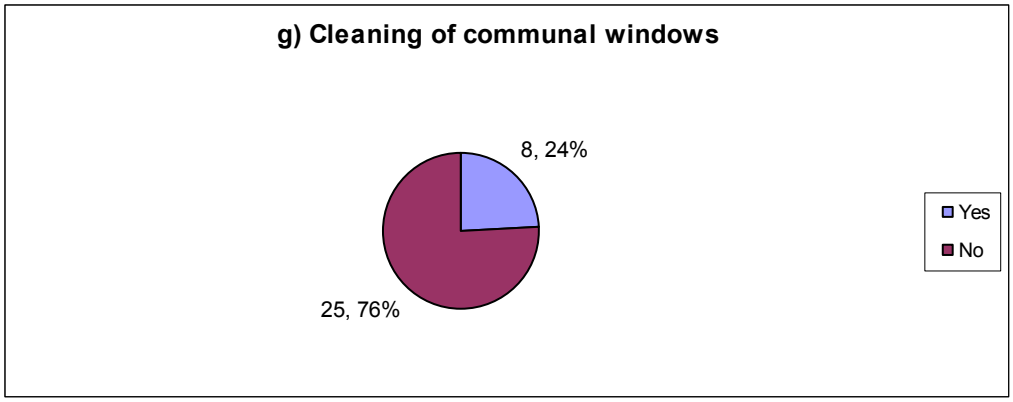


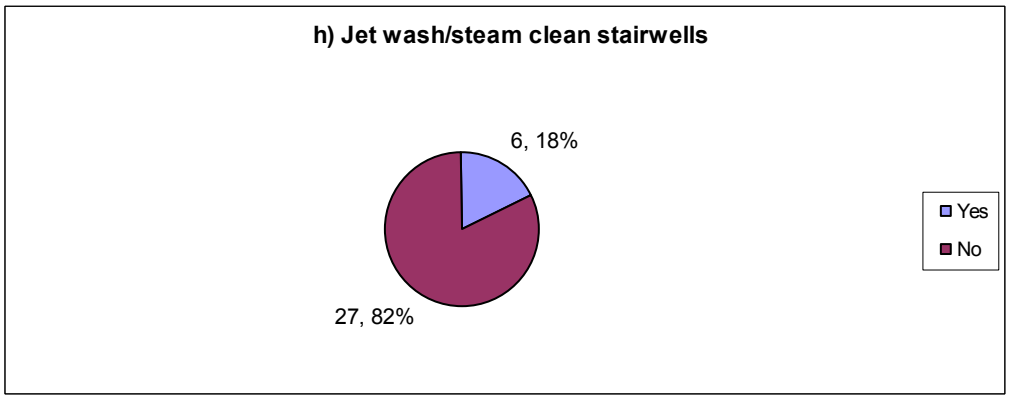

c) Wet mop stairwells, communal landings and walkways
13, 37%
22, 63%
Yes
No

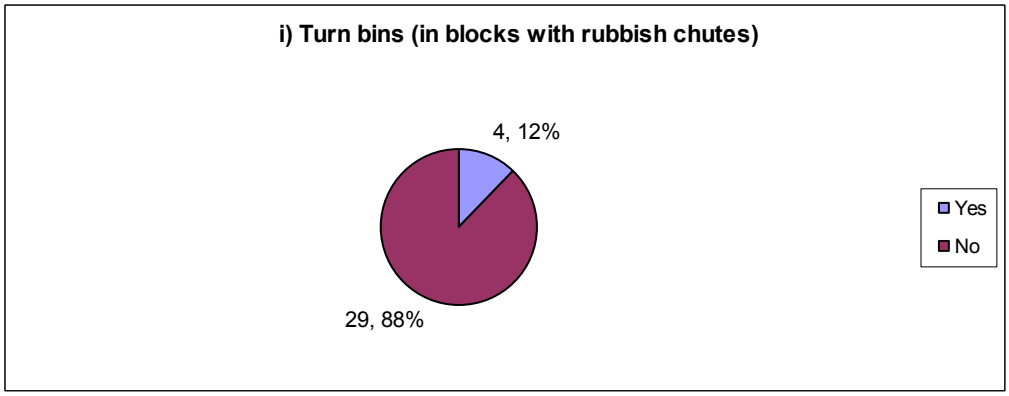

d) Wipe down of handrails and iron work
12, 34%
23, 66%
Yes
No

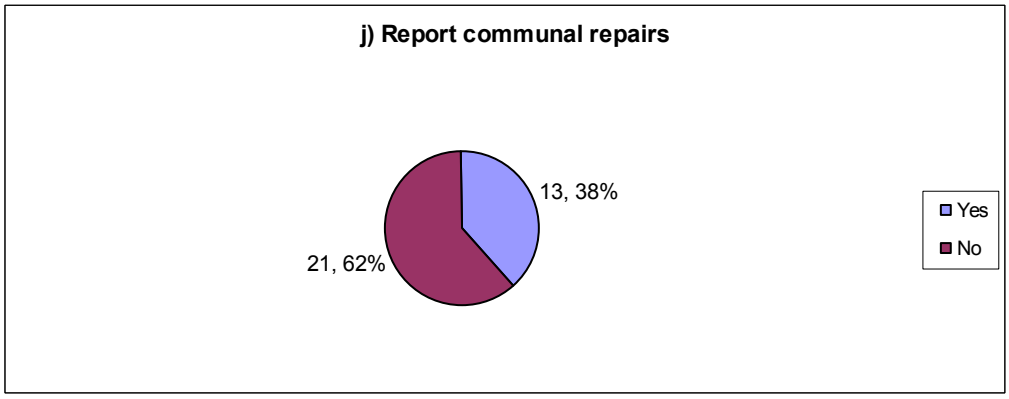

e) Apply anti-bacteria treatments
7, 21%
26, 79%
Yes
No


f) Wipe down of window frames
7, 21%
26, 79%
Yes
No

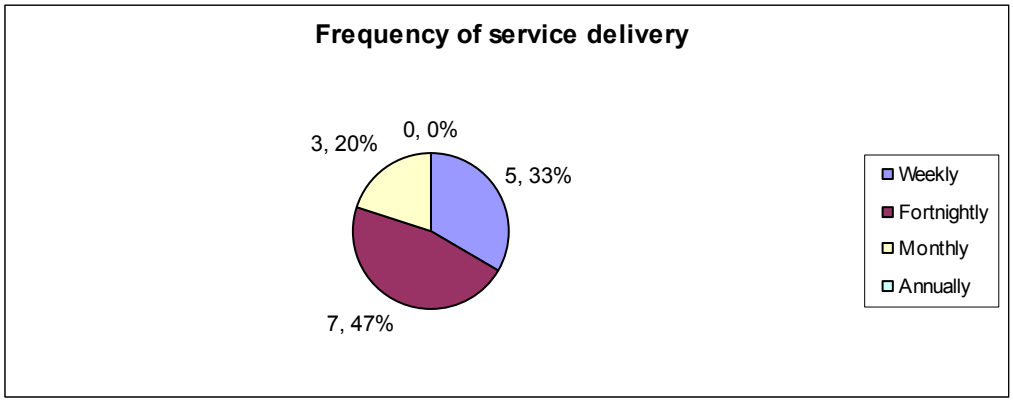

g) Cleaning of communal windows
8, 24%
25, 76%
Yes
No


h) Jet wash/steam clean stairwells
6, 18%
27, 82%
Yes
No

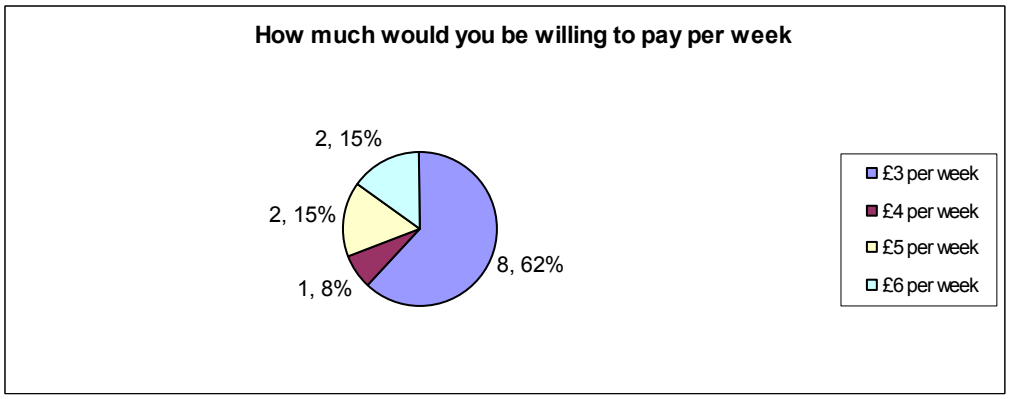

i) Turn bins (in blocks with rubbish chutes)
4, 12%
29, 88%
Yes
No


j) Report communal repairs
13, 38%
21, 62%
Yes
No

4. Please indicate how often you would expect the services you have indicated above to be carried out?



5. How much would you be willing to pay for the cleaning service you have indicated above?



Conclusion

In summary:

- Only 6% of questionnaires responses were received
- The majority of the responses received (55%) indicated they would not want a chargeable communal cleaning service introduced to their block of flats
- The majority of the responses received (47%) felt fortnightly cleaning would be the preferred frequency.
- The majority of responses received (62%) indicated that they would be willing to pay £3.00 per week for a cleaning service.

The Winyates area had the highest response rate; this may be due to other consultation that has been undertaken in the area recently on improvement works. Customers may be encouraged to voice their opinions from seeing how consultation has had a direct affect on outcomes in the community.

For Council Housing the Tenant Services Authority is driving change in the way standards are being decided across service delivery, encouraging landlords to introduce local standards that are relevant by area ensuring that decisions result from involvement and customers expressing opinions.

Due to the low response rate across all of the area's it may be beneficial to carry out further consultation work at a more local level. It may be relevant to consider local agreements to either an area such as Winyates or even for individual blocks of flats.

In conclusion due to the low response rate it may indicate:

- further methods of consultation may be required at a more local level.
- lack of interest in introducing this type of service