

TENANTS FORUM	Agenda Item
Thursday 12 th October 2017	6ii

Feedback on Highfield Communal Cleaning Pilot

This report provides a briefing on the Highfield Estate Cleaning Pilot which commenced in April 2017 and feedback from the recent satisfaction survey sent to all tenants and leaseholders.

INTRODUCTION

The Highfield Estate cleaning contract commenced in April 2017. All communal areas in 23 blocks are cleaned on a monthly basis by local cleaning company Stamps.

RESULTS OF SURVEY

267 postal surveys were sent out to all tenants and leaseholders of the Highfield road estate asking for feedback of the first three months' of operation of the Stamps cleaning contract.

The survey contained 6 simple questions with tick boxes for response.

Pre-paid envelopes were provided as well as the option of completing the survey online via survey monkey.

Response Rate

50 completed surveys were received, 49 by post and one via the online link. 2 were not included as no actual responses were given. 2 further surveys were not included due to being received over a week after the closing date.

This equates to a response rate of around 18%. Typical response rates for postal surveys is 10-15% so this is slightly higher than average.

Survey Results

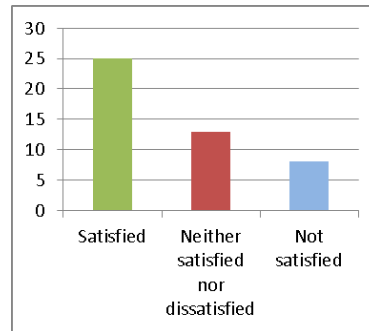
Survey responses can be seen overleaf and will be discussed further at the Forum.

Our independent Tenant Inspectors, Glenis Saddington and Katherine Matthews, will also be in attendance to explain their involvement in the monitoring and inspection of the contract, providing essential input into the pilot monitoring group.

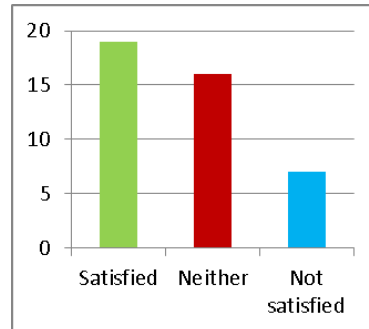
Leona Mantle
Tenancy Services Manager
03.10.2017

Survey Questions and Responses

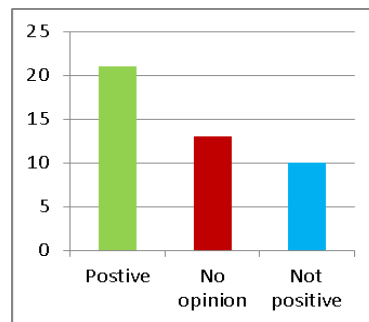
1. How satisfied are you with the standard of the cleaning?



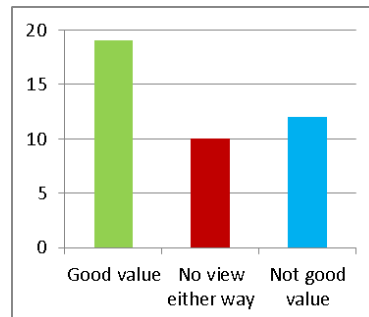
2. How satisfied are you with the frequency of the cleaning?



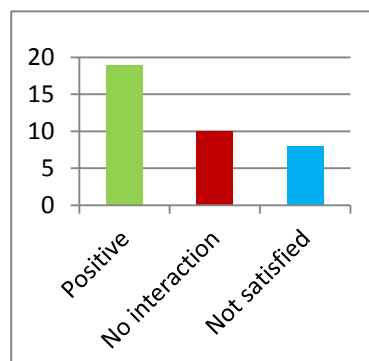
3. How would you rate the impact on the area?



4. Do you think the service represents value for money?



5. Please rate any interaction you have had with the cleaning operative.



6. Overall, taking everything into account, how would you rate the cleaning service so far?

