

Tamworth Borough Council
Communal Cleaning Survey
April 2011



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Caretaker cleaning bin areas in Tinkers Green

Introduction to the cleaning survey

The Communal Cleaning survey distributed in April 2011 is the third one to be carried out by Tamworth Borough Council on behalf of the Caretaking Team. 300 surveys were sent out to tenants in receipt of communal cleaning services.

In September 2011 a further 300 surveys will be sent to the remainder of tenants in receipt of cleaning services. Over the period of two years all tenants would have been asked to comment on the services they receive. The caretaking team leader and the tenant inspectors will then review each service area to understand where improvements need to be made.

Key findings from the previous survey conducted in September 2010

On the whole 77 (86%) of the tenants stated that they were either very satisfied or fairly satisfied with the overall standard of communal cleaning.

This reflected a 3% increase in satisfaction levels since May 2010.

Why was the survey carried out?

The survey was conducted as part of the performance review to look at the satisfaction levels of tenants in receipt of caretaking and communal cleaning services.

Who was asked to complete the survey?

300 surveys were sent out to tenants in receipt of cleaning services by randomly selecting them from an in-house database and who hadn't completed a survey previously.

A total of 85 (28%) tenants responded to the questionnaire and gave their views surrounding the services they receive. All information collected is treated confidentially and only used for the purpose of service improvement.

On the whole the findings reflect that tenants are either very satisfied or fairly satisfied with the communal cleaning services provided by the caretaking team. However, comments suggest that tenants would like the cleaning areas to be supervised or inspected more frequently.

We would like to thank all those that have taken part in completing the communal cleaning questionnaire. An outcome from this feedback has been the introduction of tenant inspectors for Landlord Services, they will carry out quality checks on communal cleaning around the borough. The purpose of the tenant inspector team is to monitor, review and regularly inspect the quality of services and to make recommendations for improvement. Findings from this will then be reported back to tenants through 'Open House', the tenant's quarterly newsletter, on the web and through our tenant involvement groups.

84 % of tenants are satisfied with the overall satisfaction with the standard of communal cleaning.

Summary of key findings for April 2011

All figures have been rounded to the nearest %.

On the whole 71 (84%) of the tenants who completed the communal cleaning survey stated that they are either very satisfied or fairly satisfied with the overall standard of the services they receive.

65 (76%) of respondents stated that they are either very satisfied or fairly satisfied with the cleanliness of landings /corridors.

66 (78%) of respondents stated that they are either very satisfied or fairly satisfied with the cleanliness of stairs and stairwells.

When asked if the frequency of service for communal cleaning was satisfactory, 68 (80%) of tenants felt that it was about right.

Comparisons to previous surveys

Satisfaction levels has remained at a consistently high level across the borough of Tamworth.

Month survey carried out	How do you rate the overall satisfaction with the standard of communal cleaning?	Cleanliness of landings /corridors	Cleanliness of stairs and stairwells	Frequency of service
May 2010	83%	71%	74%	64% About right
September 2010	86%	76%	73%	77% About right
April 2011	84%	76%	78%	80% About right

Figures showing the tenants are either very satisfied or fairly satisfied with the communal cleaning services they receive.

(All responses can be viewed in appendix 1 with a full list of the comments provided)

You asked, we listened

The Caretaking Team is committed to continually improve services and the survey responses are a great way to understand what you as tenants feel about the services you receive. The information you provide will be used to improve the communal cleaning services and confidentiality will be maintained at all times.

A group of tenant inspectors have now formed to inspect the communal cleaning areas. They will carry out independent quality checks at locations across the borough. When the inspections have been completed a debrief meeting will be held between the tenant inspectors and housing staff to discuss their findings and implement improvements in services going forward.

The Caretaking Team now have a graffiti removal machine that will also deep clean large communal areas and walls where accessible. It has been successfully used in Tinkers Green during a clean up operation of the area.
(Appendix 2)

If you are interested in becoming a volunteer tenant inspector please contact the Tenant Participation Team on 0800 183 0454
(Contact details can be found in appendix 3)

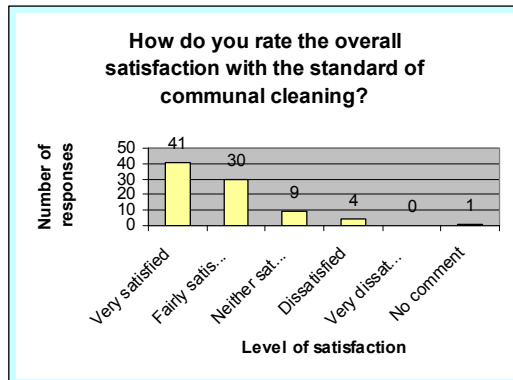


Caretaking Team at Tinkers Green

Appendices

Appendix 1: full report of responses received

1. How do you rate the overall satisfaction with the standard of communal cleaning?



41 (48%) of respondents stated that they are **very satisfied** with the overall standard of communal cleaning. Whereas,

30 (35%) are **fairly satisfied**

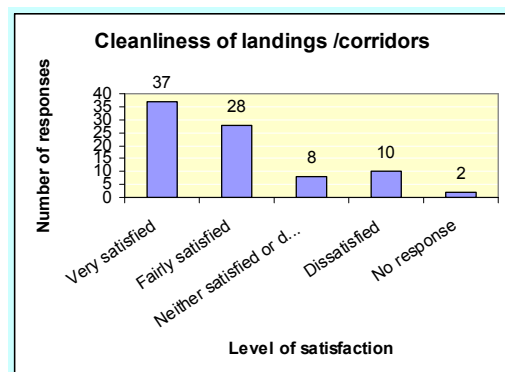
9 (11%) are **neither satisfied or dissatisfied**

4 (5%) are **dissatisfied** and 1 (1%)

respondent chose not to answer.

In your opinion, please give your rating to the standard of the following services you receive:

2. Cleanliness of landings /corridors



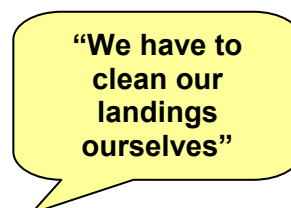
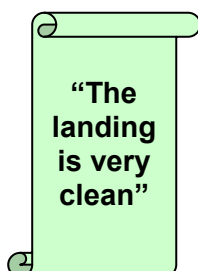
37 (44%) of respondents stated that they are **very satisfied** with the cleanliness of landings/ corridors. Whereas,

28 (33%) are **fairly satisfied**

8 (9%) are **neither satisfied or dissatisfied**

10 (12%) are **dissatisfied** and 2 (2%) of

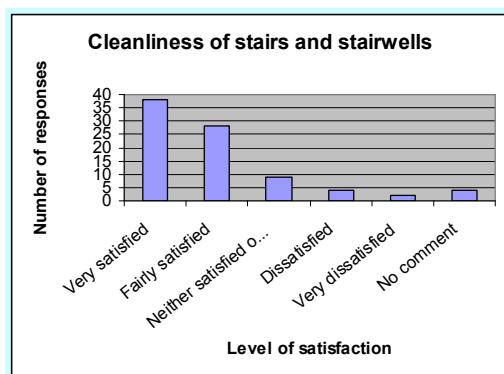
respondents chose not to answer.



If you rated cleanliness of landings/ corridors as dissatisfied please say why:

- Because cleaner never sweeps up mess, only mops, uses same mop on all 3 floors, stairs and landing and never washes mop out.
- Landings are constantly dirty, and as far as I'm aware, never been cleaned.
- Only entrance lobby cleaned and left very wet.
- People on top floors do not clean up which blocks drains and causes damp in bottom properties.
- The cleaner tries very hard but doesn't seem to have the equipment to do the job, no hot water and nowhere to change the water.
- The cleaners do not clean landings.
- We have to clean the landings ourselves.
- When mopped it is too wet. Not ringing the mop out enough.
- The landing is very clean.
- The cleaners do the stairwells in the block but never do the landings.

3. Cleanliness of stairs and stairwells



38 (45%) of respondents stated that they are **very satisfied** with the cleanliness of stairs and stairwells.

Whereas, 28 (33%) are **fairly satisfied**

9 (10%) are **neither satisfied or dissatisfied**

4 (5%) are **dissatisfied**

2 (2%) are **very dissatisfied**

4 (5%) of respondents chose not to answer.

If you rated cleanliness of stairs and stairwells please say why:

- Not cleaned properly
- Left too wet although warnings are in place.
- Never seems to be cleaned
- For work people to clean up the rubbish instead of leaving on the floor and stairs.

“Very often there are cigarette butts and cobwebs etc. on the stairs”

4. Are there any steps that could be taken to improve the current communal cleaning?

- At the moment my wife cleans outside and in the bin areas
- Landings need to be cleaned regularly
- Make sure the building is swept and the mop washed out at least once
- The cleaner could do the job they are paid to do
- I think they could certainly do with better equipment. They can only do the job with the resources they are given.
- We don't see the caretaker much
- The ground floor entrance is left too wet.
- Clean up bin areas and replace broken bins

The following positive comments were also made:

Lady does her best under the circumstances. Tenants or visitors need to be educated more, not just drop litter, cigarette butts etc.

Overall, fairly good, just the mopping side needs to be some what dryer.

All excellent

5. Do you have any comments about the services you receive?

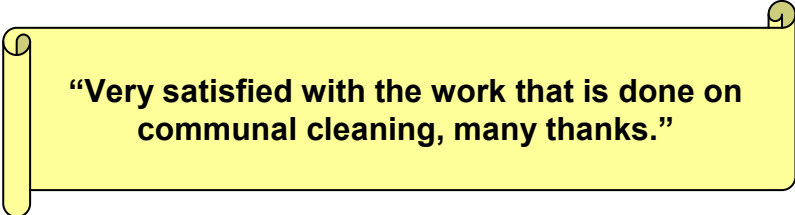
- Not satisfied with cleaning service. My neighbour and I mop, sweep floor, clean chute area and sweep down cobwebs.
- Generally poor where it is done.
- The lift and walls need to be cleaned
- Fairly satisfied with the cleaning of the stairs and stairwells but dissatisfied with the cleaning of cobwebs from the ceilings. It does not get done at all.
- Clean bin area more often

The following positive comments were also made:

The cleaning lady is a very nice person, conscientious about her job, which could be made a lot easier if people took their rubbish home instead of throwing it everywhere.

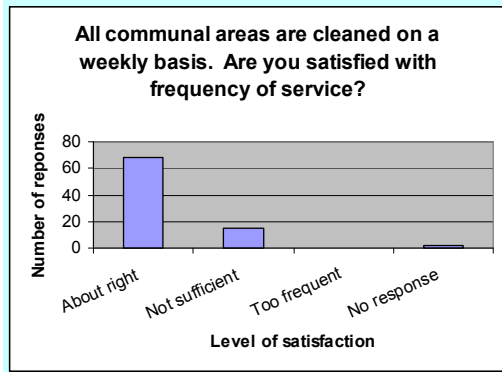
Very satisfied with the work that is done on communal cleaning, many thanks.

Cleaner is very good



“Very satisfied with the work that is done on communal cleaning, many thanks.”

6. All communal areas are cleaned on a weekly basis. Are you satisfied with the frequency of service?



68 (80%) of respondents stated that the frequency of service they receive is **about right**. Whereas,

15 (18%) stated that the service they receive is **not sufficient** and

2 (2%) chose not to answer this question.

2: Graffiti removal machine

This machine is brilliant because it can remove graffiti very quickly and can do in a few minutes what would have been half a day's work for us.
Estate Supervisor, Trevor Wylie

Graffiti removal machine takes to the streets

A machine which can clean graffiti off walls in just a few minutes is Tamworth Borough Council's newest weapon in the war on vandals.

The machine uses a combination of sand-like material and water under very high pressure to blast away graffiti in minutes and will be used to tackle daubings and spray paintings on estates and other council property throughout the borough. The £6,000 cost of buying the machine, training council caretakers on how to use it and a year's supply of materials has been paid for by the Tamworth Community Safety Partnership, with funding from the Home Office.

The estates caretaking team is now mapping the areas of the borough where graffiti is a problem and drawing up a graffiti removal schedule to tackle affected areas. Staff are hoping to clean up as much graffiti as they can as quickly as possible, to help make Tamworth's estates better places for people to live.

The caretakers are also enlisting the help of residents in the fight against graffiti. Estate supervisor Trevor Wylie said: "We are asking people to report graffiti to us so that we can remove it, but we are also asking people to tell us who is carrying out the graffiti so that we can take action to prosecute those responsible."

Visit YouTube to view a video of our graffiti-busting machine in action

YouTube
Broadcast Yourself

Reported in March edition of 'Open House' tenant newsletter 2011

Appendix 3: Contact details

If you wish to discuss this report or to get involved in having your say about the Housing Services you receive then please contact the tenant participation team in the following ways:

Telephone: 01827 709448
Freephone: 0800 183 0454

Email: tenantparticipation@tamworth.gov.uk

Tenant Participation Team
Tamworth Borough Council
Marmion House
Lichfield Street
Staffordshire
B79 7BZ



Trevor Wylie [01827 254867](tel:01827254867) or email: trevor-Wylie@tamworth.gov.uk

Report produced on behalf of the Caretaking Team by the Tenant Participation team.