

# Tamworth Borough Council Communal Cleaning Survey 2010



Trevor Wylie and Lee Birch with the Caretaking team

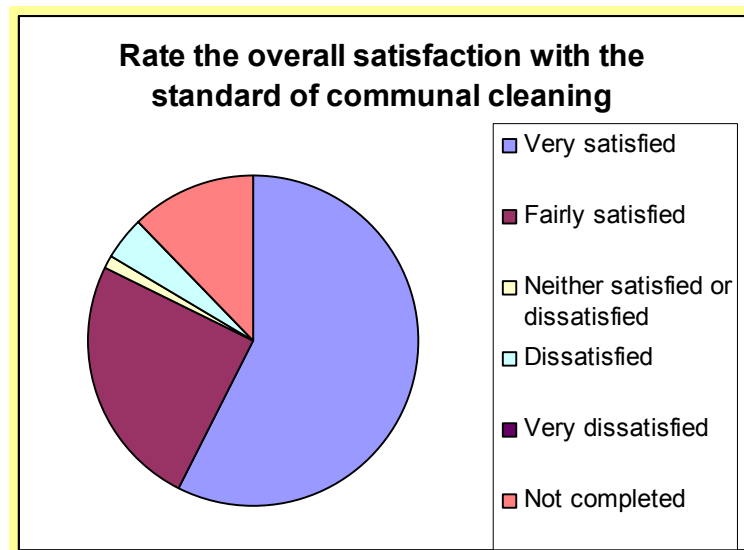
The first communal cleaning survey of its kind was undertaken in May 2010 on behalf of Tamworth Borough Council's Caretaking Team. 300 surveys were sent out to tenants in receipt of cleaning services by randomly selecting them from the in house database.

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.

A total of 73 (24.3%) tenants responded to the questionnaire and gave their views surrounding the services they receive. Customer profiling was also collected alongside the cleaning survey as Tamworth Borough Council are committed to making sure that everyone who uses our services is treated equally. Through customer profiling we can learn more about our customers and tailor services to meet customer needs. All information collected is treated confidentially.

The results of the cleaning survey as a whole are as follows;-

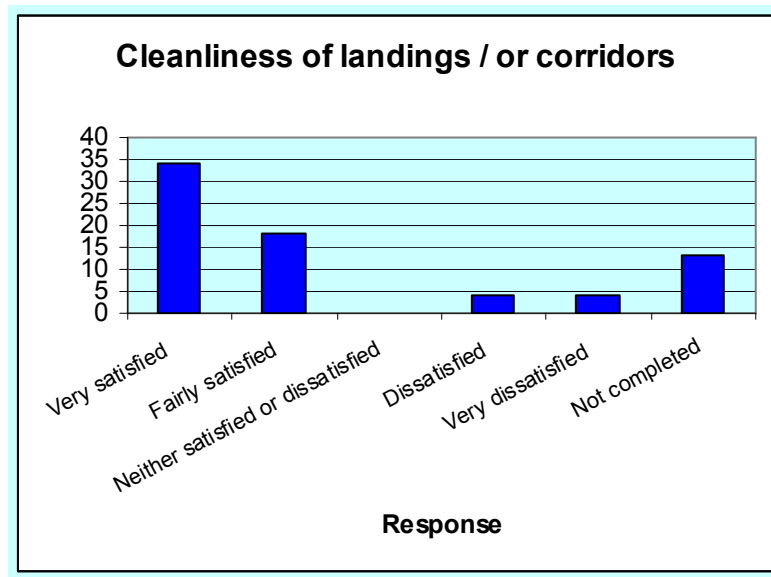
**1. How do you rate the overall satisfaction with the standard of communal cleaning?**



42 (58%) of respondents stated that they are **very satisfied** with the overall standard of communal cleaning. Whereas, 18 (25%) are **fairly satisfied**, 1 (1%) are **neither satisfied or dissatisfied**, 3 (4%) are **dissatisfied** with the overall standard of communal cleaning and 9 (12%) chose not to respond to this question.

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

## 2. Cleanliness of landings / or corridors



34(47%) of respondents stated that they are **very satisfied** with the cleanliness of landings /corridors. Whereas, 18 (25%) are **fairly satisfied** 4 (5%) are **dissatisfied** 4 (5%) are **very dissatisfied** with the cleanliness of landings /corridors and 13 (18%) chose not to respond to this question.

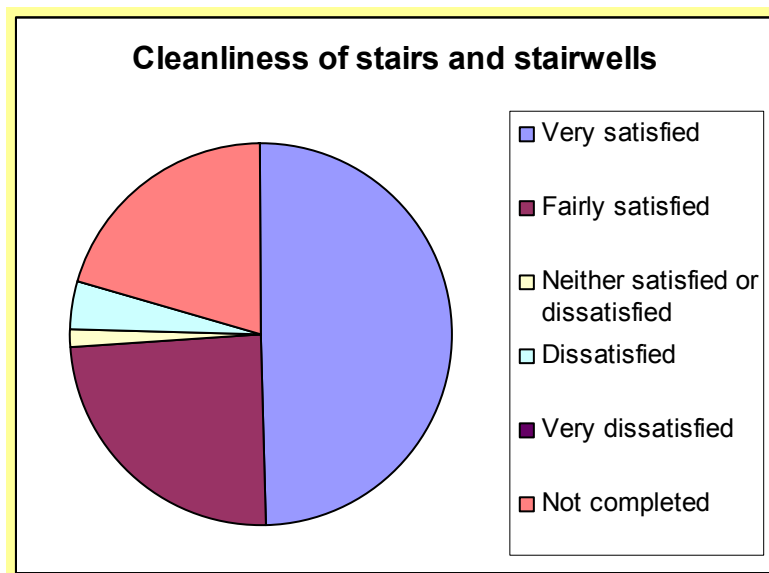
### If you rated cleanliness of landings / corridors as dissatisfied please say why:

- Cleaner never cleans properly. Many times I have had to clean between my neighbours' door and mine. The banisters are always dusty.
- I am on the ground floor with open access. There are always heavy cobwebs hanging from the ceiling and generally outside is always scruffy. The cobwebs are the cleaner's job, I would think, but not the general parts.
- Light shades are very seldom cleaned and many are full of dead flies.
- Only done by tenants. I have never known anybody other than tenants do the cleaning.
- Over the last six months the standard of cleanliness on corridors has gone down. Corridors now come complete with cobwebs etc. landings are cleaned by tenants.
- Rubbish everywhere.
- The landings on some of the floors are very dirty.
- There are bottles and fag ends everywhere and the bins are a state and smell really bad.
- Urine on stairs and landing. Residents when p\*\*\*ed up are sick, chewing gum and very smelly. Unsuitable for when family visit the property.

On reflection to the above we also received the following two positive comments:

- Good, very good job.
- My daughters help litter pick around the communal areas about twice a month, so they take pride in their community.

### 3. Cleanliness of stairs and stairwells



36 (49%) of respondents stated that they are **very satisfied** with the cleanliness of stairs and stairwells. Whereas, 18 (25%) are **fairly satisfied** 3 (4%) are **dissatisfied** 1 (1%) are **neither satisfied nor dissatisfied** with the cleanliness of stairs and stairwells and 15 (21%) chose not to respond to this question.

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

- Stairs and stairwells are not cleaned very often and are generally dirty.
- If it wasn't for one resident our stairwell wouldn't get cleaned.
- Landing windows are never cleaned. Neither are the window ledges. Numerous times I have cleaned the windows and ledges.
- Never hoovered or cleaned
- Smells horrible, cat litter and rubbish everywhere.
- Stairs to basement need attention.
- They are as clean as I would expect in these tower blocks, except when gangs of youths get in and make a mess.
- Send someone else in when they are on holiday.

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

- Community to get more involved to be responsible to clear any rubbish they drop or put out, if they are physically able to do so.

- Could do with cigarette ends being cleared from back door.
- Dustbin area needs to be cleaned more than once a week. Sometimes very smelly.
- Get another cleaner
- Get cleaners to clean more than the ground floor. Also regular checks.
- Make people clean up.
- Perhaps a little more time could be allocated for cleaning and supervised occasionally.
- Personally I feel I do a better job than the council staff that is paid to do it, which in my opinion is disgusting. They are getting paid for not exactly doing much at all.
- Remove cobwebs and sweep around bins which are resting up my bedroom wall.
- The bin area needs improvements and the cleaning of the bins each time they are emptied. They stink from old rubbish that is left in the bins.
- They could come round more often and put a litter bin on the wall.
- Cleaning every other day to make a more healthy environment.

**The following positive comments were also made:**

- Happy as very clean
- I think the cleaners do what should be expected of them and generally do a good job.
- In my humble opinion, no.
- Very good job.
- We have no problems with cleaning but tenants abuse the lifts and stairwells.

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

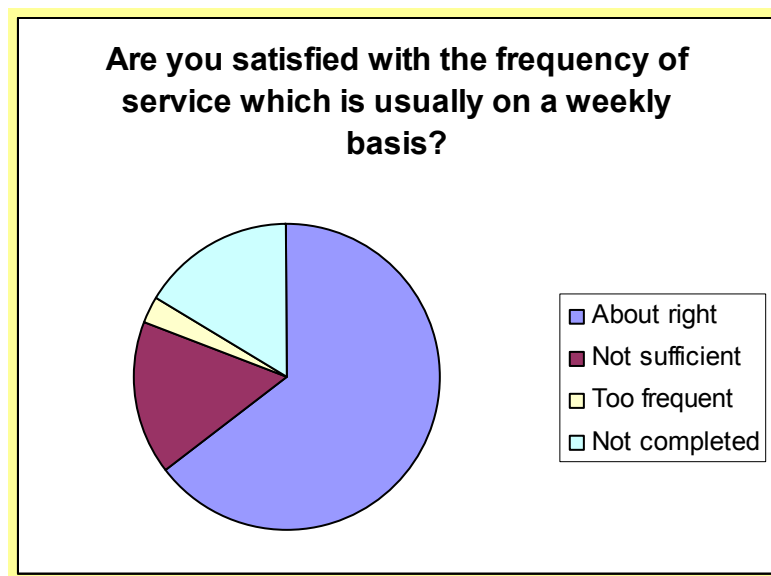
- As regards to recycling, we only have 3 wheelie bins (2 large and 1 small). Not enough for a fortnightly collection as there are 28 flats in Glenfield. At least 1 more large wheelie bin is needed.
- I have lung problems and if it is windy outside and I open my window for fresh air, I get dust instead. I would think that it is the cleaner's job to sweep that area.
- There is inadequate emptying of bins.
- Many times they have been in the block for just 10 minutes of cleaning. Not surprising it is not done properly given the time scale. Pure laziness and not doing the job they are paid for.
- No service takes place. Caretaker, when he wants to do the stairs. These are not cleaned on a weekly basis. You need to update your system.
- The landings are not cleaned by anybody other than tenants. I understood it was a shared responsibility of tenants.
- 4 days is too long without a cleaner over bank holidays.
- The approach to flats could be cleaned more often and the standard has gone down in the last 6 months.

- The people who cut the grass should cut it when the grass is dry and rake up the loose grass and put it in bags.
- Rubbish at Weymouth House is continually dumped by certain people at the entrance. It is unsightly, dangerous, a fire hazard and it makes the cleaners job more difficult.

On reflection to the above we also received the following positive comments:

- Michelle, our caretaker is very nice and she works very hard and does her best.
- Only to say Oakendale has been my salvation.
- Our cleaner is here 2 times a week I believe. She is very good.
- Present staffs do a good job in the time and with the tools provided.
- Service is good.
- The lifts are cleaner than they used to be.
- The services are very good. Very pleasant lady who does Harcourt and nothing is too much trouble for her.
- There is no problem with the cleaning of the stairs and landing of Weymouth House.

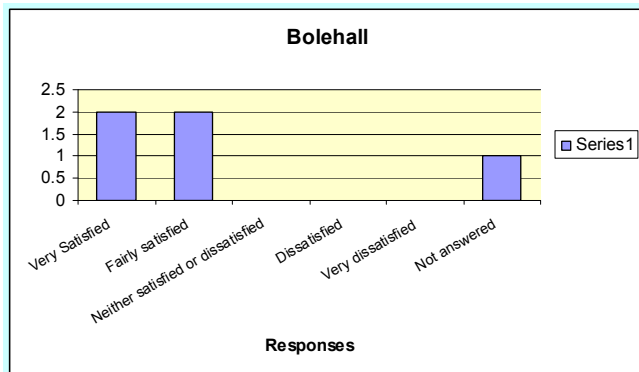
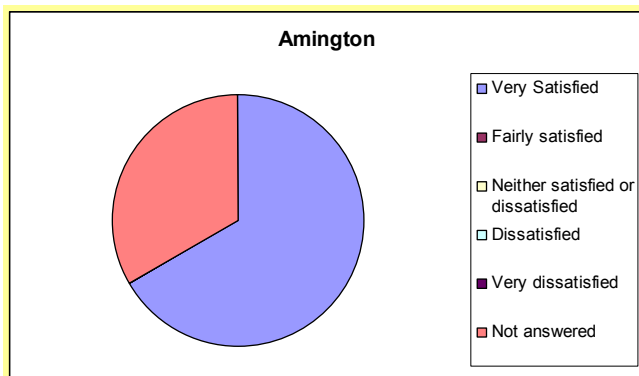
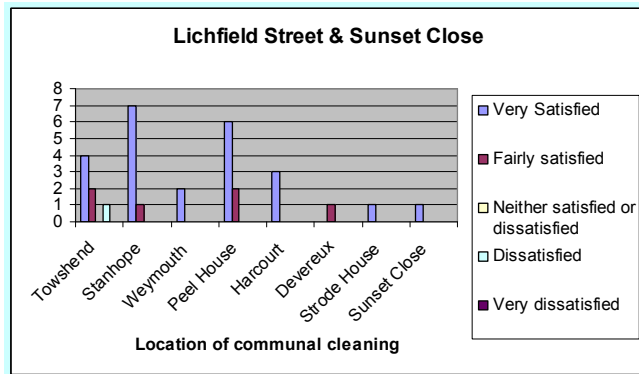
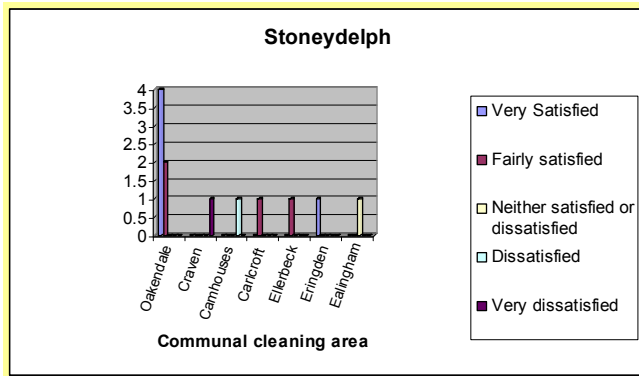
**6. All communal areas are cleaned on a weekly basis. Are you satisfied with the frequency of service?**

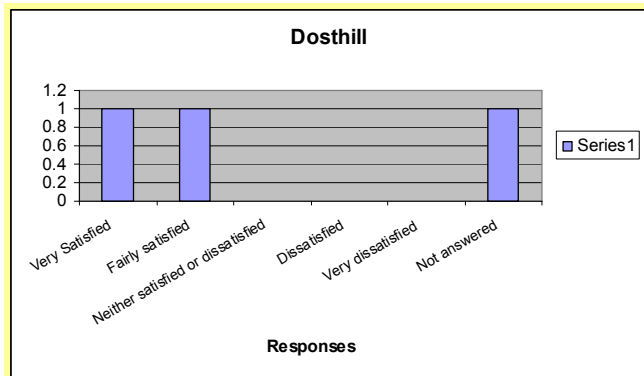
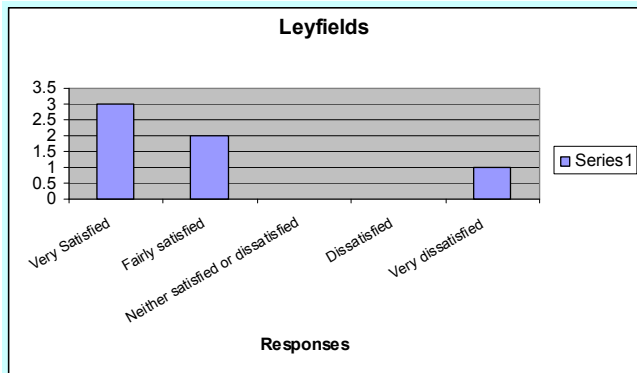
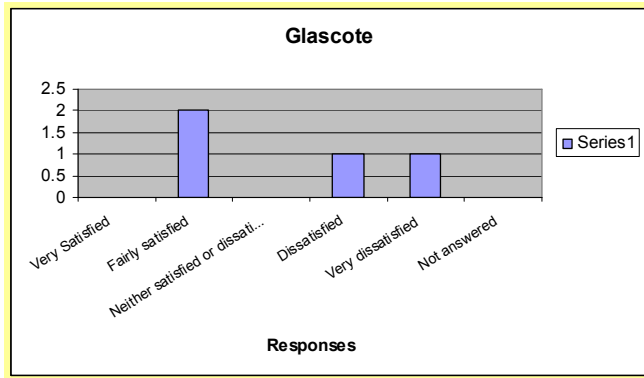


47 (64%) of respondents stated that the frequency of service they receive is **about right**. Whereas, 12 (16%) stated that the service they receive is **not sufficient** 2 (3%) stated that the service they receive is **too frequent** 12 (16%) chose not to answer this question.

I have listed the communal cleaning areas by location across Tamworth Borough Council. However, it is important to note that responses were poor in some areas and may not be a good representation for individual areas of

communal cleaning. Next time a mixture of face to face questionnaires and postal questionnaires could be used.





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