

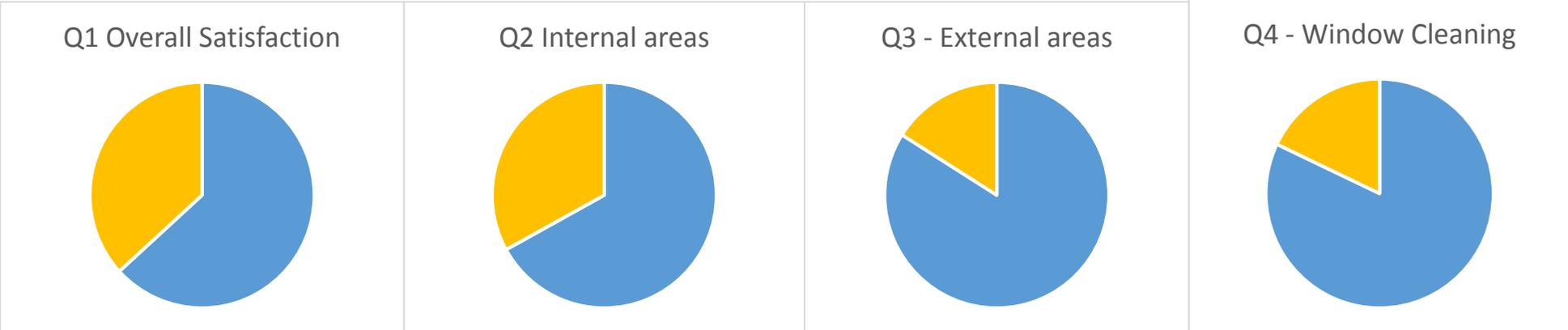
CLEANING CONTRACT CONSULTATION – JUNE 2022
GENERAL NEEDS TENANTS' & LEASEHOLDERS' FEEDBACK

Summary Information		
Number of emails sent out	988	
• Number/Percentage successfully delivered	949	95.90%
• Number/Percentage of emails Opened (unique)	562	59.20%
• Number/Percentage of emails Clicked (unique)	89	9.40%
• Number of emails Bounced	41	
• Number Unsubscribed	4	
Number of reminders sent	864	
• Number/Percentage reminders successfully delivered	857	99.20%
• Number/Percentage of reminders Opened (unique)	464	54.1
• Number/Percentage of reminders Clicked (unique)	55	6.40%
• Number of reminders Bounced	7	
• Number Unsubscribed as a result of reminder	2	
Number of responses total	106	

Question	Responses	Values		Upper/Lower Half values
Tenure	87	WCC Tenant		N/A
Are you a WCC Tenant or Leaseholder?	19	Leaseholder		N/A
Question 1	35		1	Least Satisfied
Overall, how satisfied are you with the current cleaning service?	32		2	Not Satisfied
	28		3	Satisfied
	11		4	Most Satisfied
				39
Question 2	37		1	Least Satisfied
Cleaning of the internal communal areas	34		2	Not Satisfied
	23		3	Satisfied
	12		4	Most Satisfied
				35
Question 3	60		1	Least Satisfied
Cleaning to the external area	29		2	Not Satisfied
	14		3	Satisfied
	3		4	Most Satisfied
				17

Question	Responses	Values		Upper/Lower Half values
Question 4	56	1	Least Satisfied	87
Window cleaning to communal areas	31	2	Not Satisfied	
	14	3	Satisfied	
	5	4	Most Satisfied	19
Question 5				
	5	Less frequent cleaning – but more time on site for each visit		
What would you like to see from a new cleaning contractor	24	Additional cleaning visits		
	42	Regular monitoring of the service with residents and the contractor		
	35	Digital feedback options for residents – to report concerns and rate the quality of the service		
Question 6	36	Yes		
Do you feel the charge you currently pay for cleaning is good value for money?	70	No		
Question 7	32	Yes		
Would you be prepared to pay more for an enhanced cleaning service, such as more frequent cleaning?	74	No		

DIAGRAMATIC FEEDBACK – GENERAL NEEDS



Most Satisfied
Least Satisfied

CLEANING CONTRACT CONSULTATION – JUNE 2022

SHELTERED TENANTS' FEEDBACK

Summary Information	
Number of responses total	107

Question	Responses	Values		Upper/Lower Half values	
Question 1	24		1	Least Satisfied	46
Overall, how satisfied are you with the current cleaning service?	22		2	Not Satisfied	
	28		3	Satisfied	
	30		4	Most Satisfied	58
Question 2	15		1	Least Satisfied	44
Cleaning of the internal communal areas	29		2	Not Satisfied	
	27		3	Satisfied	
	32		4	Most Satisfied	59
Question 3	37		1	Least Satisfied	60
Cleaning to the external area	23		2	Not Satisfied	
	24		3	Satisfied	
	21		4	Most Satisfied	45

Question	Responses	Values		Upper/Lower Half values	
Question 4	25		1	Least Satisfied	48
Window cleaning to communal areas	23		2	Not Satisfied	
	24		3	Satisfied	
	27		4	Most Satisfied	51
Question 5	23		1	Least Satisfied	40
Window cleaning to your flat	17		2	Not Satisfied	
	24		3	Satisfied	
	32		4	Most Satisfied	56
Question 6	82		Yes		
Would you like to continue having windows to your flat cleaned every six months	21		No		
Question 5	19	Less frequent cleaning – but more time on site for each visit			
What would you like to see from a new cleaning contractor	33	Additional cleaning visits			
	43	Regular monitoring of the service with residents and the contractor			
	18	Digital feedback options for residents – to report concerns and rate the quality of the service			

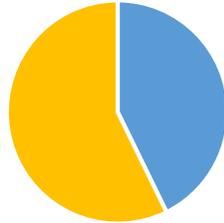
Question 6	49	Yes		
Do you feel the charge you currently pay for cleaning is good value for money?	37	No		
Question 7	29	Yes		
Would you be prepared to pay more for an enhanced cleaning service, such as more frequent cleaning?	64	No		

DIAGRAMATIC FEEDBACK – SHELTERED

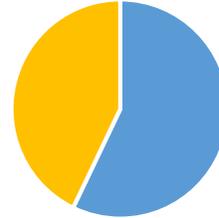
Q1 Overall Satisfaction



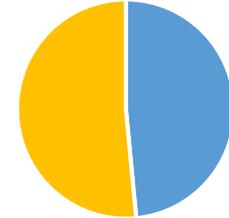
Q2 Internal areas



Q3 External areas



Q4 Communal Windows



Q5 Flat Windows

