

## Survey Results

Clwyd Alyn conducted an audit in 2015 and it was felt that there was not enough communication with the residents regarding the cleaning service provided. Clwyd Alyn felt it was important to ascertain the feelings of the residents in order to identify the key issues

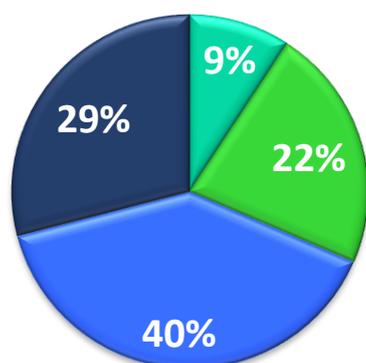
We care about ensuring our residents get the best service and that they feel they are receiving value for money. We contacted over 900 residents, all of whom receive a cleaning service for their homes. We received 335 responses which is a fantastic result, here is what was fed back.

In order to simplify the results, we have combined the 'Very Dissatisfied' and the 'Dissatisfied' together as a negative response and 'Very Satisfied' and 'Satisfied' as a positive response.

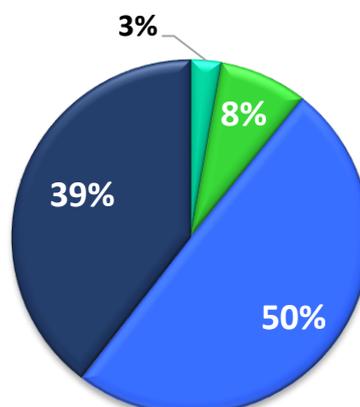


The Green denotes the negative result and the blue a positive result

**Q1: OVERALL HOW SATISFIED ARE YOU WITH THE STANDARD AND QUALITY OF THE CLEANING IN THE COMMUNAL AREA AND WINDOW CLEANING?**



**Q2: HOW SATISFIED ARE YOU WITH THE CONDUCT OF THE CLEANER WHO ATTENDED?**

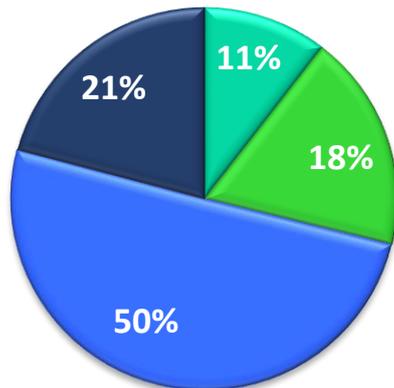


As can be seen from the above graphs, both these questions resulted in a positive response, in particular with regards to the conduct of the cleaner who attended, which shows that 89% satisfaction rate. Although question 1 received a 69% positive response, this highlights that there is still room for improvement in the service currently offered to residents.

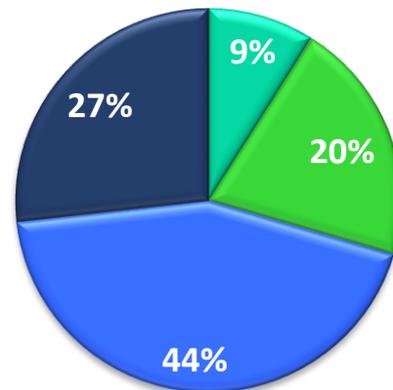
PenAlyn are committed to consistent communication with residents so they are able to feedback any issues or concerns they may have, in order for us to rectify those issues.

Question 3 asked residents whether they felt they were receiving value for money 71% felt that they were receiving value for money from the cleaning service being delivered with 29% feeling unhappy. PenAlyn have the aim of improving the service offered to residents and bring this satisfaction rating up to 80% as a minimum.

**Q3: TO WHAT EXTENT DO YOU FEEL THE SERVICE OFFERED GIVES VALUE FOR MONEY?**



**ARE YOU HAPPY WITH THE FREQUENCY OF THE CLEANING SERVICE?**



Again the results for question 4 show a correlation with the previous results in that 29% are dissatisfied to some degree with the frequency of the cleaning services. PenAlyn have implemented a new cleaning specification which has been approved by a panel of residents, this should improve the quality of the cleaning offered. Should the frequency still be an issue for residents, this will be reviewed after 12 months by inviting a selection of residents in to work together and identify the best way to move forward.

Question five asked whether there was anything else we could better to improve the service offered. Around 100 respondents had nothing to add. The others responses varied, around 45% expressed that they were happy with the cleaning provision and required no changes, however the other responses varied from requesting additional visits, to specific areas which needed cleaning, to the cleaners themselves.

All those who commented on the cleaners themselves had positive comments. Some commented that the scope of the cleaning works should be explained to residents, and they were also curious to know how often to expect the cleaners. This was mentioned more specifically with regards to the window cleaning provision.

In order to address these issues, we have included some of the more common requests into the new specification, and committed to ensuring residents are kept informed about the key elements of the cleaning service and the frequency of visits. Should this contract be offered to an external contractor it should be included as an essential element of the tender document.