

Feedback from Consultation Hostel Cleaning & Facilities Questionnaire Results

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| Purpose of consultation: | <p>To gather feedback from hostel residents on the standard and frequency of hostel cleaning and repairs service, the introduction of re-cycling and the future use of garden areas.</p> <p>Aims: To use the results to improve services.</p> |
| Methodology: | <p>150 questionnaires were mailed out to residents in 19 hostels. Buildings.</p> <p>Responses were received between the period 1 October and 31 December 2009.</p> <p>45 questionnaires were returned, representing a 30% response rate</p> |
| Findings: | <p>Standard of Cleaning</p> <ul style="list-style-type: none"> ▪ 72% were satisfied with the standard of cleaning, of whom 18% were very satisfied. 24% were dissatisfied. ▪ 73% were satisfied with the frequency of cleaning, of whom 22% were very satisfied. 20% were dissatisfied. ▪ 4 comments were made regarding the quality of the cleaning, with suggestions made about improving access for cleaners, cleaner bin storage area and cleanliness of communal areas. <p>Repairs</p> <ul style="list-style-type: none"> ▪ 69% were satisfied with the repairs service, with 22% dissatisfied. 1 comment was made that getting repairs completed can be slow. <p>Facilities in the garden</p> <ul style="list-style-type: none"> ▪ 47% were dissatisfied with the garden facilities provided, compared to 40% satisfied. 4 comments were made suggesting improvements to their gardens. <p>Introducing recycling facilities</p> <ul style="list-style-type: none"> ▪ 89% would like re-cycling facilities introduced. <p>Other</p> <ul style="list-style-type: none"> ▪ One resident requested access to a common room and one asked for better security. |
| What does this mean for us? | <ul style="list-style-type: none"> • Survey findings to be communicated to all hostel residents • A review of external garden areas to be undertaken and further work with residents to look at ideas for improving. • Joint work with Refuse and Recycling Service to explore recycling options available. • Action plans to be developed. |

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| How were results communicated ? | How were results communicated back to those who participated Summary to be included in next TA Newsletter. |
| Issues/learning points: | What did we learn about how we carried out the consultation? What would we do differently next time? The consultation went well. Users enjoyed the process of the consultation. |
| For further information, please contact: | Jackie.dyer@haringey.gov.uk |
| Dates of consultation: | October – December 2009 |
| Ward/ neighbourhood affected? | All tenants residing in Council managed hostel accommodation across the borough. |