

# Cleaning & Caretaking Consultation

## Voting results (flats only)

Voting #1 closed: 12 December 2023

Voting #2 closed: 5 January 2024



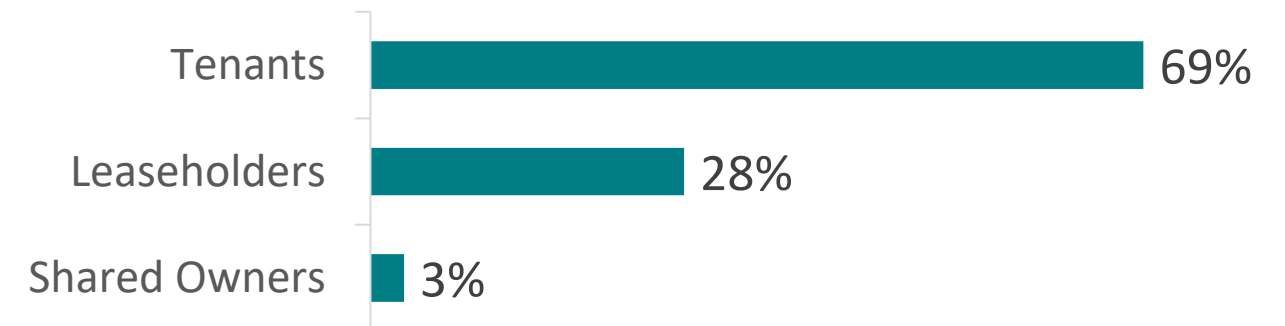


# Sample vs Population

## Voting sample

Total MKCC	2,900
Total votes	158
Voting sample	5.44%

## Tenancy sample



\*This means there is 80% confidence level that the sample is within +/-5% accuracy from the population

# Voting #1 Results

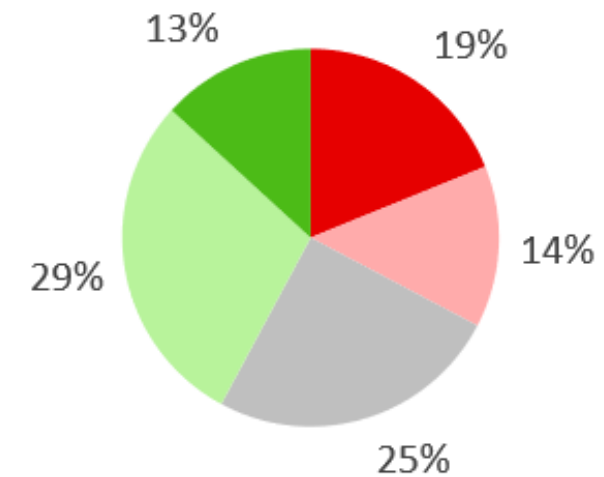
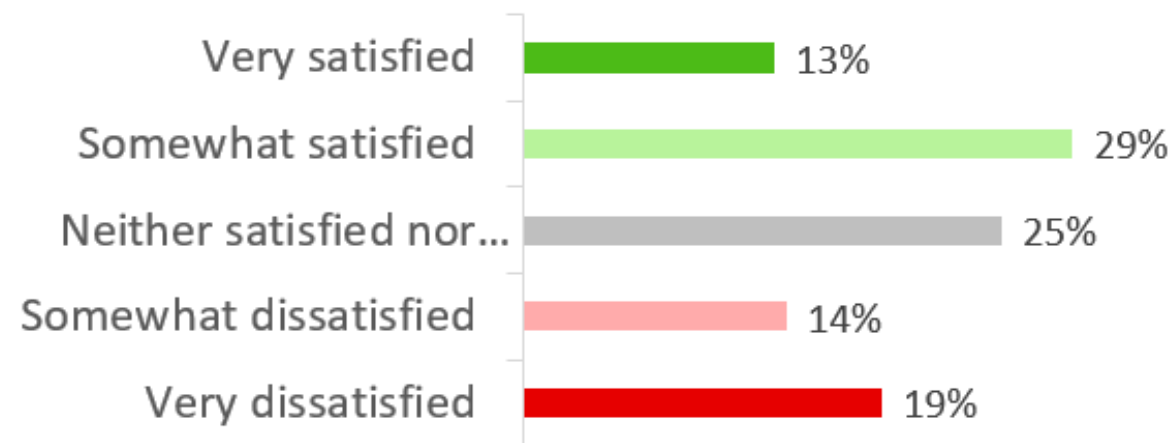
## Cleaning and Caretaking

### Service Satisfaction



# Cleaning Satisfaction

How satisfied or dissatisfied are you with the standard and frequency of cleaning in your block?

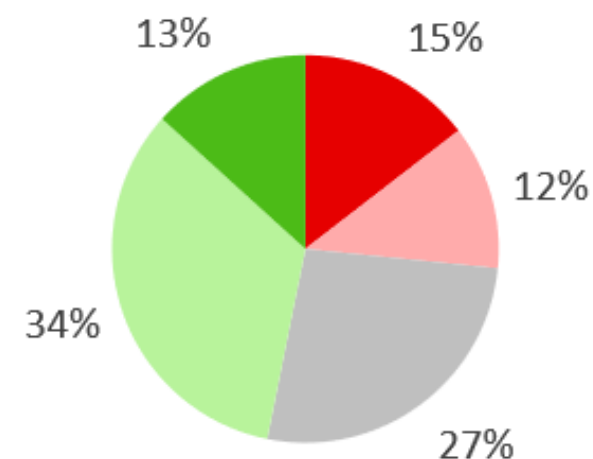
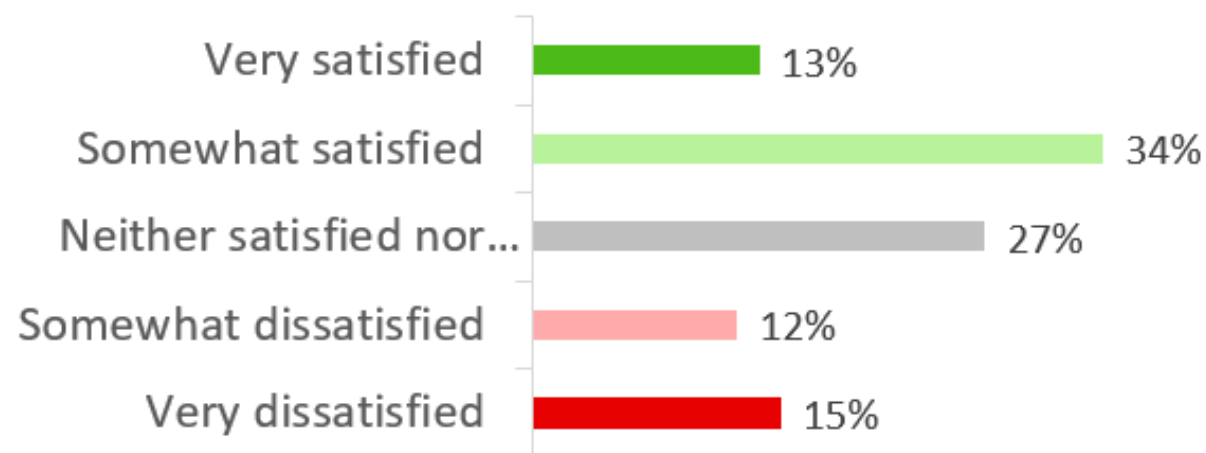


**Satisfaction Score 42%**



# Caretaking Satisfaction

How satisfied or dissatisfied are you with the standard and frequency of caretaking in your block?

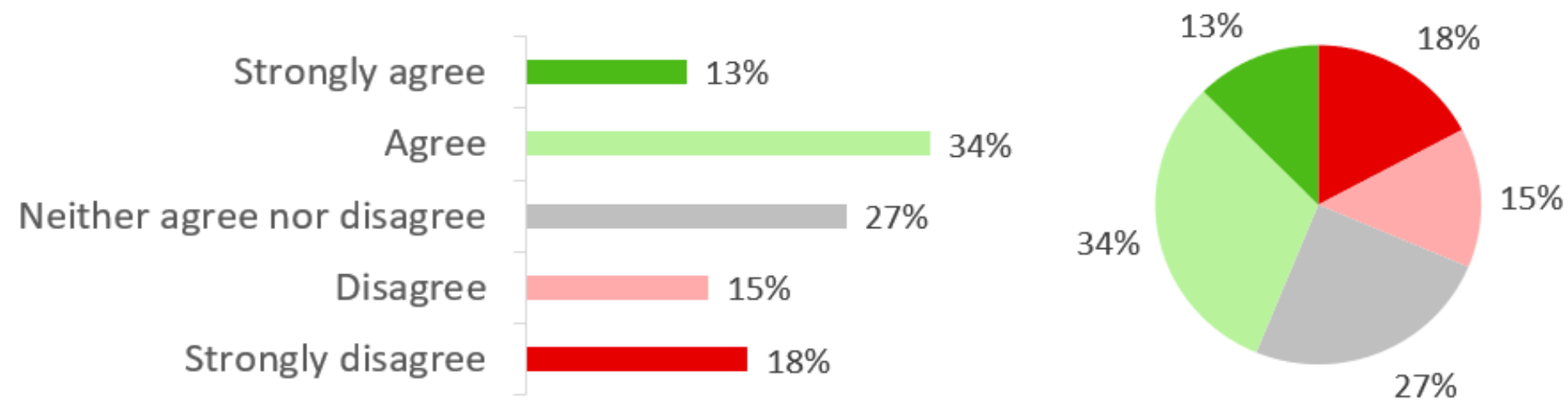


**Satisfaction Score 47%**



# Cleaning & Caretaking

Would you agree or disagree with the following sentence - *"My caretaker keeps me informed about any requests or issues I raise with them"*?

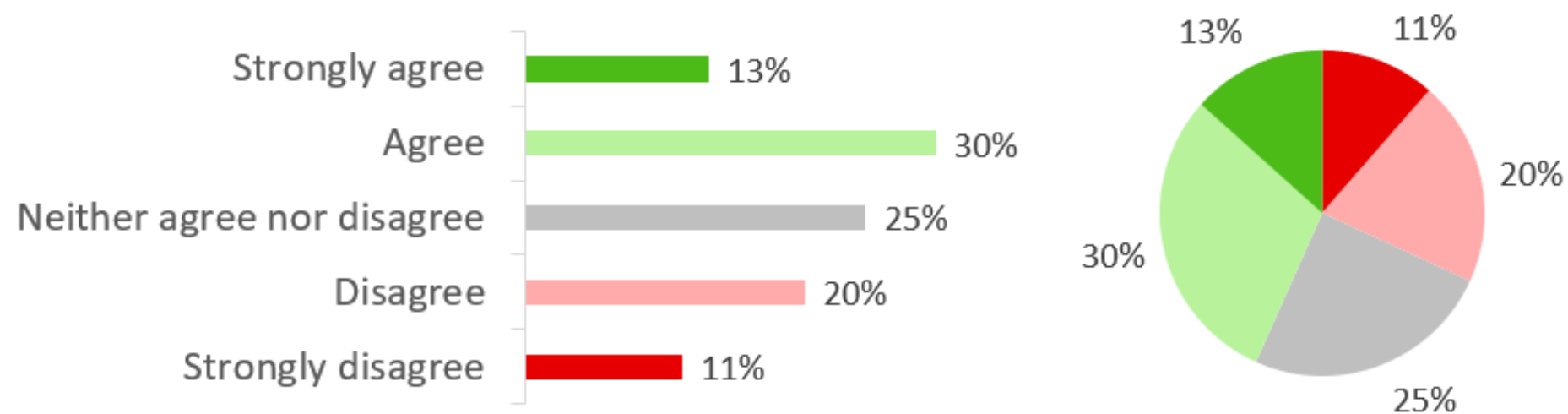


**Satisfaction Score 44%**



## Cleaning & Caretaking #2

Would you agree or disagree with the following sentence - *"I know who to contact if I have got a problem with cleaning or caretaking"*?



**Satisfaction Score 43%**

# Voting #2 Results

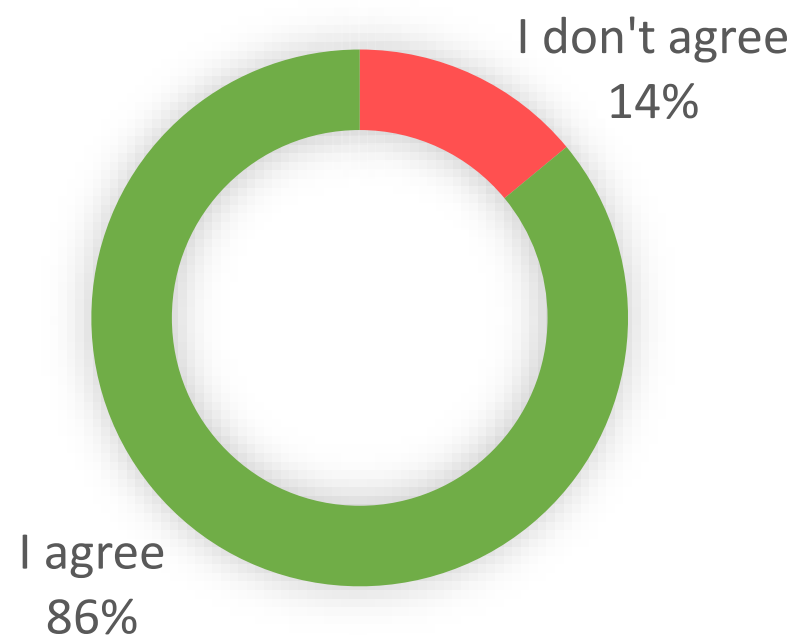
## Cleaning and Caretaking Service Operation & Charging





# Cleaning & Caretaking Service #1

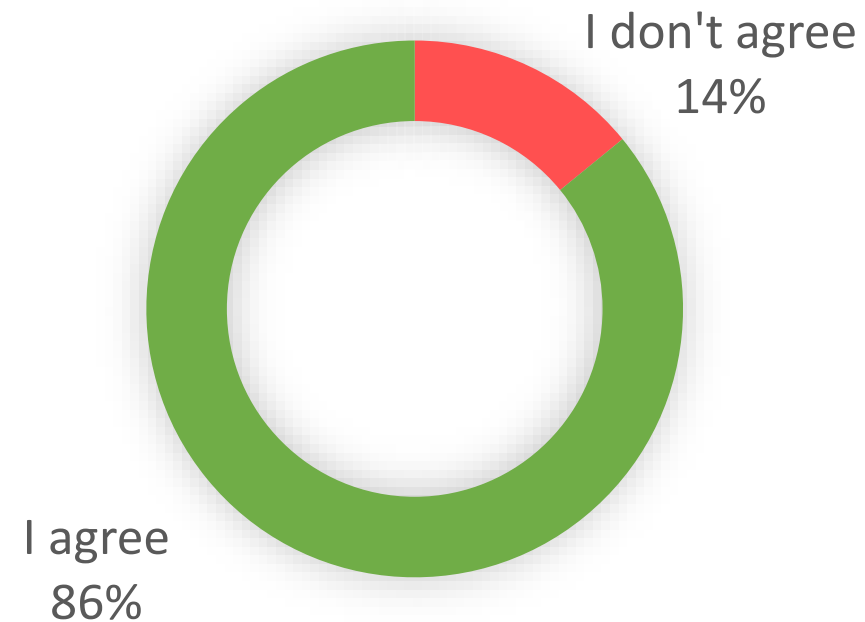
The cleaning and caretaking service should continue to be delivered in-house, with a review in 12 months. Do you agree with this recommendation?





# Cleaning & Caretaking Service #2

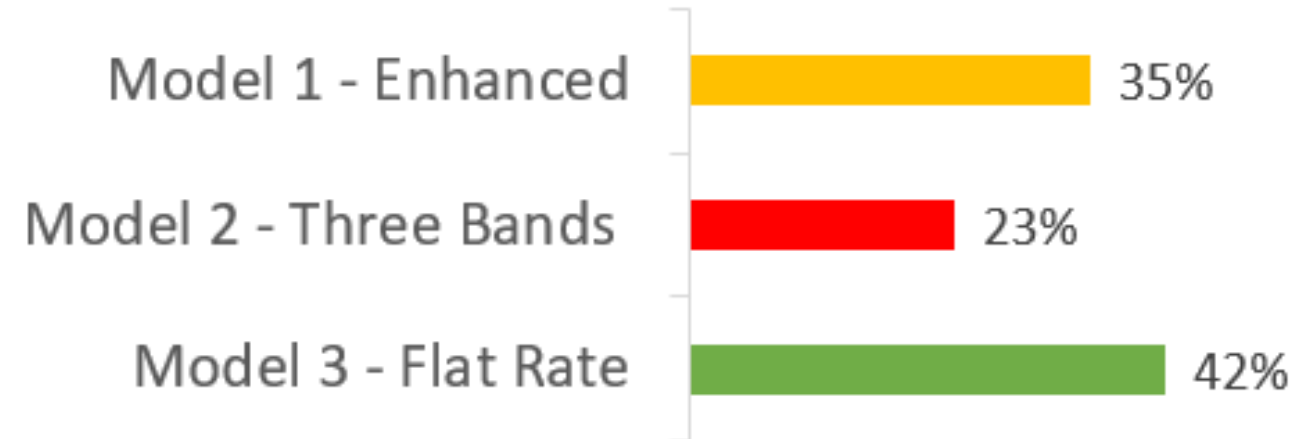
The new Cleaning and Caretaking Service Standard should be adopted from 1st April 2024. Do you agree with this recommendation?





# Cleaning & Caretaking Charging

Which charging model do you prefer?



# Thank you

If you have any questions about these results, contact us:

[rentservicechargereview@milton-keynes.gov.uk](mailto:rentservicechargereview@milton-keynes.gov.uk)

