

Rent and Service Charges Consultation

Voting results

Voting closed: Midnight on 12 December 2023



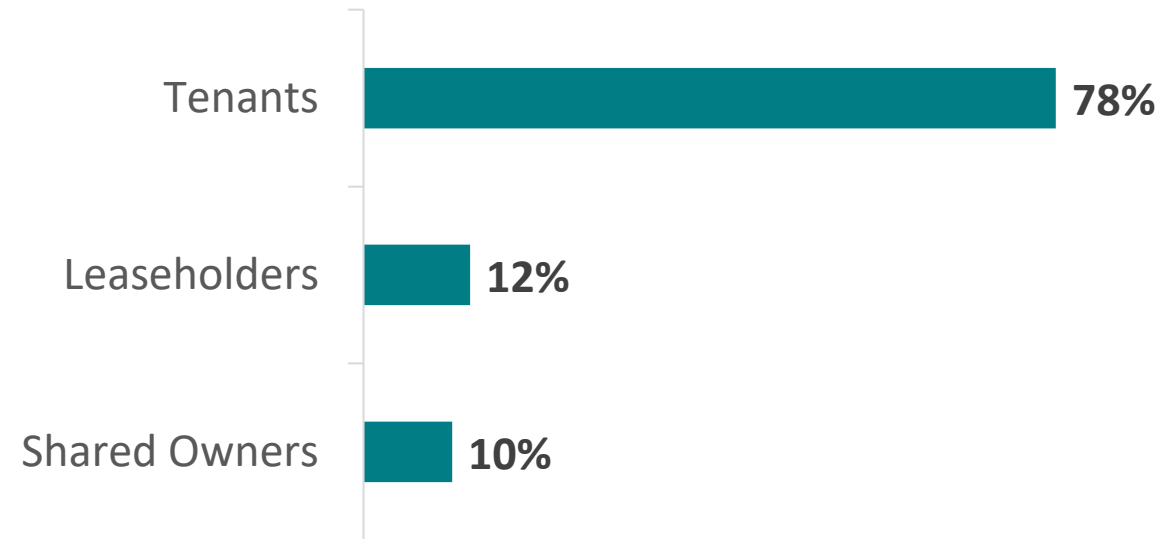


Sample vs Population

Voting sample

Total MKCC	13,780
Total votes	402
Voting sample	2.92%

Tenancy sample

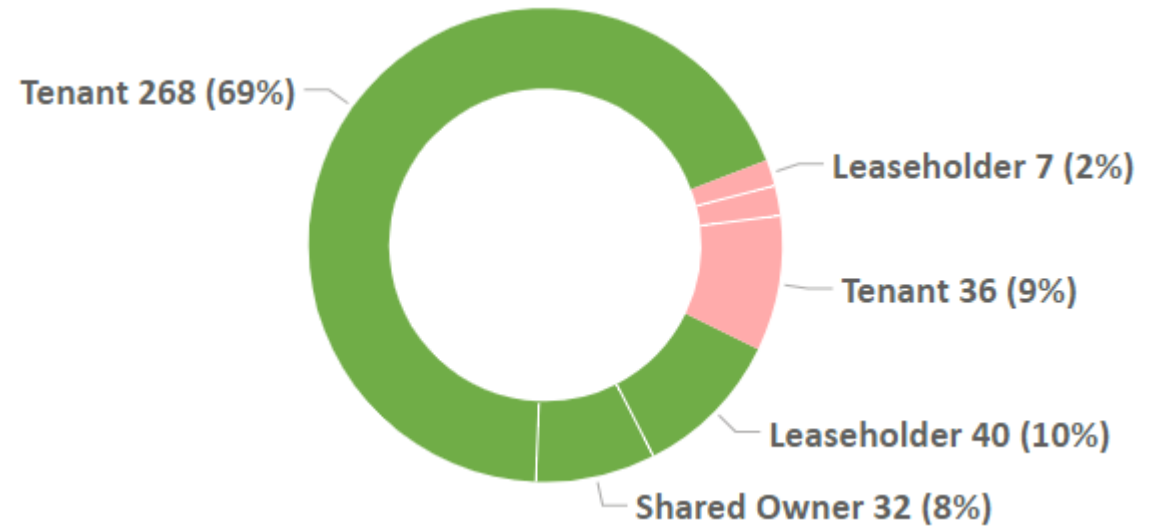




Customer Panel

Do you agree that a Customer Panel should be established to review service charge challenges & complaints?

● I agree ● I do not agree

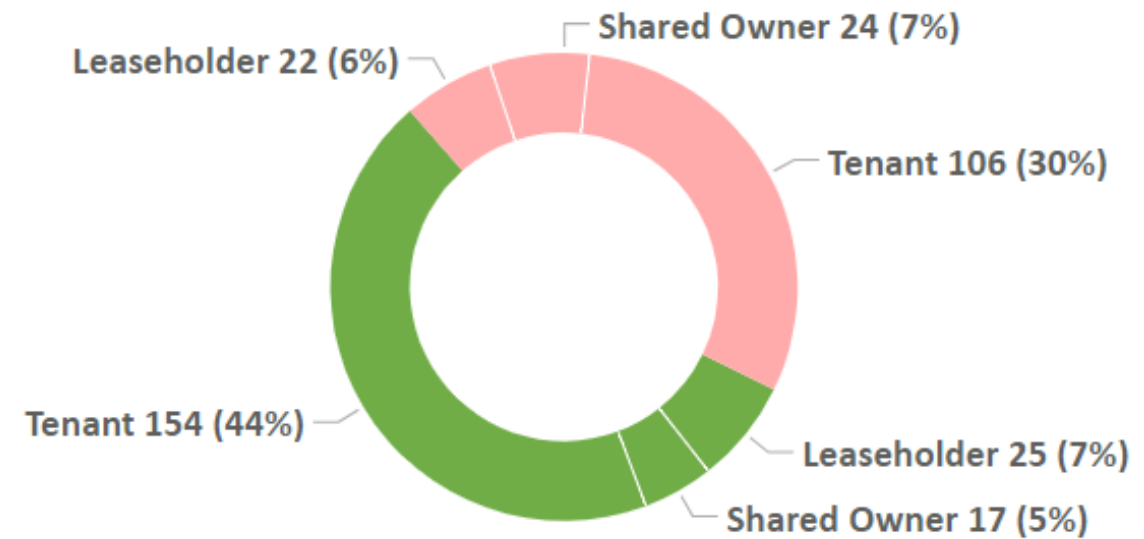
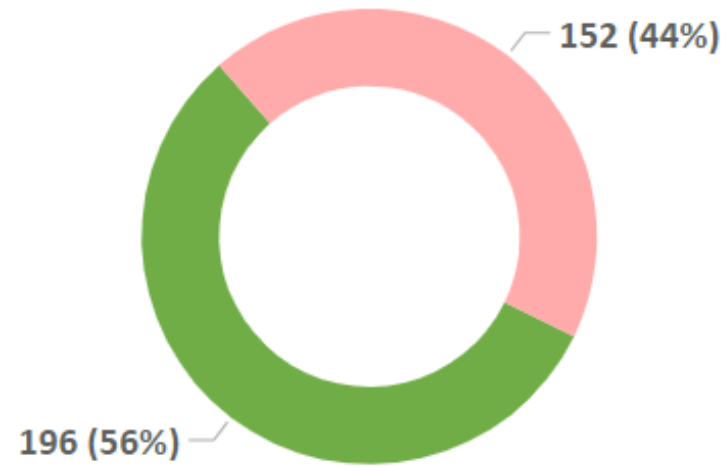




Apportionment

Do you agree that MKCC should plan to amend some leaseholder service charges, where it is clear the sum in the lease appears now to be incorrect?

● I agree ● I do not agree





Electricity

Costs should be based on estimated spend per site

Everyone who receives the service pays the same amount

Something else

A percentage of the total cost for each account/scheme

Based on floor area split between properties and shared areas

Based on a fixed amount per year, regardless of total cost

How should communal electricity in blocks be apportioned?



Where a building has communal rooms, kitchens, etc, how should the cost of electricity be apportioned?



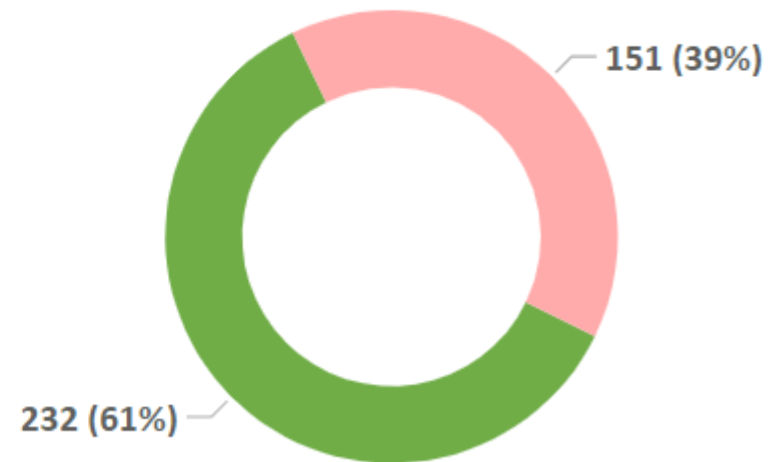
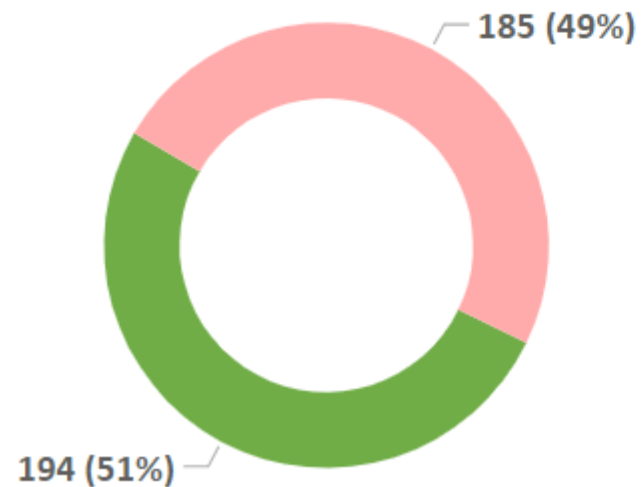


Sinking & Reserve funds

Do you agree that sinking funds for larger items of expenditure should be established?

Do you agree to reserve funds being used to spread the cost of some items of my service charges?

● I agree ● I do not agree





Gas

Costs should be based on estimated spend per site

Everyone who receives the service pays the same amount

Something else

How should communal gas in blocks be apportioned?

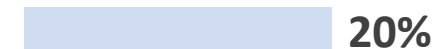


Where a building has communal rooms, kitchens, etc, how should the cost of gas be apportioned?

A percentage of the total cost for each account/scheme

Based on floor area split between properties and shared areas

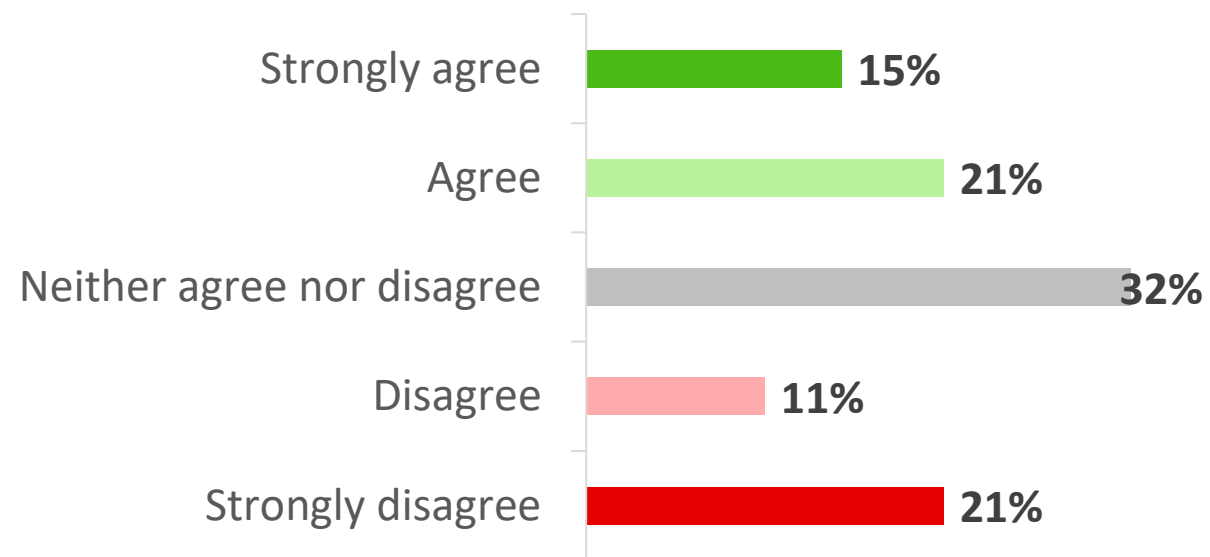
Based on a fixed amount per year, regardless of total cost



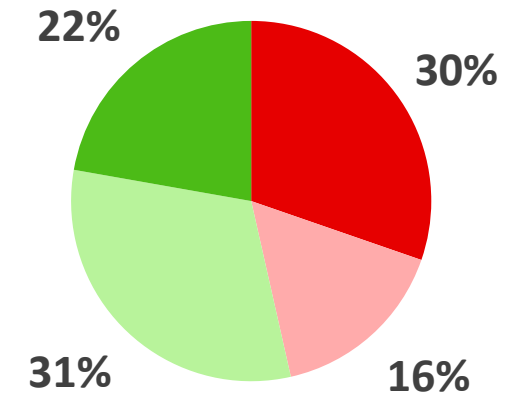
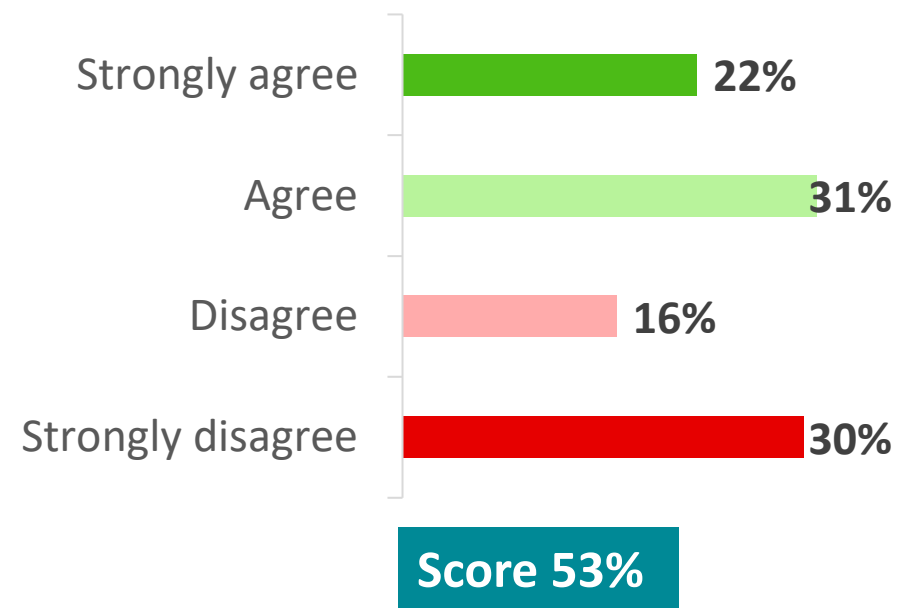


Full recovery

Do you agree to full recovery of service charges?



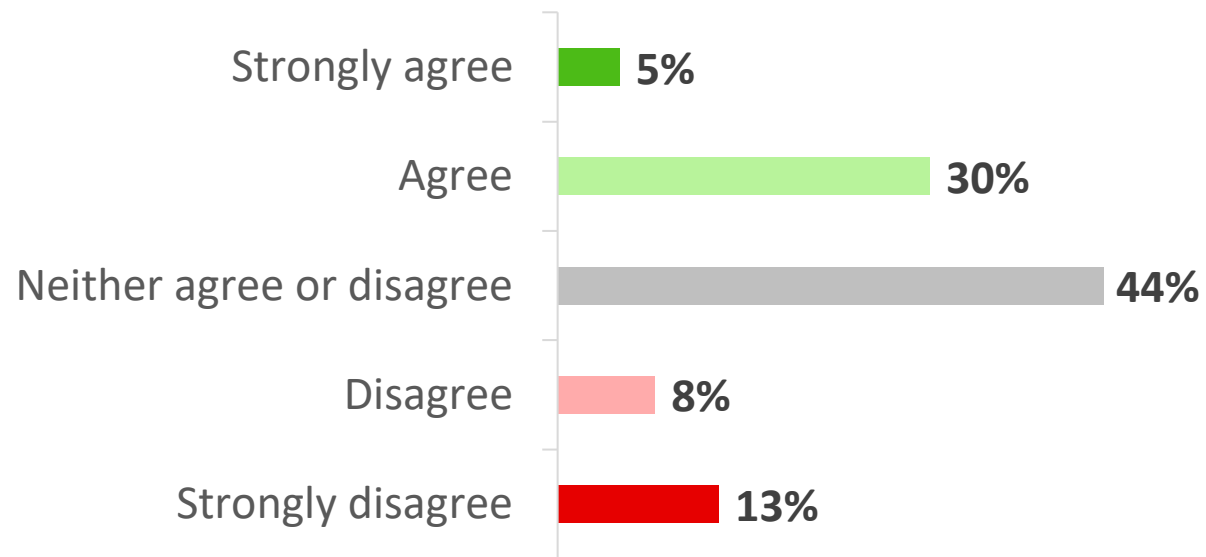
***after excluding neither agree nor disagree**



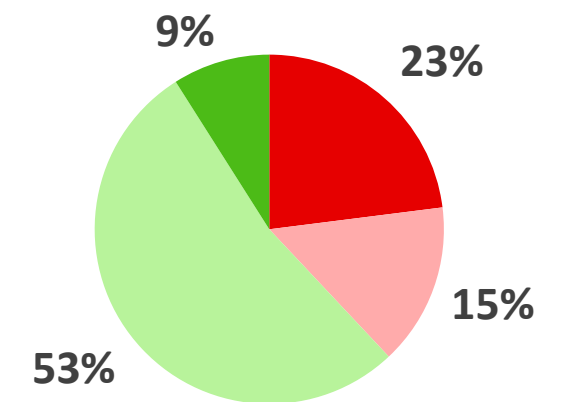
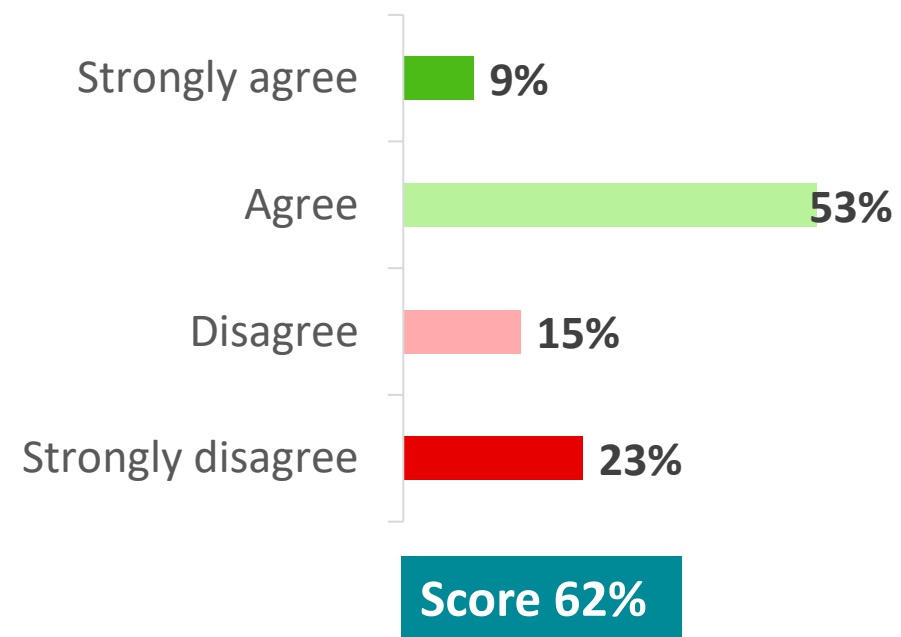


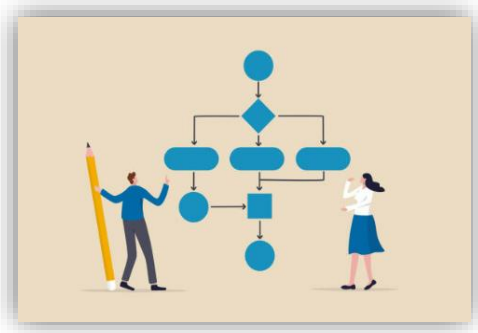
Categories

Do you agree to new, proposed service charge categories?



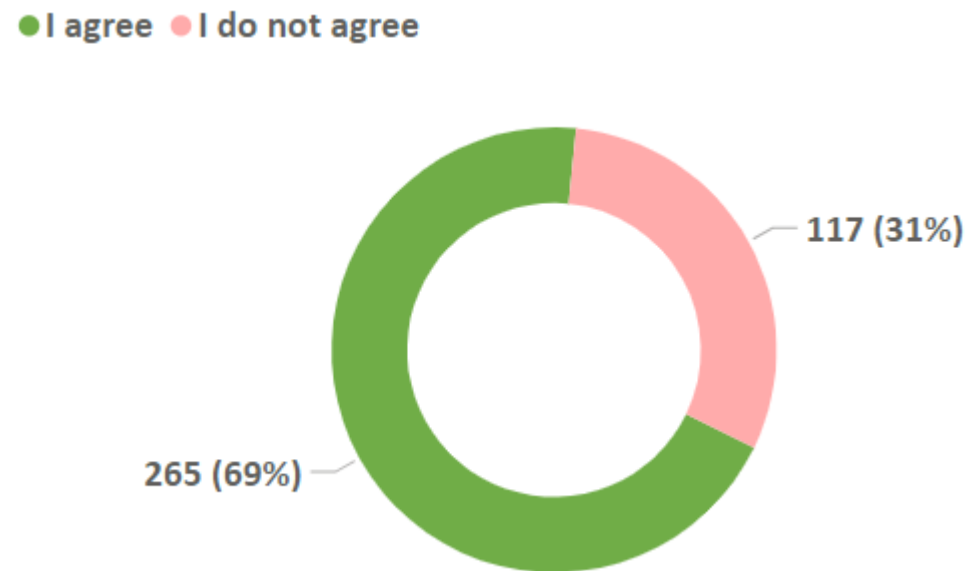
***after excluding neither agree nor disagree**



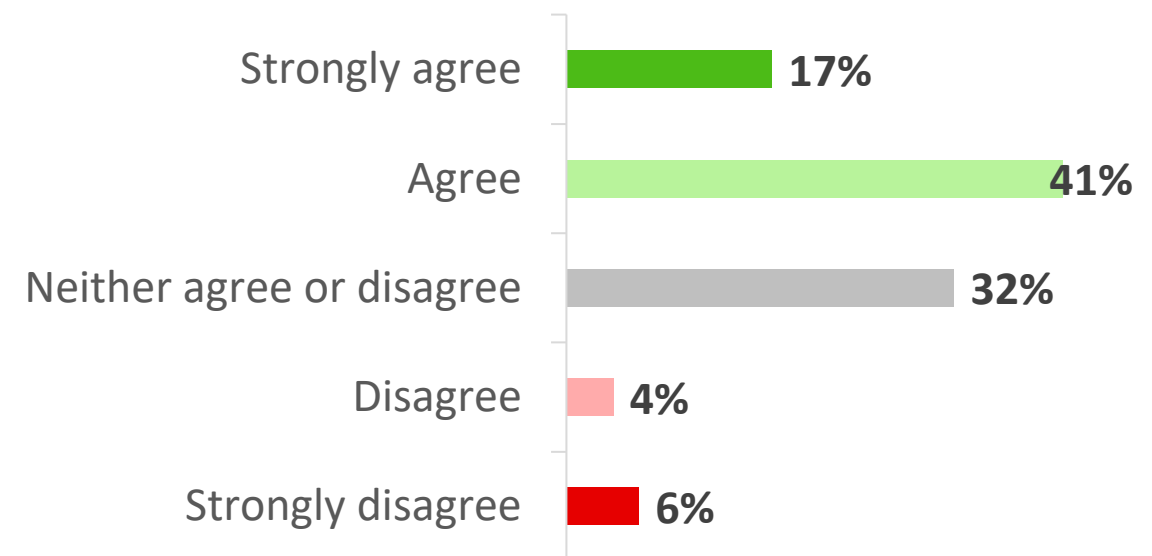


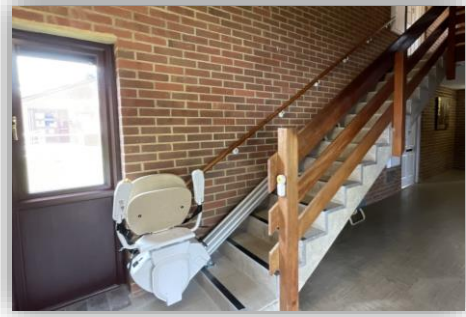
Structure

Do you agree to new, proposed service charge structure?



Do you agree that new service charge structure would allow tenants and leaseholders to better see how service charges are administered?





Stairlifts

How should maintenance cost of stairlifts or other lifting equipment be recovered?

Costs should be met from rents. This means everyone contributes to these costs.



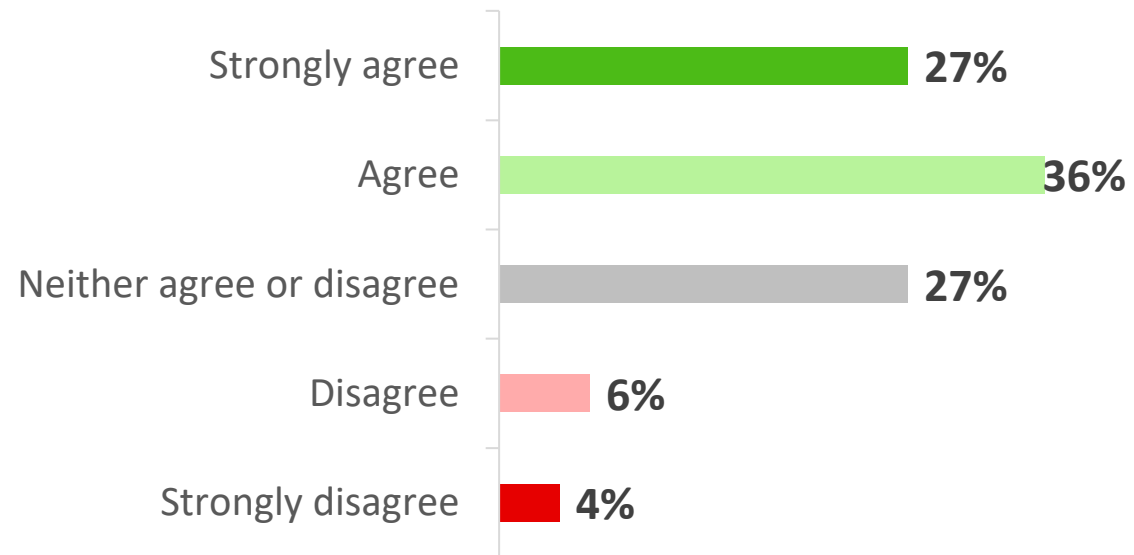
Tenants should be recharged the cost for their equipment as a service charge.



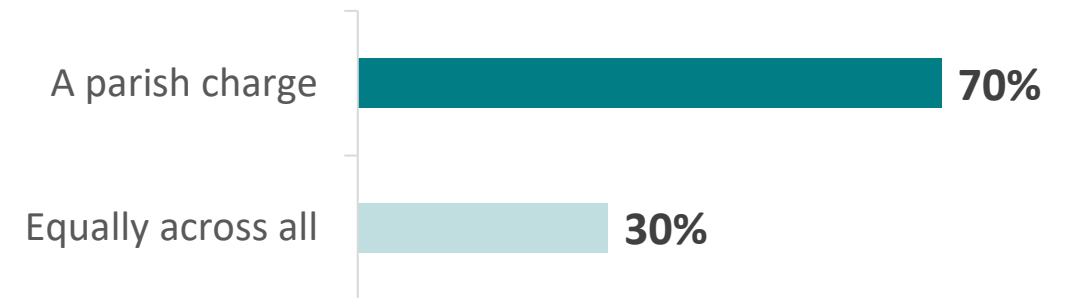


Open spaces #1

We believe that land and gardens around MKCC blocks are not in a good condition, and we need to introduce a new service to start to maintain them. Do you agree that is reasonable and fair?



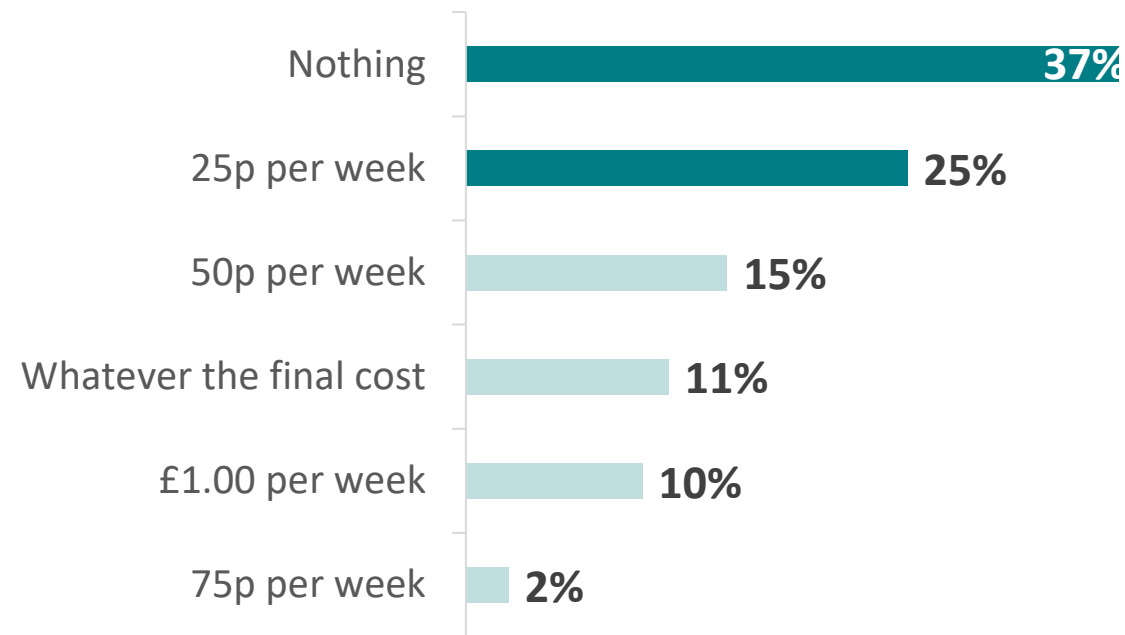
How do you think the cost to maintain the open spaces should be recharged to tenants and leaseholders?



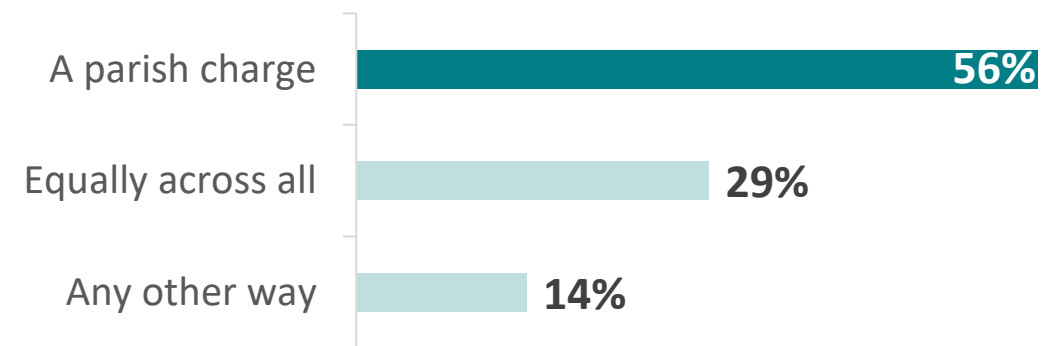


Open spaces #2

How much per week would you be prepared to pay for open space maintenance?



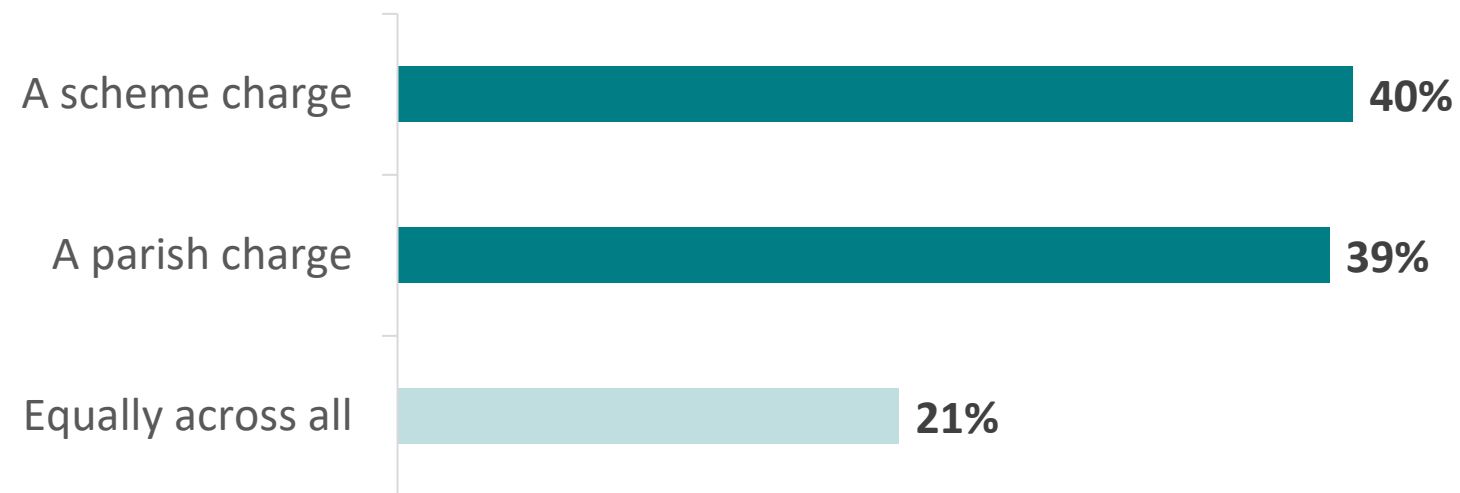
How do you think the cost for tree works should be recharged to tenants and leaseholders?





Fly-tipping

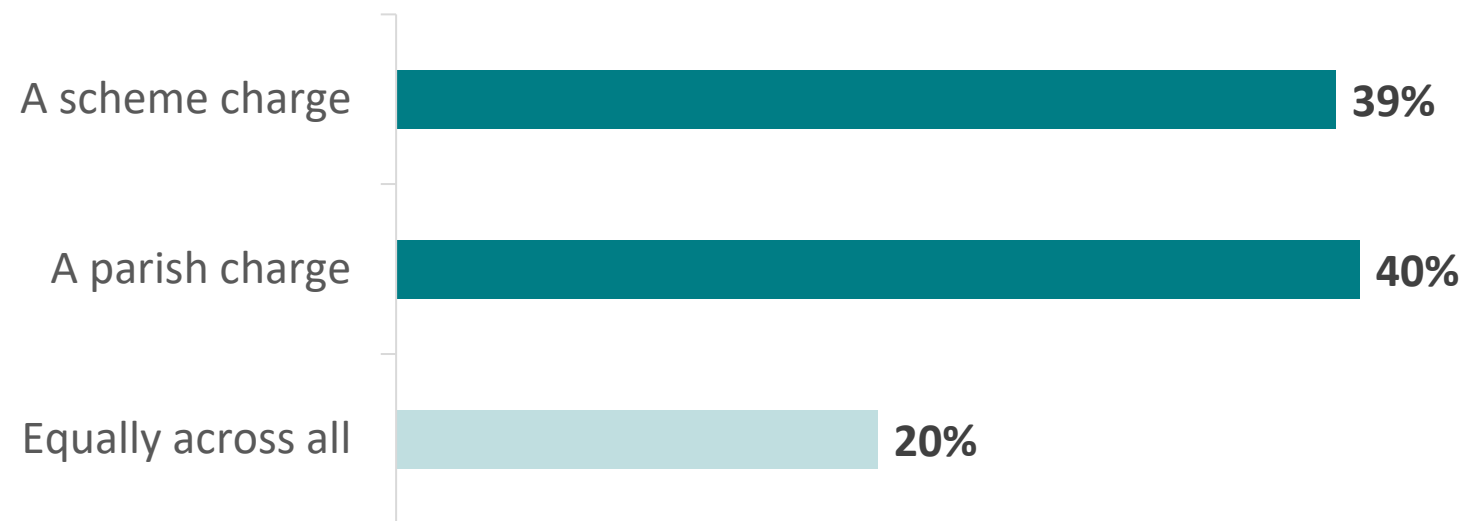
How do you think the cost for fly-tipping removal should be recharged to tenants and leaseholders?





Fly-tipping -tenant responses only

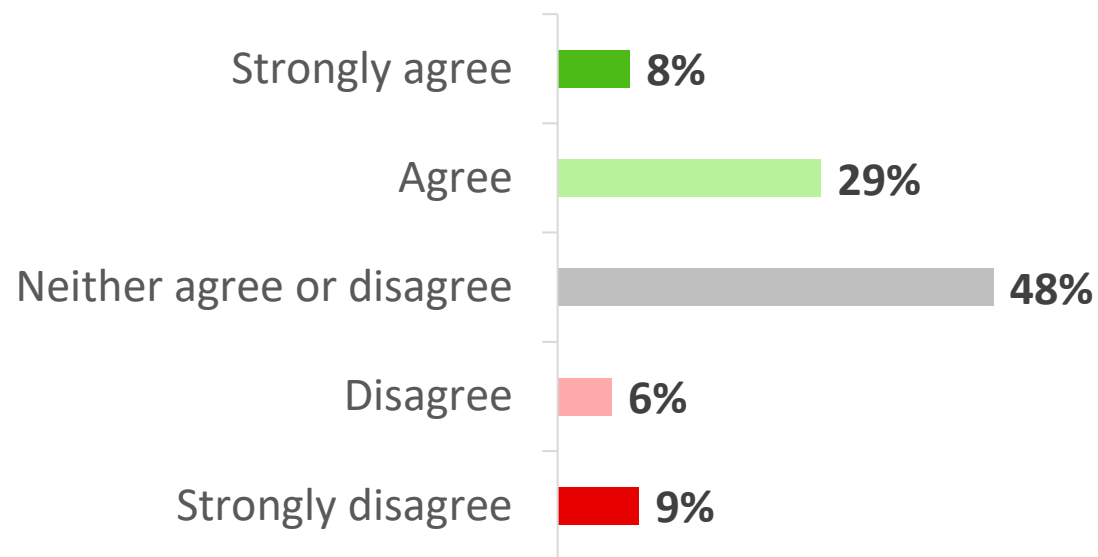
How do you think the cost for fly-tipping removal should be recharged to tenants and leaseholders?



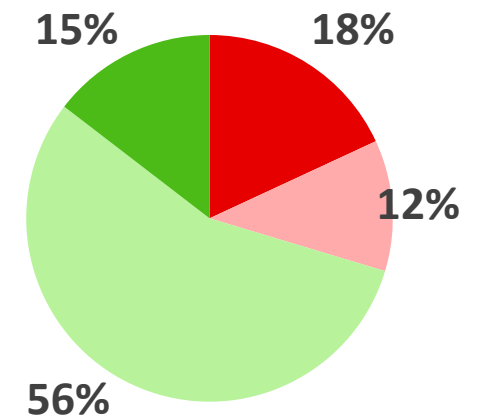
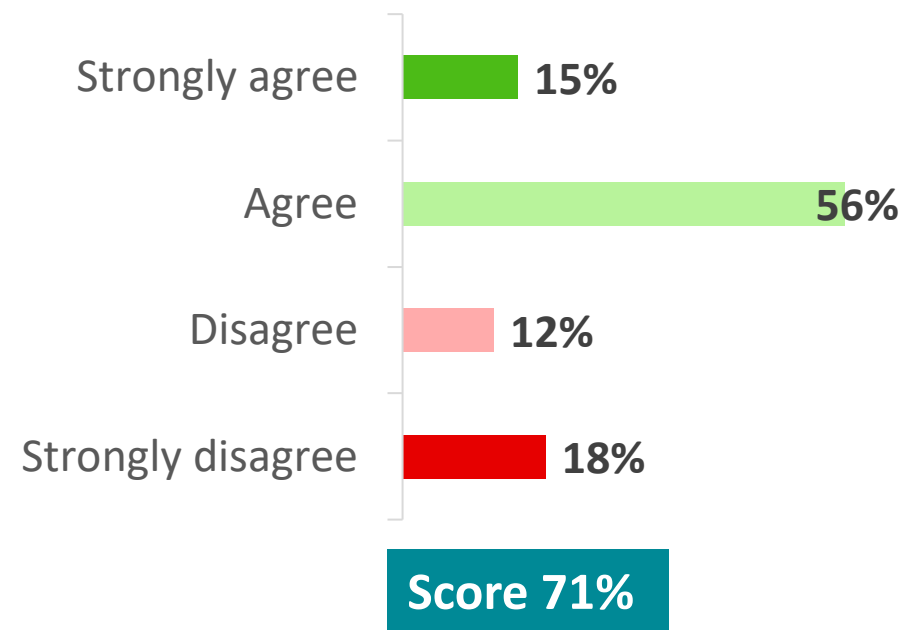


Communal heating

Do you agree that proposed weightings for communal heating charges based on size of the property are reasonable and fair?



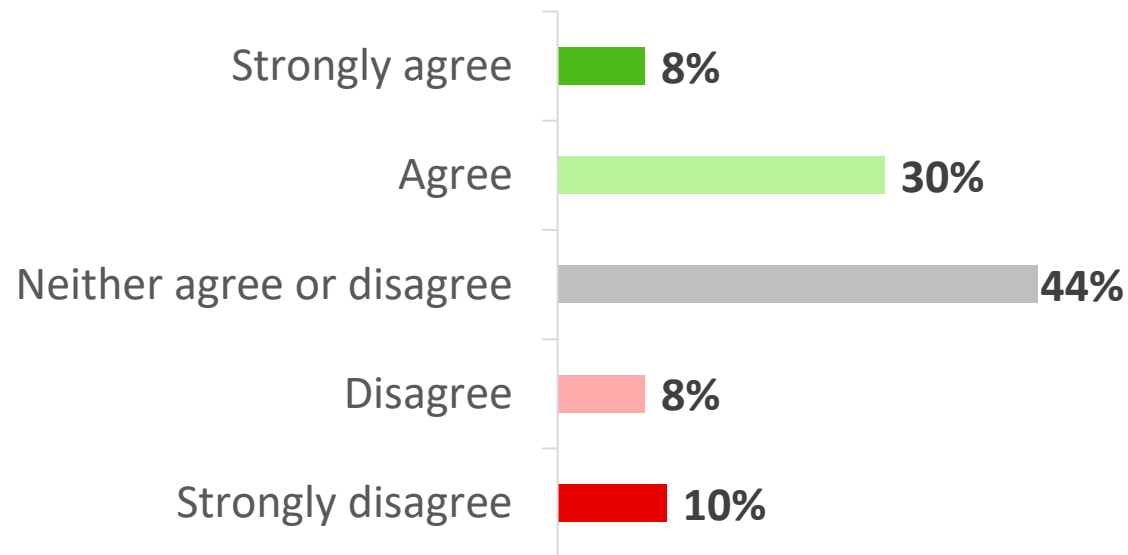
***after excluding neither agree nor disagree**



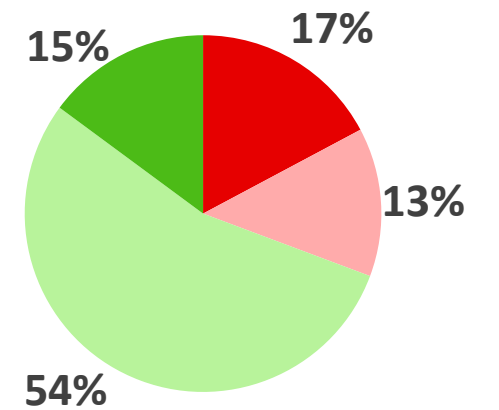
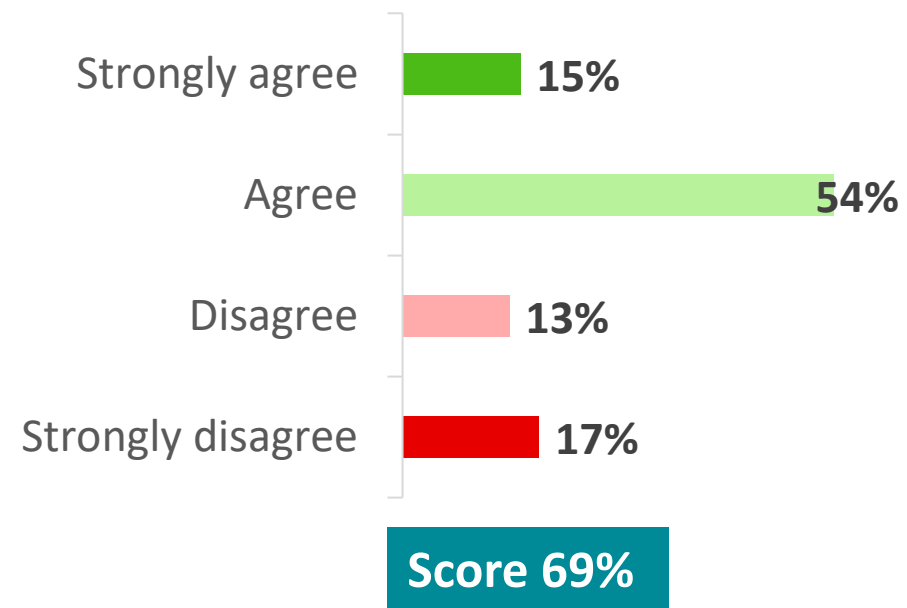


Water & sewerage

Do you agree that proposed weightings for communal water and sewerage charges based on size of the property are reasonable and fair?



***after excluding neither agree nor disagree**



Cleaning & Caretaking Consultation

Voting results (flats only)

Voting #1 closed: 12 December 2023

Voting #2 closed: 5 January 2024



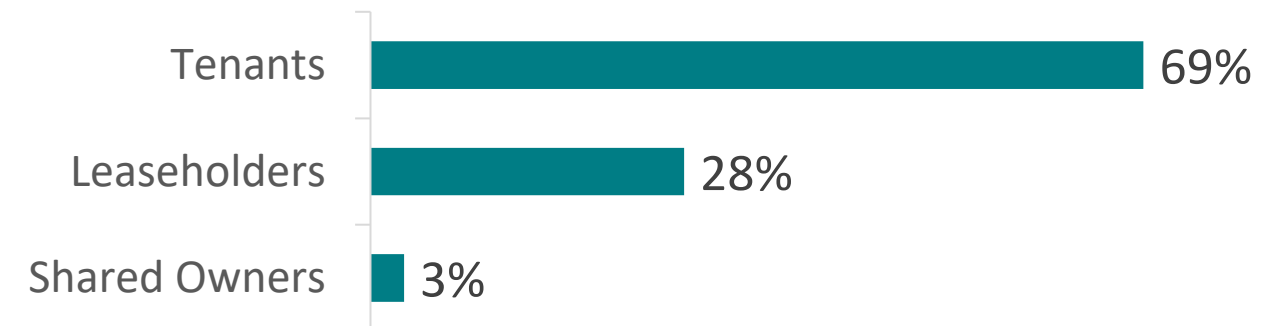


Sample vs Population

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

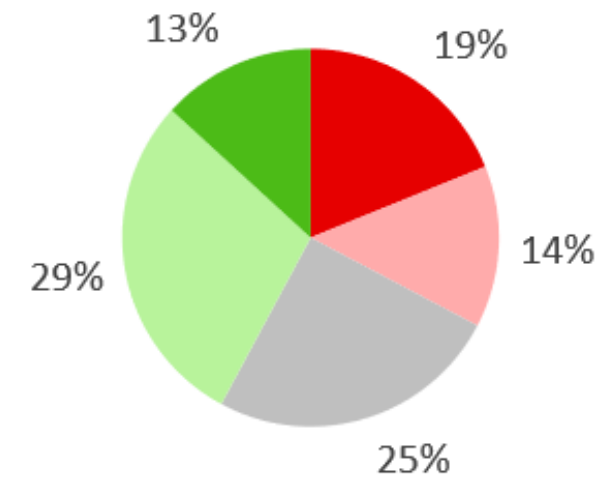
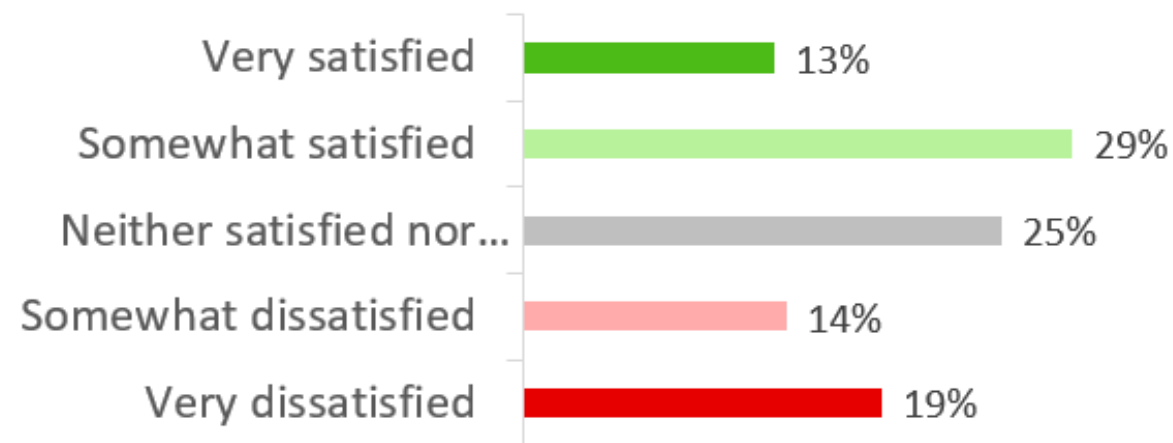
Cleaning and Caretaking

Service Satisfaction



Cleaning Satisfaction

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

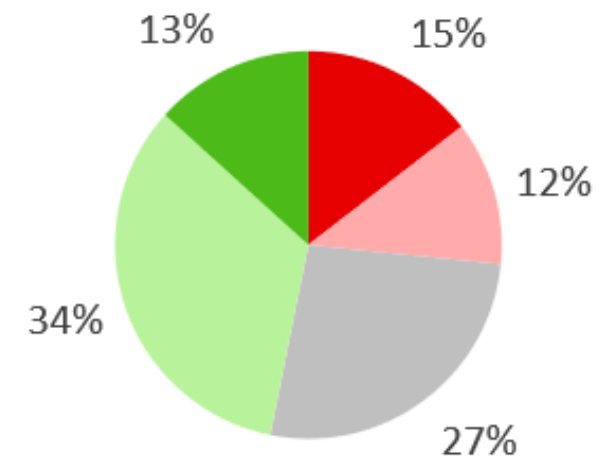
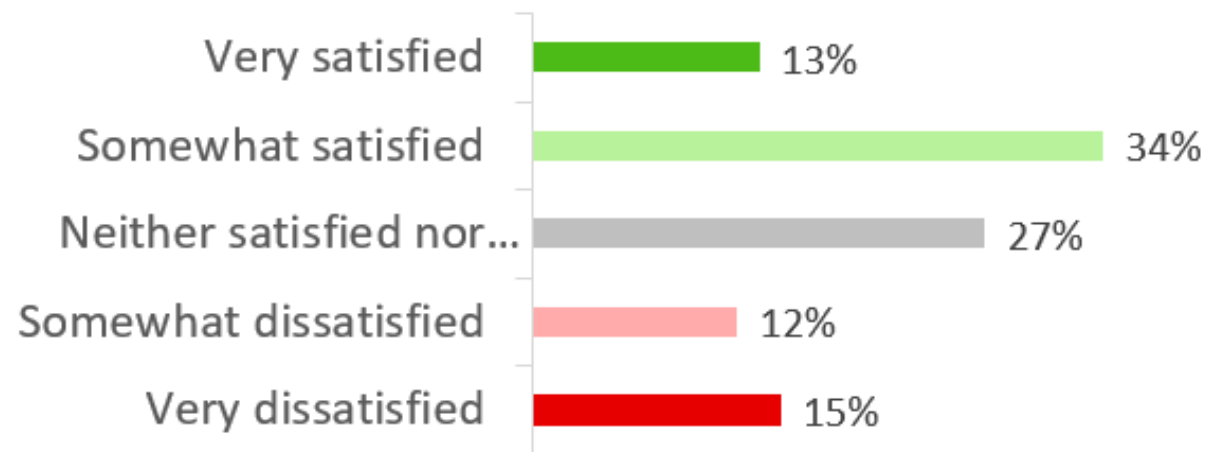


Satisfaction Score 42%



Caretaking Satisfaction

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

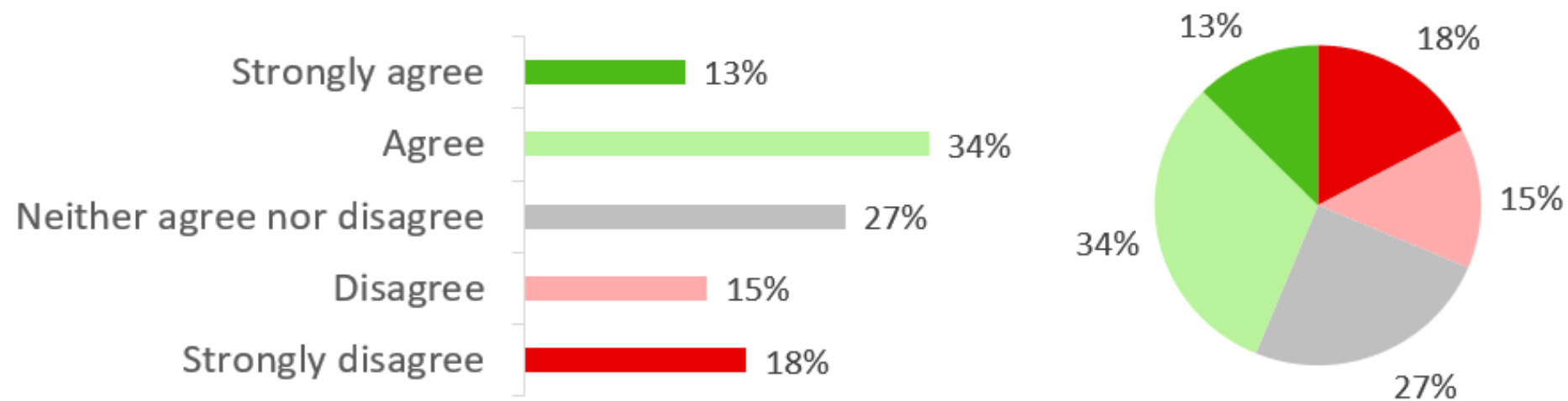


Satisfaction Score 47%



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*"?

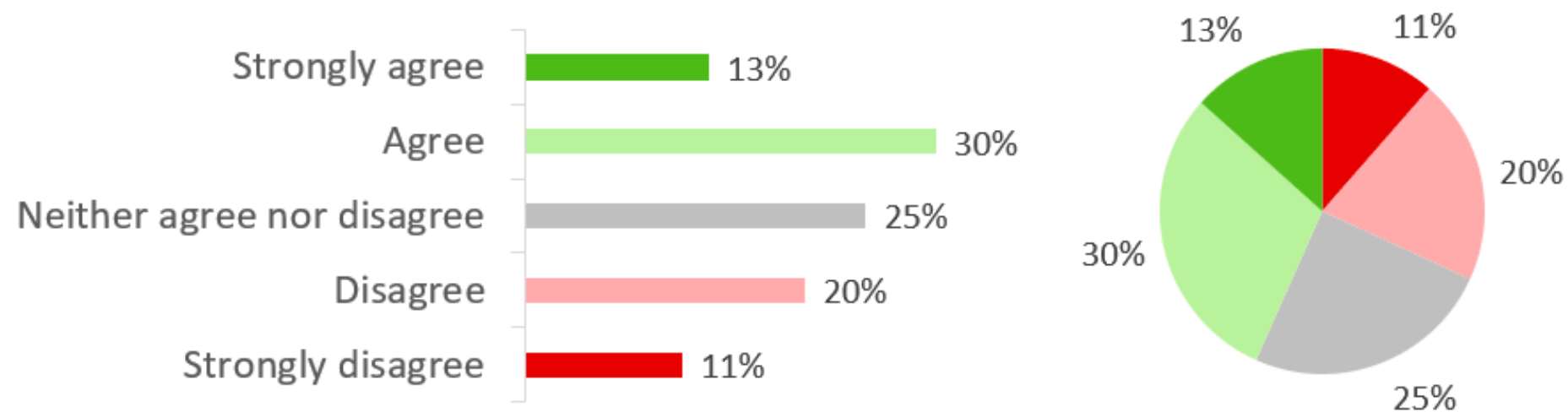


Satisfaction Score 44%



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%

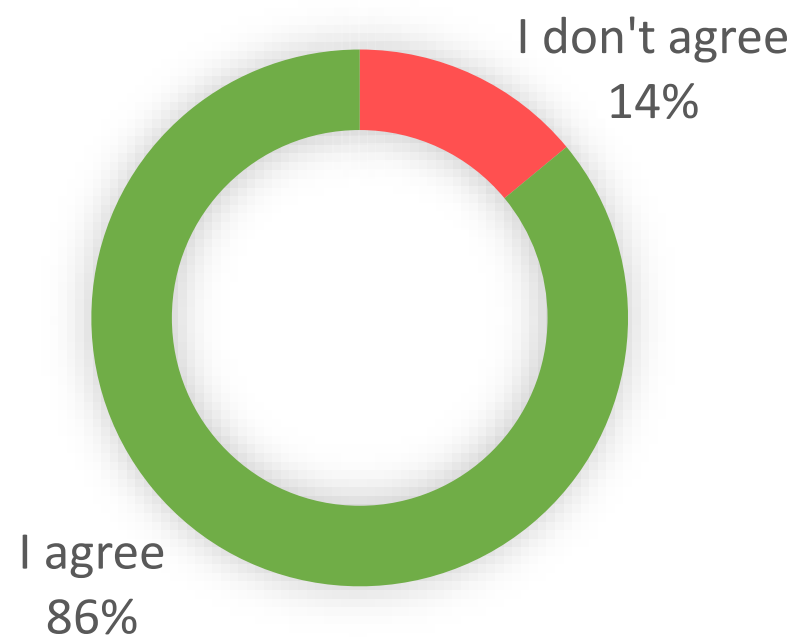
Voting #2 Results

Cleaning and Caretaking Service Operation & Charging



Cleaning & Caretaking Service #1

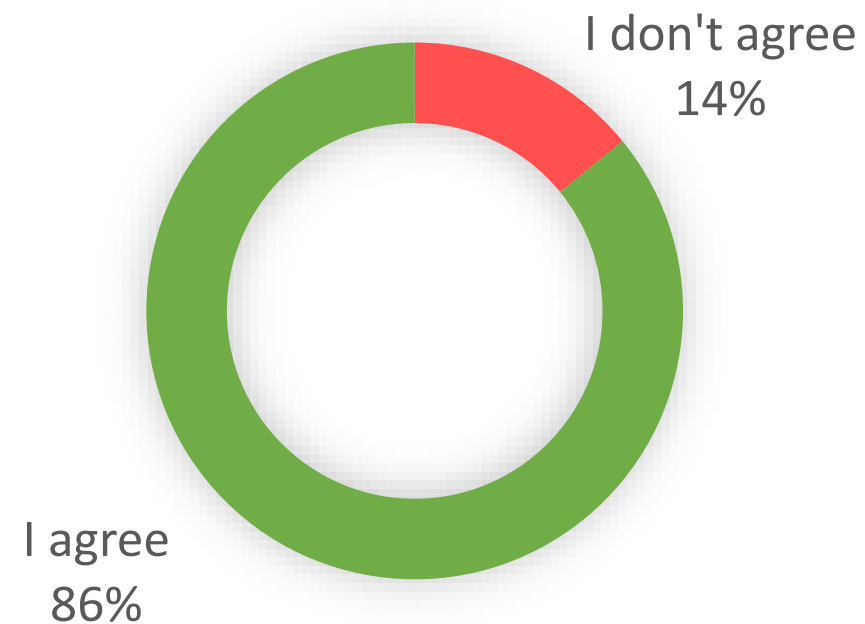
The cleaning and caretaking service should continue to be delivered in-house, with a review in 12 months. Do you agree with this recommendation?





Cleaning & Caretaking Service #2

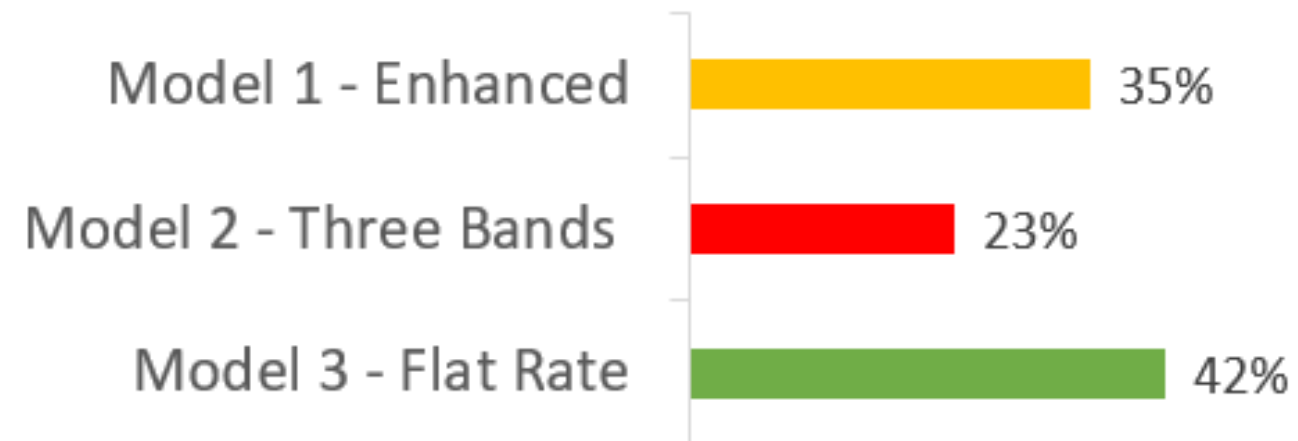
The new Cleaning and Caretaking Service Standard should be adopted from 1st April 2024. Do you agree with this recommendation?





Cleaning & Caretaking Charging

Which charging model do you prefer?





Charging Preference #1

Sample accuracy

- With voting sample being at 5.5%, there is an 80% confidence level that the achieved sample is within +/-5% accuracy in respect to the population.

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



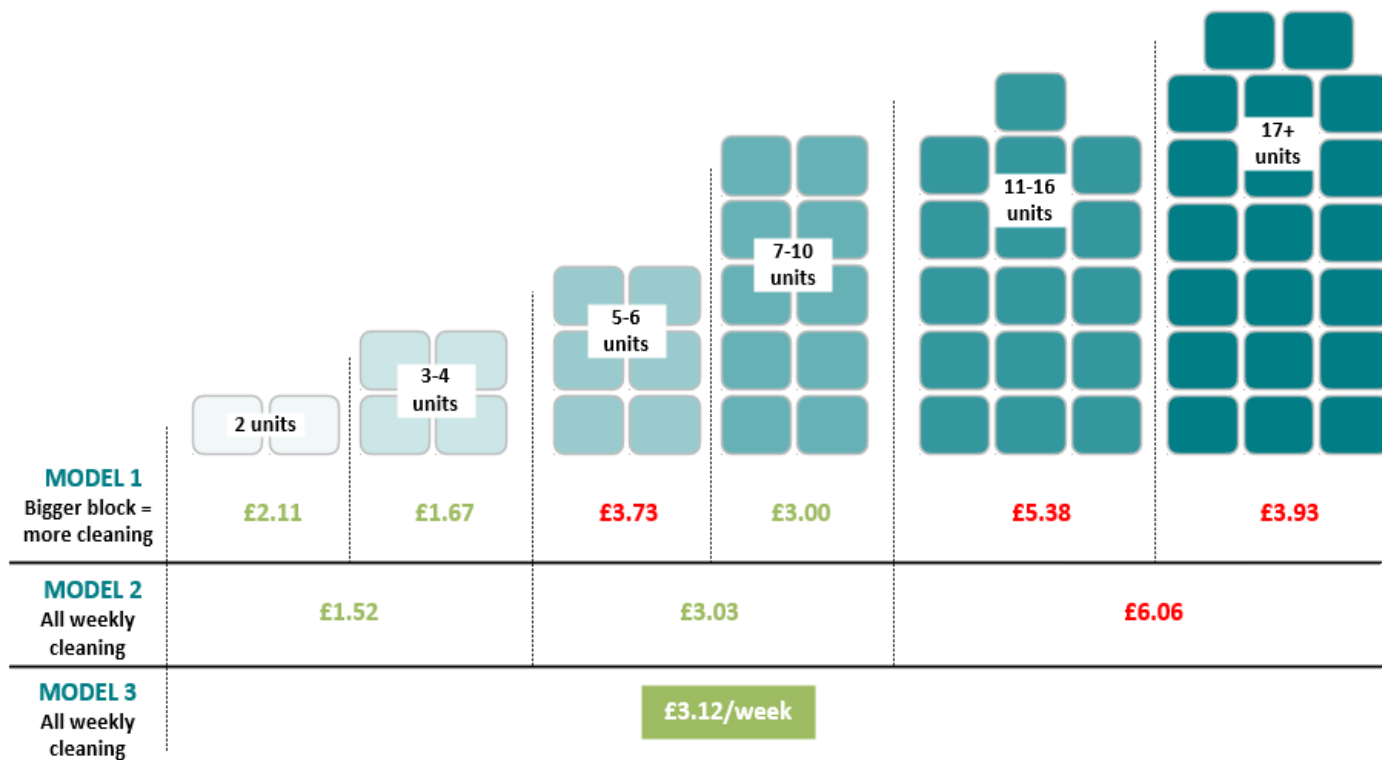
- Looking at block sizes of the population, the majority (or 61% of properties) were part of the smaller blocks, between 2-6 units, making the bigger blocks underrepresented.
- Moreover, looking at the sample and the same comparison between block sizes, the majority (or 71% of properties) of those who voted were those living in smaller blocks.



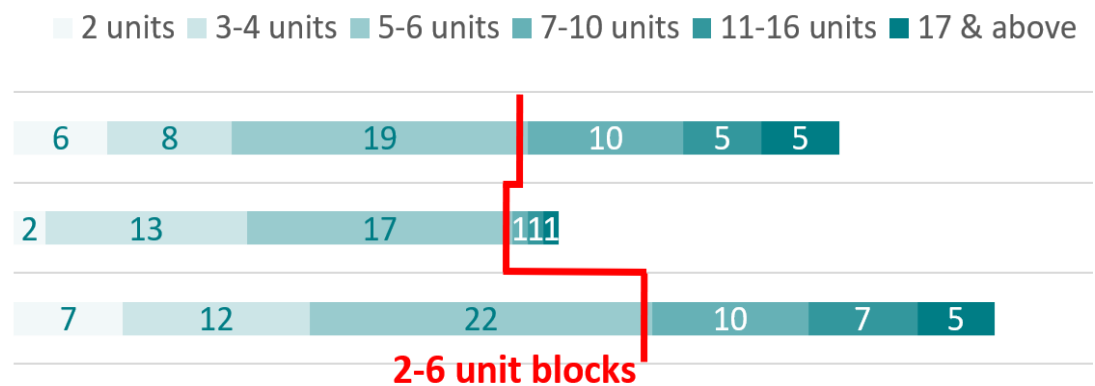
Charging Preferences #2

Key influencer

- Cost of service seemed to be the key influencer in terms of charging preferences in all block size groups



- The majority of votes were those of residents living in blocks with 3-6 units, and of those, the majority voted for Model 3. The cost seemed to be the key influencer as for those living in blocks with 5-6 units, Model 3 would be cheaper by up to 70p.
- Relatively big % of those living in blocks with 7-10 units did not vote at all, as for them all of the charging options were quite similar. Of those who did vote, there was an even split between Model 1 & 3.
- More of those living in the bigger blocks would vote on Model 3 which seemed the cheapest, again suggesting the cost was the key influencer.



Our contact details:

Housing Business Improvement

housingbi@milton-keynes.gov.uk

