

Close Cleaning Contract 2015/16

Abertay Housing Association currently service 62 tenement blocks on a close cleaning contract. This work recently went out to competitive tender.

To coincide with this, we surveyed our residents on the standard of work of the *current* close cleaning company.

The results of the survey are as follows:

373 questionnaires were sent out and 44 (11.8%) were returned, the content of which have been analysed.

- 65% stated they were satisfied or very satisfied with the standard of cleanliness of the block
- 95% found the contractors polite and courteous.
- 57% did not consider any changes necessary to service provided
- 66% stated they thought current service was value for money
- 66% were satisfied or very satisfied with the overall service
- 81% were not in favour of paying more.

Ten local companies were requested to submit a tender and four were received. Based on cost and the results of our survey, the tender has been awarded to S & S Close Cleaning Company.

Residents will also be happy to know, S & S Cleaning Company has not increased the costs for this service for the fourth consecutive year.

We thank those residents who took the time to complete the survey and we have taken on board comments, or suggestions made.

Moving forward, we have met with the appointed contractors and have devised a system they will use from the new contract year 1st April, in addition to receiving a signature from a resident of each block as they currently do, they will leave a ticket in the door of the occupants of the block to advise them their block had been cleaned that day. We will continue to survey residents on the standard of this service and carry out spot checks to ensure the standard required is being met and be happy to discuss any further ideas, suggestions from residents.