

Appendix B

Our Reference
Com/Clean/ehl/sh
Date

Contact
Mrs Elaine Lawrenson or Miss
Stevie Hatton
Telephone
01332 717827
E-mail
Elaine.lawrenson@derby.gov.uk

Dear #####

COMMUNAL CLEANING SURVEY

Over a number of months the Mackworth Local Housing Office have received several complaints regarding the lack of Communal Cleaning within the flats that exist in the Mackworth area.

As a result of these ongoing complaints it has been agreed that Derby Homes will carry out a consultation exercise with all residents of the blocks that have communal stairwells, landings, halls, and other areas.

At present the responsibility for cleaning the communal areas lies with all tenants and leaseholders living within their own blocks. But for different reasons this responsibility is not taken seriously, even though residents may be breaking their tenancy conditions by not complying with this rule.

The consultation asks you if you are in agreement with the introduction of contract Cleaners to clean the communal areas in the flats.

To introduce contract cleaning of communal areas would mean a change in tenancy conditions. Derby Homes would take over the cleaning from tenants and in return tenants would pay for the service by way of a rent addition. At present we anticipate that the cost would be in the region of £1 to £2 per week with the cleaning work being carried out once a fortnight. Anyone receiving housing benefit would have this amount paid via his or her claim. Please could you complete the questionnaire below and return it to the

Mackworth Local Housing Office by 11th July 2003. Alternatively you can telephone the office to indicate your views.

Please delete the one the of following:

- ☐ I would like to have Communal Cleaning introduced on a fortnightly basis into the block of flats in which in live.

I agree to pay the cost of this service.

- ☐ I do not want communal cleaning introduced into the block of flats in which I live.

I understand that in making this decision I would be responsible with other tenants/leaseholders within the block, for the cleaning of communal parts to the building.

Please return the Questionnaire by 11th July 2003

Signed.....Dated.....2003

Address.....

.....

.....

Postcode.....

Yours sincerely

Miss Stevie Hatton &
Mrs Elaine Lawrenson
Tenants Services Officers