

TELEPHONE SURVEY RESULTS FOR CLEANING AND GROUNDS MAINTENANCE

QUARTERLY REPORTING FOR DECEMBER 2009

1. Overall how satisfied are you with the internal cleaning in your building.

Area	Total number of respondents	% Satisfied
North Wembley	130	91
South Wembley	68	94
St Raphael's	45	98
East Brent	82	92
South Kilburn	85	94
Harlesden & Brentfield	90	91

2. How satisfied are you with the external cleaning of your block or estate.

Area	Total number of respondents	% Satisfied
North Wembley	130	89
South Wembley	68	87
St Raphael's	45	78
East Brent	90	85
South Kilburn	85	90
Harlesden & Brentfield	82	93

3. How satisfied are you with the grass cutting and shrub maintenance on your block or estate.

Area	Total number of respondents	% Satisfied
North Wembley	130	83
South Wembley	68	75
St Raphael's	45	75
East Brent	90	88
South Kilburn	85	81
Harlesden & Brentfield	82	80

4. How satisfied are you that repairs in the communal areas of your block are being carried out?

Area	Total number of respondents	% Satisfied
North Wembley	130	85
South Wembley	68	81
St Raphael's	45	78
East Brent	90	84
South Kilburn	85	87
Harlesden & Brentfield	82	83

5. Do you agree the cleaning contractor is removing graffiti within the contract times (4 hours for offensive and 24 hours for all other)

Wettons contracted area	Total number of respondents	Always %	Sometimes %	Never %
North Wembley	130	90	10	0
South Wembley	68	96	4	0
St Raphael's	45	91	7	2
East Brent	90	89	9	2
South Kilburn	85	85	13	2
Harlesden and Brentfield	82	95	2	2

6. What would be your top priority for environmental improvements in your area (shown as a percentage of respondents)?

	NWM	SWM	STR	EB	SKL	HAB
Reduction in graffiti / faster removal of graffiti	29	28	38	19	29	27
Dealing with vandalism	45	44	44	45	48	52
Landscaping	31	28	16	36	20	20