

Lead Officer	Dean Wall
Subject of consultation	Clean Home Standard July 2008
Date Started	4.7.08
Date Completed	
Who was consulted	
Methods Used	Postal Consultation
Number of Participants	
Total Number of Responses	42

Sections/Questions	Responses		Suggestions / Comments / Questions	Accept/Reject/N either (If neither, please give reason)	Reason (e.g. already covered by existing policy/procedures or request for information)	Action with timescale
	Yes	No				
Please have a look at the section entitled 'In General' and answer the questions below.						
1. In your opinion is wording clear and understandable?	41					
2. Is there anything that you feel should be added to this section?	10	29				
3. If you answered no to either of the above questions, please tell us why in the box below.			A bit more information on security for the property A home that is free of damp All locks should be in good working order	Reject	It's a Clean Home Standard, cleanliness not security is the key	

			There is no mention of garden gates or fencing, especially if they need renewing - due to age and the elements. Also inside and front and back doors. This section is clear and concise. Check sink tops, door handles as they are being worn out. kitchen cupboards are wearing if the property is relet have an itinery on inventory of stock. To check all appliances are working eg boiler, smoke alarms.			Accept	External info will be added to this	04/09/2008
Please have a look at the section entitled 'In Your Kitchen' and answer the questions below.								
4. In your opinion is wording clear and understandable?	42							
5. Is there anything that you feel should be added to this section?	17	14						
6. If you answered no to either of the above questions, please tell us why in the box below.			Add make sure the floor is clean Freshly decorated walls Cupboards at a reasonable height for old people appropriate kitchen flooring Smoke alarms and fans should be checked			Accept	Will add recommendation	04/09/2008
			What about flooring in the kitchen? Also cookers and washers left behind! Kitchen flooring should be in good order and sanitised. Floor coverings should be clean and in sound condition.			Accept	Will add recommendation	04/09/2008
Please have a look at the section entitled 'On Entering the Property' and answer the questions below.								
7. In your opinion is the wording clear and understandable?	42							

8. Is there anything that you feel should be added to this section?	11	18	doors and skirtings checked	Accept	Will add recommendation	04/09/2008
9. If you answered no to either of the above questions, please tell us why in the box below.			The walls should be cleaned and repainted if dirty or stained Arrangements should be made to make sure that utilities are connected on the day of occupancy	Reject	Decoration is a separate issue covered by the relet standard and the Decoration Allowance Procedure	
			Is decoration - reasonable - included. No mention in any part of questionnaire. If current decorating not up to standard, is it removed by Adactus? Information regarding alarm details of any alarm numbers and operating instructions if available. I can have air freshners, windows open to air, the person who comes to see the property before signing should decide to keep or remove the carpet before bringing in furniture.	Reject	as above	
Please have a look at the section entitled 'In Your Bathroom' and answer the questions below						
10. In your opinion is wording clear and understandable?	43	0				
11. Is there anything that you feel should be added to this section?	6	24				
12. If you answered no to either of the above questions, please tell us why in the box below.			Storage cupboards clean with no belongings from the previous tenant Electricity and Gas points that are safe	Accept	Will add recommendation	04/09/2008
			mention of bath or shower - are they the fittings?	Accept	Will clarify this	04/09/2008

			I think there should be something that makes it clear that tenants are supposed to help maintain these standards and that these standards also apply to current tenants. Bathroom wc system can be old so give allowances. If shower installed checked to see if in working condition.	Neither	It's a Cleanliness standard, Tenants don't need to be told they have to clean their property this can be indicated at sign up	
13. Are there any other sections that you feel should be added to our Clean Homes Standard?	5	18	It should state that Kitchen and Bathrooms have a life span the flyer gives the impression that it will always be brand new. Windows and doors replaced if necessary Heating.	Reject	Standard is measured for empty properties, it's a basic standard	
			Paving paths - ensure they are even. New locks on all doors. A reasonable fire surround - all could be added to existing layout.	Accept	Paving paths good point	04/09/2008
			In the section "In your kitchen" 1. A clean refrigerator. 2. A clean cooker especially if a new tenant happens to be a muslim, and the previous tenant had been cooking bacon or other pig meat. That won't go down very well. Very clear and easy to understand. Maintenance team should air the property, air fresheners used and wc flush system checked to be in working order. Dont think it should just apply to new tenants should be an ongoing process with long term tenants.	Reject	95% of properties will not have a cooker or a refridgertator	
14. Finally, what do you think the general layout and style of the document? Is there anything you would change? Please tell us below.			The layout is clear, to the point and easy to understand It looks too much like an advertisement should be more formal. It is ok and eye catching. Provides relevant information. Gives a clear indication of what to expect when taking over a property.	Reject	the idea behind it, is it acts as an incentive to take the property, that's the reason it looks a little like an advertisement	

