

## **Garden Maintenance Focus Groups**

All tenants who receive the Garden Maintenance service were asked for their thoughts on the following questions:

- Would you be prepared to pay £2.25 per week for the service?
- Would this be better as an annual charge of £117?
- If this cost is too high, how much could you pay?

They were either sent a letter with a freepost envelope for their response or they were invited to attend one of two focus group meetings at West Offices.

Of the 422 tenants who use the gardening maintenance service:

- 316 were asked to give their thoughts
- 50 were invited to a meeting on 17 May
- 56 were invited to a meeting on 19 May

Response:

- 67 tenants rang
- 133 tenants returned their feedback letter
- 1 tenant 'dropped in' to West Offices
- 5 tenants emailed
- 1 tenant attended the meeting on 17 May
- 1 tenant attended the meeting on 19 May

A response of 49.2%

All comments are included in the notes attached.

## Summary

176 of the 208 responses gave their views on paying £2.25 per week, 32 gave comments only.

Of the 176:

- 44% (77) would or could pay
- 56% (99) wouldn't or couldn't pay

Many of those who wouldn't / couldn't pay told us how much they were willing / able to pay:

- 57% nothing
- 9% £2.00
- 6% £1.00
- 6% £1.50
- 3% £100 per year
- 2% £1.25
- 2% £10 per cut
- 2% £13.50 per year
- 2% £5.00 per month
- 1% £15.00 per year
- 1% £2.25 per cut
- 1% £25.00 per year
- 1% £40 – 50 per year
- 1% £50 per year
- 1% £50 – 60 per year
- 1% £60 per year
- 1% £70 per year
- 1% £80 per year
- 1% suggested charging individual amounts (based on the work done and the individual circumstances)