



# Annual Close Cleaning questionnaire

Forth Housing Association Ltd  
4th Floor Wallace House,  
17-21 Maxwell Place, Stirling, FK8 1JU  
Tel: 01789 446066 Fax: 01786 445846

65 Close Cleaning Surveys Issued 31/10/14 return by 14 /11/14



1. Generally how satisfied are you with the close cleaning service?  
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
5	4		2	

**Comment:**

Nio probs at all met the girls once very friendly and nice, pleasant.  
The mats don't ever get cleaned properly—they sometimes don't get brushed.  
Close is rarely clean. They use one mop and a dirty brush to clean. Water is not changed in the Mop bucket. The mats/carpet areas need hovered—it is a very poor effort and I have spoken To them about it before.

2. How satisfied are you with the frequency of the service? Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
4	4		2	

Comment:

Excellent

Not enough—should be every 2 weeks.

Needs done weekly.

3. If you have ever contacted Forth's Housing Management Staff regarding the close cleaning, how satisfied are you with the staff who dealt with you? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
1	1	7		

Comment:

Never contacted

Never needed to contact FHA as regards the above.

I've never had to get in contact.

4. How satisfied are you with the close window cleaning? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
3	3	2		1

Comment:

It doesn't happen

I never knew they were done.

I didn't realise they cleaned the windows! And no, they don't look clean.

5. How satisfied are you with the overall quality of the work carried out by the Contractor?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
5	4		1	1

Comment:

Nae problems at all.

6. Would you prefer a weekly service which would impact upon the cost to yourself?

YES

NO

7. Are there any improvements we could make regarding the contract or any other comments you would like to add? (Continue over the page if required)

No probs at all very satisfied totally.

Hoover mats.

The cleaners do a very good job.

It needs to be someone actually able/interested in doing the job properly not just a cursory wipe.