



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

Return date 26th October 2015

Bruce View 21
Crosbies Court 21
Cowane Street 8
Calyhills Drive 24



1. Generally how satisfied are you with the close cleaning service?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
7	4			

Com-

ment:

The cleaning company do a great job considering the mess the close is left in by other residents lack of cleanliness. The team go above and beyond there expectations cleaning substances which are very unhygienic!
They don't put my doormat back LOL
The latest Co make a good job of the stair window
Nice and fresh

2. How satisfied are you with the frequency of the service?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
9	2			

Comment:

Although would be good if they could come more frequently because it tends to be a mess the following day. Again due to being mistreated by uncaring residents
The present system is all that's needed

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?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
4	2	3		

**Com-
ment:**

They are excellant
Job done next day
N/A
N/A

4. How satisfied are you with the close window cleaning?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
5	5			

**Com-
ment:**

Window cleaning of door windows leave a lot to be desired
Wasn't aware of window cleaning as I always clean my own
It has been streaky on a few occasions, but overall is good

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
5	5			

Comment:

Company clean more than expected especially vandalism and drug paraphernalia including faeces and urine
They lift the door mats and clean under
Staff are pleasant and friendly great job done by them

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

Cowane

As long as other YES 1 NO residents pay

Bruce View

YES NO 4

Crosbies

YES NO 6

7. Are there any improvements we could make regarding the contract or any other comments you would like to add?

Cleaning company are very thorough and do a great job in the upkeep of the close
None Good clean quiet area
Apart from the windows it is ok
The contractor is by far the best in the 2 yrs I've been here
Please tell them not to use too much bleach. I had to open the close window once as it was Overpowering