



# Landscape maintenance questionnaire

Forth Housing Association Ltd  
4th Floor Wallace House,  
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Tel: 01789 446066 Fax: 01786 445846

Return Date 21/10/2015

Sent to  
Raploch—152  
Fallin—79  
St Ninians—17  
Cornton—43  
Bannockburn—21



## 1. How satisfied are you with the you frequency of grass cutting?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
32	21	3	6	5

### Comment:

Far too long in-between cuts & the mess they leave behind is awful, we spend longer cleaning up the mess they leave than they actually take cutting it  
 They leave grass on the paths we need to clean when their away they use a blower and all the grass comes up and through my front windows  
 Did not sweep up the mess left on path  
 Supposed to be twice a month only came once  
 Sometimes cut to short so kills grass  
 They are good at keeping the grass tidy  
 Done at regular intervals not left till it's an eyesore  
 Poor choice for grass cutters  
 The grass is always done very well  
 We don't get grass cut  
 Grass doesn't get cut properly, depends on whose doing it  
 Why do the men cut the grass when it's been raining then they leave mud everywhere. When it's has been raining there is no where for the rain to go  
 Use don't cut my grass  
 The grass is kept neat & uniform wothin our street. It's a pity we have such a wet summer and the ground is very boggy—despite this the comp. has coped well  
 Once a week seems a bit much  
 I can't complain at all. Many thanks  
 No Schedule or times seems to be very random

2. How satisfied are you with the quality of grass cutting?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
27	21	3	7	3

Com-

**ment:**

Very messy they leave grass cuttings all over path and front door  
 When they cut the grass they do not pick it up they just leave it and it looks very messy  
 However sometimes feel that it is rushed  
 Don't always clear path of grass cuttings  
 Always neat & tidy  
 They are good at their jobs  
 It is done regularly & promptly  
 Apart from the start of grass cutting season—no uplift of grass cuttings which brings on moss  
 Always done very tidily & cuttings blown away  
 Good Job  
 Depends who cuts it  
 Leaving loose grass about  
 The loose grass isn't collected after cut, leaving grass to be walked through the house  
 Always tidy  
 Grass is being cut when it does not need cut & is not in great condition

3. How satisfied are you with the quality of weed control?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
21	24	5	10	6

**Comment:**

I pull the weeds out myself as they tend to rush cutting the grass. I don't feel like they have the time to weed  
 Never gets done  
 They have only did the weeds once, but when I asked it wasn't a problem  
 Good  
 They do not spray the sides of garden or the paths in the houses  
 Could do better  
 Rank Rotten  
 Yes this is ok  
 I have only a small with 2 drains in it. There are no flowers, leaves or anything in it.  
 The garden at front porch window doesn't seem to be included in weed control  
 No weeding  
 Because there is NO weed control I have not once seen a man doing the weeds apart from my neighbour  
 More spraying required on monoblock drives  
 There's a lot of weeds  
 Probably will need to give it a wee power wash myself as moss has built up on drive  
 Over time the level of weed control has decreased

4. How satisfied are you with the quality of pruning of shrubbery/bushes?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
18	21	10	4	6

**Comment:**

The hedge needs straightened it makes me feel seasick looking at it  
 The hedge has been left uneven & not enough cut off it  
 Bushes outside window too high  
 Good  
 The sign 'De Moray Court' is nearly obscured by bushes anyone coming into street wouldn't see the sign  
 No shrubbery  
 2 dead trees outside back gate area (end wall) north facing—not enough direct sunlight  
 5 years ago this area was flooded with trees—please check how many are left or unattended in this area  
 Yes this is ok too  
 This has never been done by landscape maintenance in my front garden, I have been in this house for 14 1/2 years, didn't know they were supposed to do bushes, it would have helped  
 Are you having a laugh  
 Have not got any bushes  
 Bushes are terrible looking in my street and there is rubbish everywhere

5. How satisfied are you with the attitude/manner of the contractor?

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
26	17	13	1	2

**Comment:**

Haven't met them  
 Have not spoken to contractor  
 They are very good  
 Very polite  
 Have never made contact  
 Zombies  
 Very nice and mannerly  
 They broke my car window with the strimmer & when I approached them the chap spoke to my insurance company & paid the excess, no problem  
 Very friendly and helpful  
 Haven't spoken to any of them  
 Never seen anyone  
 The men seem ok when you chat to them  
 Polite and efficient  
 Never spoken to them direct  
 I have never seen the contractors  
 No regard for tenants privacy. Never asked or approached in regard to clearing or vacating while the contractor cuts grass in garden

6. How satisfied are you with the overall quality of work carried out by the contractor?

Very satisfied	Satisfied	No view	Dissatisfied	Very Dissatisfied
26	24	3	7	3

**Comment**

They are very quick to come out when work needing done  
 Work gets done regularly not at last minuet when is desperately needing done  
 They used to spend more time doing pathways in our block and they removal of all the grass cuttings  
 I have never left them any grass cutters alone in my back garden for 5 yrs: don't trust them  
 We could not complain about anything  
 With grass cutting only  
 As Above  
 A plant growing up my fence was strimmed down even though I'd left the tag on the plant. It was clearly a flowering plant not a weed  
 Never left in the condition that they found it. Always grass all over the front door, wall and at the edge of kerbside. They have the equipment to resolve this but always just do the minimum, not good enough

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

Clearing grass cuttings away instead of blowing up against front door and path  
 Just that the contractors are very good and they do tidy up after they are finished. Please to see so many smiling faces at work keep it up  
 We have found that sometimes the pruning is a mishmash and the contractors don't even lift all the pruned leaves/flowers they are left along the window front. Weeds are growing all Through the shrubbery and the paths which are rarely done. I have witnessed the contractors coming into the street and spending a total of 5/10min max t6o do the whole street  
 I noticed mushrooms growing in my back garden so I am not able to put my daughter outside to play just in case she trys to eat one but overall the gardens are kept clean and tidy  
 Would just like it better if the weeds were treated more  
 Good job and I like the fact they tidy up the grass cuttings  
 Was very impressed with quality & speed of work recently carried out on tree in back garden. Spoke to the man cutting grass about it. He said he wasn't sure but would speak to his manager in a week later, guys were attending to tree and took away all debris from the job  
 The boys are doing a good job. Not much more I can say, thank you  
 They seem to forget the weeds on the pathways and when they leave they don not clean up after themselves and we are left with grass stains on the pavements and the pathways in our block and back garden  
 Can't really fault them as they are regular and always leave a good job and tidy up after. The workers are all very pleasant  
 Cheaper is not always the best option and while I'm surrounded by bone idle occupants who have never as much as lifted a scarp of paper or rubbish from their property—I would like to say that it is as well FHA employ someone to at least attempt grass cutting but my god—at what cost!!!!  
 No thank you  
 It would be nice if someone could look at my “garden” and see if you can plant something to make it look nice. As it is, it's not nice at all. If you can't do anything with it stop taking money for the maintenance because they only pick up papers which I can do  
 1) Not sure who is responsible for all areas for weed control??? Contractors/Residents  
 2) Areas of grass need reseeding or paved/stoned (outside No 23)  
 With it being open gardens, no fences allowed I've always had the problem of next doors kids and their friends using my front garden as a shortcut with their bikes & on foot making a path across my lawn, it's worse when grass freshly cut & when it's been raining. I asked politely years ago if they would mind not doing it but it never did any good, so I just left it so as not to cause animosity. I'm moving now at the end of the week and hope the new tenant doesn't have the same problem. Thank You  
 This would take me all day to write  
 Tidy up loose grass  
 I think there should be a bucket in my street for all the rubbish and the stones everywhere  
 More regular cuts and grass collection would be great  
 Pleased with the contractor's work  
 No  
 Thank you for the service. Really appreciate the smart tidy appearance of our street. Much appreciated  
 I Think a bit more attention during summer months (is weeds around the pavements)  
 Not for me—because I'm happy with the work  
 Considering tenants pay for this service it should be of the highest quality. If tenants had an opinion on who the contractor was this would be more fair and give us more control. I would not hire or recommend the current contractor as they are below par and not professional in the way they conduct there self