

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

Yes get a new contract.

I think if you have a disability like myself and I do try very hard to keep my garden and flowers nice I think putting a basket on while cutting my grass—don't think it is too much to ask for—as he did agree to do this for me—and we still have to pay it with our rent—there is something unfair about that! So my husband has to cut it.

Just our lovely new trees require staking higher or some sort of support—shrub area perhaps Pruning but not sure. In all keep up great work—much appreciated.

John (contractor) said he would look at the slab area in back garden when putting down the top soild and new seeding. This he has achieved with empathy as my concern was myself tripping if there was a dip—Thank you to John for doing this for me.

	<b>Landscape maintenance questionnaire - RESULTS - 0913</b>
	Oct-Dec 13 Issued to Archie Bone Way, De Mpray Court, Riverside and Stirling Place. Total = 160

1. How satisfied are you with the you frequency of grass cutting?  
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
10	10		1	1

Comment:

The men come to cut the grass in the rain and the grass is like a swimming pool. I h haven't had my grass cut this year as asked them not to cut it without the Basket as it takes too long to take the grass cuttings out of the soil (which is full of plants) so they don't cut it at all.  
Was appropriate for this summer being dry.

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

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
7	8		5	2

Comment:

**Patches missed.**

**Back garden grass area was missed out several times during summer.**

Always cut when very wet.—Whose grass are they cutting on dry days?

Very efficient and extremely tidy workers in well organised teams.

As mentioned before grass was filled in with top soil (front Garden) lots of dips, grass

seed that was put down has never taken, side strimming (f. garden) has dips at edge

Could be owing to the strimming hitting the main grass and not the edge of the grass.

The grass gets cut then gets left—it doesn't get lifted, they blow it on to the grass but

It still goes everywhere.

The mess they make grass everywhere, grass being cut too short, no grass round the

Edge of the grass area. If grass is long they don't pick the grass up just left lying around.

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

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
3	10	4	4	1

Comment:

**This could be improved.**

**Paths and drying green area not done, but unsure if this was part of their job.**

**Ever since they have stopped cutting the grass they don't do the weeding either.**

**I did not see any weed control taking place.**

**Every year hog weed comes through the grass and is getting worse every year.**

**Again dry weather so not as many weeds.**

**Front garden has weeds growing for some time now, only being cut and weeds individually targeted to kill them off.**

**Never seen anyone doing weed control.**

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

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
2	9	11		

Comment:

The trees are requiring longer support as I fear they may break with the winds increasing. Would be a pity if tis couldn't be prevented.

**Shrubbery/bushes are kept ok now after last VISIT from Caroline.**

**I still have a major problem with side alleyway trees growing, overhanging Branches. (makes sidepath very slippy)**

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

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
6	8	7		1

Comment:

**As the men don't talk.**

**No nonsense approach—focused workers who work very smartly with care.**

**Too messy/not done properly.**

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

(please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
5	11	3	1	2

Comment

Would like to see this contrac-

tor continue as they have been great and keep very high standards.

**Give credit where it is due (John) the contractor hs done a good job in may back garden re top soil and seeding). Although I am not too happy with the upkeep of the front arear as mentioned in Q2 and Q3.**