



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 By 21/11/16



9/55 Return Rate 16.4%

Myles House, Baker Street, Forth Street, 4 flats Gateside/Wordie Road and Crosbies Court.

| Very satisfied | Satisfied | No view | Dissatisfied | Very dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
| 4 | 5 | | | |

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

Comment:

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 | | 1 | |

Comment:

More frequent cleaning would mean a better environment for living in

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 | No Mark |
|----------------|-----------|---------|--------------|-------------------|---------|
| 4 | | 4 | | | 1 |

Comment:

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

(Please tick one option)

| Very satisfied | Satisfied | No view | Dissatisfied | Very dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
| 3 | 5 | 1 | | |

Comment:

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 |
|----------------|-----------|---------|--------------|-------------------|
| 4 | 4 | | 1 | |

Comment:

The close is not cleaned often enough and the condition of the walls of the close is depressing and deplorable. No one seems to clean the walls of the close

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

7. Are there YES any improvements we could make regarding the contractor or any other NO comments you would like to add? (Continue over the page if required)

A don't think so they do a good job and when they are washing the close when you go out the door they tell you to watch your feet because the close is wet so you don't fall they are vey nice contractors they are always nice with us.

A more frequent service that actually includes the walls of the close.