

Yes—to action the above and ensure garden gate is closed when they leave.

The work I done to a good standard and I have no complaints.

Gardens needed to be started earlier than they were!



Landscape maintenance questionnaire

Forth Housing Association Ltd
Kildean Business & Enterprise Hub
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Tel: 01789 446066 Fax: 01786 445846

Issued on 17/09/18

Archie Bone Way—42
Stirling Place—21
Flint Crescent—34
Riverside—56
Bannockburn—17
Whins of Milton—34



Total number of questionnaires issued = 204

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
15	15	1	1	1

Comment:

We do not get our grass cut but some neighbours do.

Could be cut more often.

The grass is not cut as regularly as previously done by other contractor.

Not satisfied at the beginning of the summer season, grass didn't get cut for a long time!

2. **How satisfied are you with the quality of grass cutting?**
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
15	15		2	1

Comment:

Always left very tidy. After the cutting and strimming, they always ensure all pathways are clear of cuttings.

They miss out the bit between me and my neighbours house quite often. Since the grass is usually very long when cutting it always remains very patchy/uneven After cutting. Some areas are much longer and need cut twice to even the length out but this is never done.

3. **How satisfied are you with the quality of weed control?**
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
9	10	7	4	3

Comment:

None around.
There is no weed control in the front garden pictures taken to show this just getting cut back. Needs done more on driveways & side paths.
They don't always do the driveway.

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
8	9	12	3	1

Comment:

Only two to case for, but they always look good.
Hedges at front of property need to be cut more often, when cut the men make a good job.
NO bushes or shrubbery in garden which need pruning.
Pleased they also check overhanging branches in side lane at No. 26.

5. **How satisfied are you with the attitude/manner of the contractor?**
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
11	11	11		

Comment:

Very polite whenever I have spoken to others. Also they get on with the job, no standing around chatting.

Never in when they are here.

Havent spoke to any of the gardeners since re taking of the contract.

Do not have contact with them.

I haven't spoke to them.

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
13	15	3	2	

Comment:

100% better than last year.

The area just always looks tidy. Such a nice spot to live in :)

The contractor should realise the grassy areas of the lawns need double cutting. They lack

The ability to tidy up (cleanup) the grass after cutting. Grass is strewn all over paved areas— garden gate always left open!

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

It was very good to see our usual grass cutters this year. They are so friendly and nearly always find time to chat.

The metal fence and small wall is unsafe - the overgrown is not helping that situation.

We have an overhanging tree over our back garden. I was just wondering if Forth Housing could do anything about this.

The path which connects one part of Flint Cres to the other, one side never gets cut the other side is. I think the owner cuts it himself. Also the bit of wasteland at Ochre Crescent and round-house is also a mess which brings down the area a bit.

Weed control in front garden.

FHA is doing great job—calendar is nice idea but “March Cooperage Quay?”