



Annual Close Cleaning questionnaire

Forth Housing Association Ltd
Kildean Business & Enterprise Hub
146 Drip Road, , Stirling, FK8 1RW
Tel: 01789 446066 Fax: 01786 445846

Issued on 17/09/18

Crosbies Court—21
Baker St—11
Myles House—10
Barn Road—18



Total number of questionnaire issued = 60

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

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

Comment:

Excellent, cant condone the work carried out, respectable, 2 tenants coming and going whilst they work, no faults whatsoever .

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

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
1	6	1	2	

Comment:

No specific day for cleaning

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	N/A
	1	2	1		5

Comment:

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

(Please tick one option)

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

Comment:

Never seen them, presumed they were going with tthe stairwell cleaning.

I have never seen the windows getting cleaned.

Not done on a regular basis

Not as good as they could be

Still bit of paper lying there for long time on sill. Black burn marks on sill.

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
2	5	1	2	

Comment:

Excellent .

6. Are there any improvements we could make regarding the contract or any other comments you would like to add? (Continue over the page if required)

No, very happy.

Contractor using too strong chemicals which was coming into flat, loosing breath.

Very happy with everything FHA provides

Contractor enters car park but leaves gate wide open while doing closes, this letting everyone in to park. Last time asked to close and got look of distain from guy with key. No clear markings al- so of who the contractor is.