

## Close Cleaning Survey

### The Results

The Association wrote to 118 residents and sought their opinion on the Close Cleaning Service provided by Aquaklenz. Thank you to the 13 tenants who replied to the survey which represented an 11% response rate. The results detailed below are much improved from last year, as the Association should be expecting at least a score of 7 out of 10 in each category. If you have any comments about Aquaklenz please contact your Housing Officer immediately. Forth's Housing Officers are responsible to assess the close cleaning service when they are carrying out their Estate Management visits.

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|----|--|-----------|
| 1) | How satisfied were you with the close cleaning service?                    | Average 7 |
| 2) | How satisfied were you with the frequency of the service?                  | Average 7 |
| 3) | How would you rate the close window cleaning?                              | Average 7 |
| 4) | In comparison with previous contractors, how does this contractor compare? | Average 8 |
| 5) | Overall how would you rate the service the contractor provided?            | Average 8 |