

Contract: Close Cleaning

Contractor: Aquaklenz

Sample Group: 118(100%)

Questionnaires Returned: 22(19%)

Tenants were asked to rate the service accordingly, the Association should expect an average score of no lower than **3 in each category**.

Very Poor 1 2 3 4 5 Excellent

1) How satisfied were you with the close cleaning service?

Average **3.6** (last year **3.7**)

2) How satisfied were you with the frequency of the service?

Average **3.2** (last year **3.7**)

3) How would you rate the close window cleaning?

Average **3.5** (last year **3.4**)

4) Overall how would you rate the service the contractor provided?

Average **3.4** (last year **3.6**)

5) Finally, do you have any comments regarding the close cleaning service? Below is a small sample of the comments, and where appropriate a reply was given.

- 'How often do they clean the windows?'
- 'Seems ok'
- 'It would help if tenants made an effort themselves not to drop litter or cig butts'
- 'Whilst better than previous contractors, cleaning could be more thorough.'
- 'Floors are sometimes left very wet and slippery'
- 'Our close has never looked so dirty in all the years I have been here'
- 'Quite happy with the service provided'
- 'They are not very good with the stairs'
- 'Service differs depending on the member of staff doing the cleaning'
- 'I would like cleaners to come more often.'