

8. How satisfied are you with Forth's Technical services staff who co-ordinated this contract?
(please tick one option)

Very satisfied	Satisfied	No View	Dissatisfied	Very dissatisfied
19	33	21	2	2

Comment:

When I have phoned comments have been listened to.

9. 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
14	37	12	10	4

Comment:

Very rarely weeds, leaves grass cuttings.

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

The majority of comments are one-offs. General comments are tidy up prunings and grass cuttings. Generally a good service.



Landscape maintenance questionnaire - Results

Forth Housing Association Ltd
4th Floor Wallace House,
17-21 Maxwell Place, Stirling, FK8 1JU
Tel: 01786 446066 Fax: 01786 445846

INTRODUCTION

The following is a summary of the results received from tenants who responded to the consultation exercise regarding the landscape maintenance contract.



Questionnaires were issued to all tenants. 77 questionnaires were returned.

Angela Laley
Project & Communications Co-ordinator

1. How satisfied are you with the information Forth gave you regarding this work?
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
20	39	11	6	1

Comments:

Did not receive any information.
Informed of contractor at start of year.

2. How satisfied are you with the information the contractor gave you regarding this work? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
14	23	34	3	3

Comment:

12 comments—contractor did not supply any information.

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
19	44	7	4	3

Comment:

Always looks tidy during the growing season.
Grass should not be cut when it is raining.

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
16	35	9	11	6

Comment:

Strimmer has been broken a lot of the time.
Sometimes leave grass cutting lying.

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
12	31	13	12	9

Comment:

Advise contractor to pick up grass after cut to avoid grass being blown on to drive.
3 comments that not aware that contractor uses weed control.

6. How satisfied are you with the quality of pruning of shrubbery//bushes? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
11	26	23	11	6

Comment:

Bushes need to be cut back more regularly.
Pruning needs to be done more often.

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
18	27	28	3	1

Comment:

Gardening operatives should not be wearing football tops.