



# Annual Close Cleaning questionnaire Results

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

The following is a summary of the results received from those who responded to the consultation exercise regarding the annual gas service & repair questionnaire.



Questionnaires were issued to 150 tenants .  
12 questionnaires were returned.

Angela Laley  
Project & Communications Co-ordinator

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

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

Comment:

Very clean and fresh. Very good and friendly, regularly every week.

2. How satisfied are you with the frequency of the service? Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
3	6		3	

Comment:

Every week myself or the lady in the other ground flat signs the sheet.  
Always reliable.

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
1	2			

Comment:

**\*\* 9 tenants had not made contact\*\***

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
2	3	6	1	

Comment:

Never met them.

5. How satisfied are you with the close window cleaning?  
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
2	4	5	1	

Comment:

Haven't noticed the windows.  
Unaware windows were cleaned—I live in ground floor flat.  
I'm not really sure that the windows do get cleaned, or how often they should be cleaned.  
No window in our close.

6. 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
3	5	2	2	

Comment:

Adequate service when carried out, but not frequent enough.  
Very thorough and clean. People are very friendly.

7. 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)

Only a small issue but would improve service if so much water wasn't left on stairs, as this means when people come in the close they leave really dirty footprints and spread it over the close.  
People smoking in the close then using the window ledge outside flat as an ashtray.  
Kids vandalising plants.  
People leaving rubbish bags to smell in the closed.  
Front and back close doors getting left unlocked.  
They do not move your door mat—they just wash round them. I would do better myself.  
Dont' know if they are responsible for the tidying of the bins area, but that could be more frequent if so. Wouldn't be a problem if the residents were tidier and cleaner in respect of the bins area.  
I have asked in the past if we could have an idea of the dates we could expect the contractor to clean the close.