

Contract Landscape Maintenance 2010

Contractor Inverallan Landscape Ltd

Addresses All our developments

Questionnaires 608 issued and 127 (21%) returned

Question	Very Poor	1	2	3	4	5	Excellent	Average
How would you rate the frequency of grass cutting?		1	7	33	42	40		3.7
How would you rate the quality of grass cutting?		11	19	30	31	34		3.4
How would you rate the quality of weed control?		16	19	32	28	28		3.1
How would you rate the quality of pruning of shrubbery\bushes?		15	15	28	25	25		2.7
How satisfied were you with the contractor's attitude when carrying out the works?		7	7	22	43	42		3.7
How would you rate the overall service provided by the contractor?		10	9	36	32	39		3.6

N.B. Not all questions on the questionnaire were answered\relevant so figures can vary.

Minimum target = Average 3.0 per question