



Annual Close Cleaning questionnaire

Forth Housing Association Ltd
Kildean Business & Enterprise Hub
146 Drip Road, , Stirling, FK8 1RW
Tel: 01789 446066 Fax: 01786 445846

55 Surveys Issued 4 Nov to be returned by 20November

- Tannery Lane—4**
- Crosbies Court—17**
- Myles House—10**
- Barn Rd—11**
- Wordie Rd - 4**
- Baker St - 6**
- Morris Terrace - 3**

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
4	5		1	

Comment:

Sometimes they only sweep our landing and don't wash the floor.

The boys are very good at their jobs as they keep it from dirt, grass and other things from entering the closes.

More than happy, a great service.

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2. How satisfied are you with the frequency of the service?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
4	5	1		

Comment:

Don't care about the frequency just want a cleaner close.

The boys are very frequent.

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	N/A
1	2	1			6

Comment:

We have never contacted forth housing about the closing cleaning.

Never has 2, A.1 service.

4. How satisfied are you with the close window cleaning?

(Please tick one option)

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

Comment:

Only seen them being cleaned once.

I don't think they get done. All hallway windows in block 33-39 Barn Rd do not open so have never been cleaned in 5 years on the outside.

5. 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
4	4		2	

Comment:

When cleaning close its not being properly finished. Its left very wet and it becomes a health hazard when coming or going. Its very slippy and I have never seen a wet floor warning sign in close to make people aware. It would make a difference if after mopping they would use a dry mop to catch all the water that remains after cleaning. I also noticed that they over use mop heads, sometimes the mop looks as if it puts more dirt on than takes off.

The only thing I would say is that they leave the floor and stairs very wet, think they could dry them a bit better.

No probs what so ever.

6. 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)

Weekly visits to the property, these seem to have stopped. This close especially is a shithole seven days a week. Always covered in mud and other debris due in part to security doors being wedges open 24 hours a day.

In this new era of uncertainty due to virus some sort of hand sanitiser is needed in communal area of flats, there is a few doors to be opened if you stay in a top flat.

I think everything is ok we are very satisfied with the close cleaning and also the workers who do the close they are very nice.

Over all very satisfied.