

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

Think it is terrible that a 94 year old woman has to pay to get her grass cut after all it belongs to Forth Housing.

No, good overall job by a good bunch of guys.

Think maybe after they cut grass they blow it with blowers and grass everywhere all the more for tenants to clean up themselves which in some cases are too infirm to carry this out.

Take out shrubbery front of the flats on the street spoils the street and weed coming out of fence at rear of the flats.

Cut trees down we don't have much day light hedges are a disgrace they need to come out.

Just to ensure they cut grass when dry or not too wet. Ask them to clean/tidy up appropriately after they have been. Ensure gate is locked again after they have been.

Don't see why cut grass when wet it just makes the mess worse and doesn't get cut properly.

Only the grass being lifted.

The gardeners were very pleasant and helpful.

Not enough time is put into weed control or pruning. Grass cutting is fine.

To watch what they are doing.

To see for yourself.

Would love if they do windows.

Is it possible to remove hedge and put in flowers instead.

When cutting grass and it is wet it all clumps together but typical Scottish weather.



Landscape maintenance questionnaire

Forth Housing Association Ltd
 Kildean Business & Enterprise Hub
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 Tel: 01789 446066 Fax: 01786 445846



To be returned by 2nd November 2020

220 issued

Bogend Rd/Milnepark Rd—13

Bruce St - 4

Colquhoun St/Muirend Rd—16

Bruce View/Gillespie Place/Bryden Rd— 34

Stirling Place/Gillespie Terrace—45

Archie Bone Way /Colliers Rd -75

Flint Cres - 33

1. How satisfied are you with the you frequency of grass cutting?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
21	21		1	1

Com-

ment:

Here frequently.

Would like them to lift the grass, the last two cuts it hasn't been lifted it sticks to the feet when your hanging out your washing and bringing into the house.

They always clean up grass from paths and pavements.

The grass is not cut right, is a mess. I suggest that you get a new contractor for next year.

They come fortnightly

They doo a very good job neat and tidy.

The grass is always very good as they cut it quite frequently

2. How satisfied are you with the quality of grass cutting?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
16	17		9	2

Comment:

Good job done.
 Sometimes could be better depending who is cutting it, sometimes loads of grass left uncut so when it comes to needing done again it then looks really bad.
 Every time they cut the grass it pouring with rain 9 times out of 10.
 Cut grass when too wet leaving areas uncut, uneven and looking a mess.
 Grass left lying & tufts of grass not cut.
 They do a good job.
 When cutting the grass they sometimes cut my flowers.
 Cold clear up better after.
 The grass is all over the place on the path half cut mess.
 Each time grass was cut in heavy rain so grass wasn't cutting just flattening so when dry didn't look as if it has been cut.
 They forgot to cut the grass in front of my window one time and there seems to be a lot more grass cutting lying about. It never used to be like that
 Always leave a good job.
 Very professional. Neat and tidy.
 Very good job of cutting and strimming also very good with clean up

3. How satisfied are you with the quality of weed control?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
14	11	9	7	3

Comment:

Good job done.
 They really don't do weed control.
 Usually have to go round and do it ourselves as not adequate enough.
 Could be doing with the driveways done.
 Never noticed weeds, Head permanently in the cloud :)
 Not been as good this year as previously.
 Weeds are not weeded right
 The monoblocks never get touched!
 We have moss growing around house where stones are and needs attention. Also driveways are not adequately sprayed with weed killer. It is a rapid swipe with wond but not covering enough of surface.
 Do a good job. My driveway and neighbours look very good indeed.

4. How satisfied are you with the quality of pruning of shrubbery/bushes?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
12	11	16	2	3

Comment:

Adjoining hedges kept well pruned. No complaints.
 Good job done.
 Shrub between house needs cutting.
 Half cut some all over the place on path.
 They don't pick it up they brush it under the bushes.
 Contractor has never trimmed bushes. I do this myself when it start growing through fence in back garden.

5. How satisfied are you with the attitude/manner of the contractor?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
19	15	9		1

Comment:

Always polite.
 Very pleasant.
 Spoke several times in the passing, always pleasant and approachable/helpful.
 Never had communications as usually present when we are at work.
 Never spoke to any workers. They just get the job done.
 We time to talk to people because they re so fast cutting grass and making a mess.
 I work during the day so never see them.
 Always very pleasant.
 Very professional.
 No problem at all with their attitude.

6. 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
15	20	2	5	2

Comment:

Grass is always left very neat and tidy. Cuttings and rubbish removed each visit.
 Good job done.
 But as said sometimes they don't strim after cutting as strimmer broke n when asked (by neighbours) so sometimes looks unfinished.
 Most of the time there is a trail of clumps grass left along pathway, causes mess coming into house.

 Always leave gate open. Do not re lock (valuables in garden). Do not clean up adequately, always grass up front door and walls. Always need to brush up after they have been.

 Grass goes everywhere when getting cut. Front door always covered in it. Windows in living room on latch and window sill inside covered in grass.

 They do a good job.

 The grass never looks nice. Its as quick as they can get it done. Not very particular about edges. Also always seem to cut the grass in the pouring rain which just makes it look worse.

 Overall a big mess you should send someone after the contractor has been.

 I don't know of this years contractor was different to last year but quality of work this year was inferior.

 Just better attention to weed control. Otherwise excellent.

 No complaints here, they always cut edge and clean up every time and always reliable.

 The grass always looks good after a cut.
 Boys come do their job very efficiently no mucking about or anything.