



Annual Close Cleaning questionnaire

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

Clayhills Drive—22
Cowane Street—7
Forth Street—4
Gateside Road—12
Colquhoun St—12
Bruce View—20
Total = 77



Return 17/77

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

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
6	7		2	2

Comment:

Never looks or smells cleaner.

Always been clean for the short time I've lived here.

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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
8	8	1		

Comment:

Long enough

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
5		2	1		9

Comment:

Never contacted

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

(Please tick one option)

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

Comment:

Never done—in my opinion

Sometimes clean to start with and then appear to use dirty water, and when dries can see water marks on the close windows.

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
6	7		3	1

Comment:

They wash floors with dirty cold water. The close never looks clean. Outside of back door still littered with cigarette stubs.

Best cleaners they've had.

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)

The contractor always seems to be in a hurry, resulting in it not being cleaned properly. The windows get done over a period of time if they are dirty only. At times the close can smell nice after they leave but not always.

Very happy with service. Always smells nice and clean in the close.

Keep up the good work.