



**Common Area Cleaning
Satisfaction Survey
Analysis
2019**

Analysis Breakdown

In total 730 Surveys were sent out and of these 76 were returned resulting in a response rate of 10.4%.

76% of respondents were either very satisfied or satisfied with the cleanliness of the close and stairs or satisfied with the cleanliness of the front entrance

76% of respondents were either very satisfied or satisfied with the cleanliness of the front entrance path

96% of respondents confirmed that their bins were taken out for collection

93% of respondents confirmed their bin is returned

71% of respondents were satisfied with the cleaning of the bin and backcourt area

61% of respondents have noticed an improvement in the cleanliness of the close and backcourt area

85% of respondents receive the service card each week

15% of the respondents did require to contact their Housing Officer dissatisfaction with the service

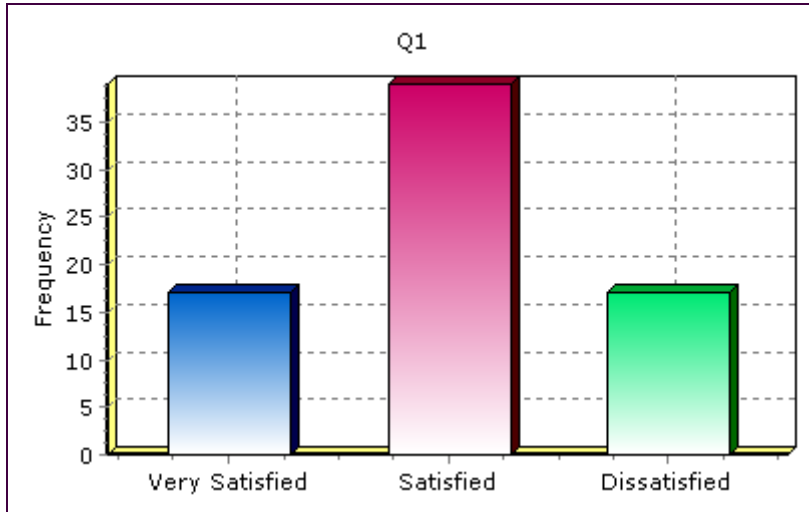
43% of respondents noticed an improvement after the quarterly clean

74% of respondents were either very satisfied or satisfied overall with this contract

65% of respondents feel they are getting good value for money

Common Area Cleaning Survey 2019

Q1. How satisfied are you with the cleanliness of the close and stairs?



Q1.	Percentage
Very Satisfied	23%
Satisfied	53%
Dissatisfied	24%
Total	100

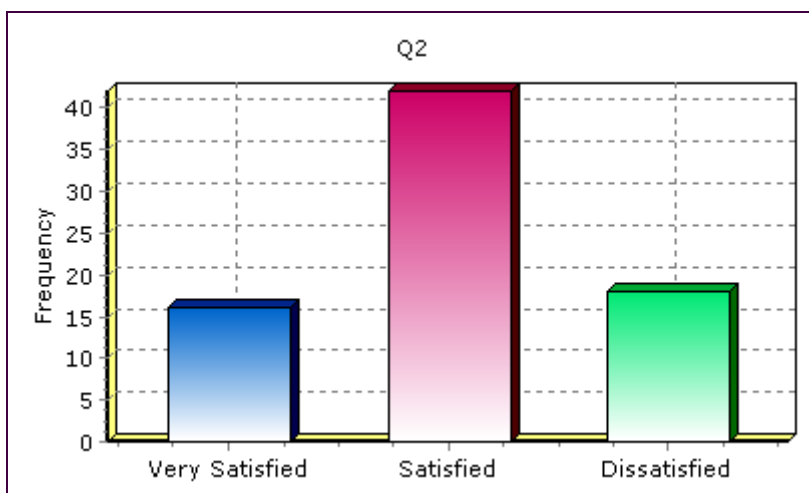
R4. I don't use the close or stairs

R31. I don't use the close or stairs

R44. From what I can see and smell, they do a great job (I don't use the close)

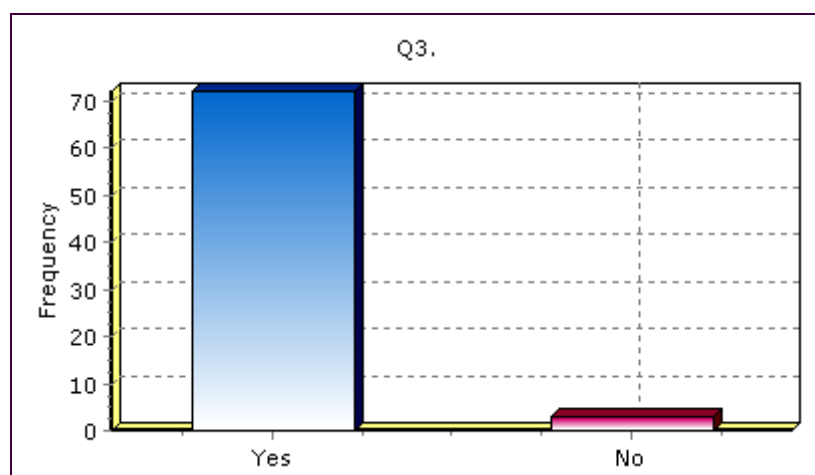
R59. Stronger detergent on floor or more elbow grease would help

Q2. How satisfied are you with the cleanliness of the front entrance path?



Q2.	Percentage
Very Satisfied	21%
Satisfied	55%
Dissatisfied	24%
Total	100

Q3. Is your bin being taken out for collection fortnightly?

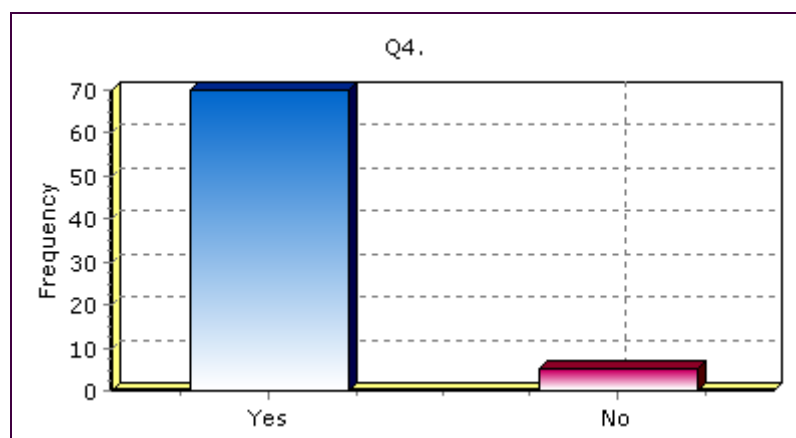


Q3.	Percentage
Yes	96%
No	4%
Total	100

R53. Not always

R74. Sometimes explained at back of leaflet

Q4. Is your bin being returned to the bin store fortnightly?



Q4.	Percentage
Yes	93%
No	7%
Total	100

R31. Bin is returned to my back garden where it is kept

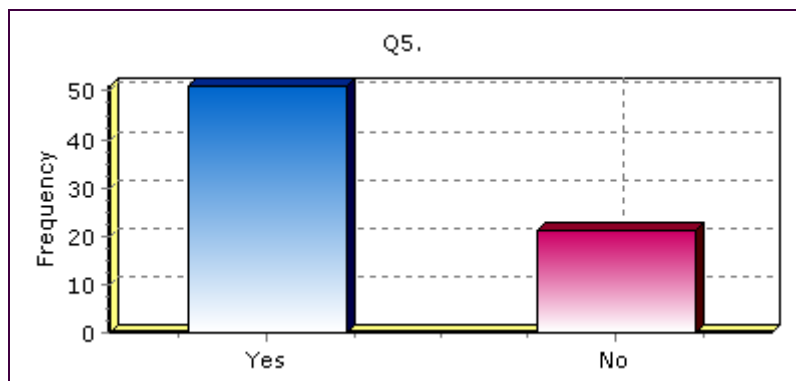
R40. On occasion returned to the wrong close

R52. My bin never gets put back in my bin store, most time I get different street name in my bin store

R53. I as well as others in the close get different bins put in our space

R72. But not in right place, then when going to put your bin out someone else has filled it

Q5. Are you satisfied with the cleaning of your bin store and backcourt area?



Q5.	Percentage
Yes	71%
No	29%
Total	100

R1. Doesn't affect us as we don't use bin store because our bins are stored in our own garden

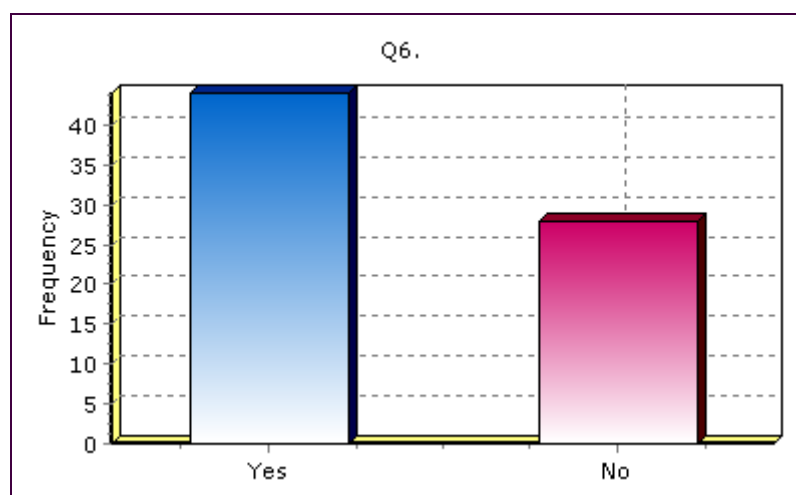
R11. Although other residents make a mess

R36. Wasn't aware we got this

R60. Don't use my bin store

R72. Junk everywhere

Q6. Have you noticed an improvement in the cleanliness of your close and backcourt in the past year?



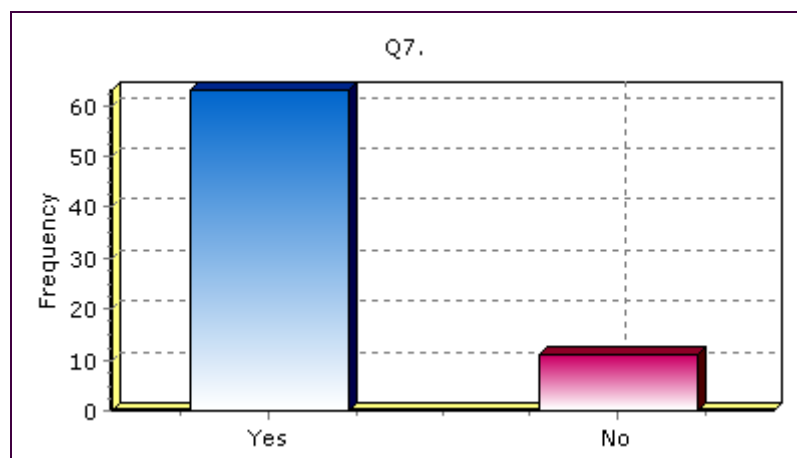
Q6.	Percentage
Yes	61%
No	39%
Total	100

R11. Not sure as always been ok

R42. Have complained and want to cancel it

R59. Slight improvement

Q7. Do you receive the service card each week from the contractor?



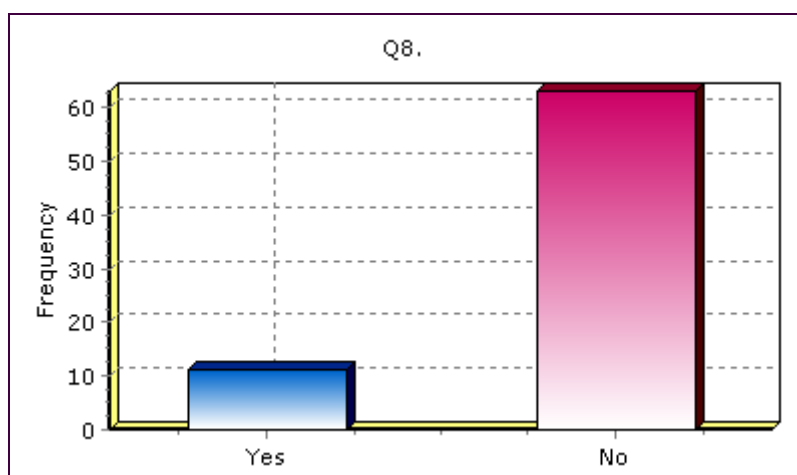
Q7.	Percentage
Yes	85%
No	15%
Total	100

R52. Most times

R53. Usually

R74. Not always

Q8. Have you ever had to contact the Housing Officer or contractor due to dissatisfaction with the service?



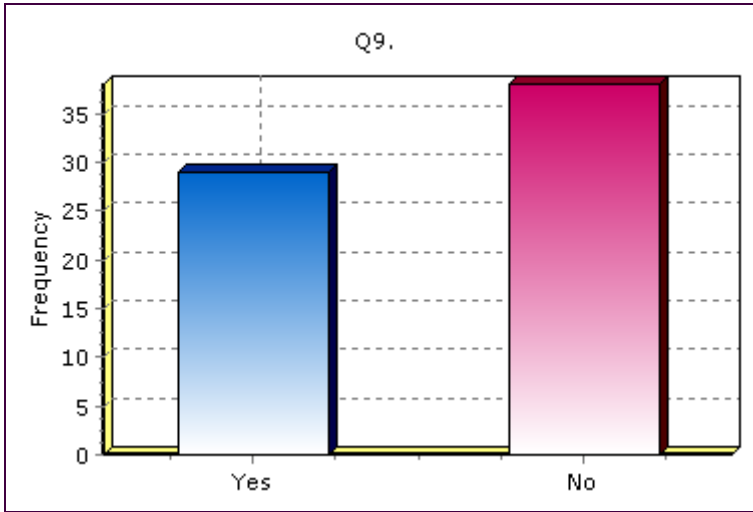
Q8.	Percentage
Yes	15%
No	85%
Total	100

R7. Several times

R32. Due to phone after this week

R71. But contemplated regularly

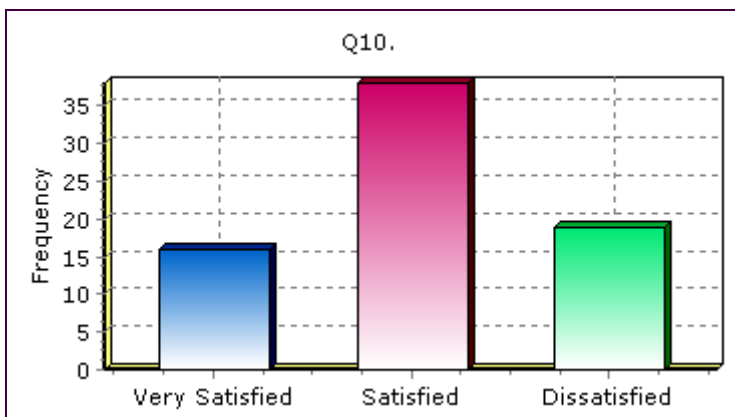
Q9. Did you notice an improvement in the close after the quarterly clean had been carried out?



Q9.	Percentage
Yes	43%
No	57%
Total	100

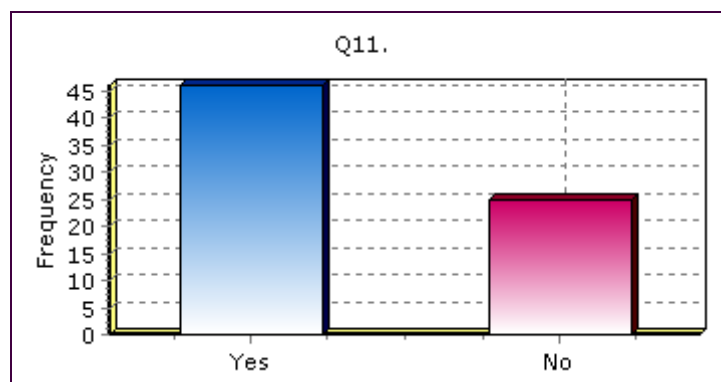
- R31. I have own front/back door
- R36. I didn't notice but does not mean it wasn't satisfactory
- R42. Still not been done, now July
- R44. I don't go in the close but it always smells so nice and clean after they are done
- R45. Base of handrails have never been cleaned neither has the glass
- R60. Don't go into the close
- R74. Never seen them clean walls etc

Q10. How satisfied overall are you with this contract?



Q10.	Percentage
Very Satisfied	22%
Satisfied	52%
Dissatisfied	26%
Total	100

Q11. Do you think you are getting good value for money?



Q11.	Percentage
Yes	65%
No	35%
Total	100

R11. Don't agree with it being included in the rent

R36. In general, although is expensive over year period

R52. Not too bad

R64. Sometimes

Q12. Please let us know if you have any comments regarding your answers to the previous questions, or if there is anything you think we could do to improve this service.

R1. Don't agree with it being included in the rent.

R5. I have one bin and I cannot get my stuff in it because other people put their stuff in it so I have to put it on the ground.

R7. They don't brush the bin sheds properly. I have phoned several times about this never seen them brush the front path.

R8. Year on year regardless of what contractor has the contract the standards remain poor. When we were responsible for our own stairs they were far cleaner. This is due in part to dirty water being used and no cleaning of corners which results in a build-up and bad discolouring. The stairs and landings need a proper deep clean to bring them back up to standard or revert back to tenants and drop the cleaning charge from the rent.

R9. The problems with the close at 1 Douglasmuir Road are already well documented.

R11. Residents closing back door as well as other users.

R12. Close, front close and back areas being cleaned are always done well. Although I don't find it value for money as I cleaned my stairs every week before contractors were used.

R16. Close smells very bad cloths they use were left in the close and they looked fit for the bin. Not happy at all.

R18. Although most times doormats are replaced back at doors, there are occasions that they aren't put back. I do not know if this is part of the service and if not it would certainly improve this service.

R22. More general cleaning in outside stairs etc.

R25. My close is filthy I don't think it has had a deep clean, my own window cleaner has cleaned the close windows. I have complained to Knowes many times I think if you checked close on day of cleaning you would see for yourself a spray of disinfectant at bottom of close is all that happens

R26. The cleaners cleaned the close area the other week. I walked out my door and thought someone had dropped a bucket of water in the close area. When I returned home it was like someone had muddy boots on and walked all over the close area. Personally I think Knowes Housing should do a weekly check on how the contractors are doing their work .

R27. There has been smashed egg on the front step of the close for over a week and a half. Stairs are cleaned with a dirty mop which smears more than it cleans. Previously there was a man who worked for the company and you could always tell when he cleaned the stairs.

R29. Bin court never brushed close cleaned with dirty water from the next close. Never saw a quarterly clean done in this close it is very dirty including windows/walls.

R30. Although the close is cleaned (I always receive a card through my door) there still seems to be dirt, cigarette butts etc lying around all the time. There are always prams/bikes/toys etc lying around inside the close as well as the front door and backcourt area (the bin is dirty and smells) The contractors cant possibly clean properly with everything lying around.

R31. Contractors do a good job of cleaning bin shelters, but we don't have enough bins and the bin shelter is filled with bin bags every other day, which birds and foxes tear open and the rubbish is everywhere. Letters have been sent to tenants from yourselves regarding this but nothing has changed, still have the same problem and it is only going to get worse in the hot weather.

R32. I think due to my close being tidy most of the time with very little kids in my close I do feel the cleaners just quickly wet the floor with the mop as opposed to actually removing any dirty marks. As for the quarterly clean I was not aware of this as I have never noticed a significant clean of my close apart from a bit of water on the floor. I feel that it has taken 3 weeks for the cleaners to try and clean up the mess that was left by the painters and it's still not properly clean. There is still paint on the floor. Still bits of masking tape from the wet paint signs on the new close windows. Every week they clean around my door mat. There is still a sticky mess on the bannister from what was used to cover it whilst the painting was happening.

R33. Yes, clean the glass on the close door.

R37. I am a landlord, I'm unaware of any issues at my property.

R42. I have called several times regarding the cleaning of the close. It was monitored but still a mess, use old dirty water and spray Zflora to smell the bottom of the close. Windows have still not been done. Very poor service. I want to cancel it is a waste of money.

R45. I personally feel it is quite pricey for the whole close. Close windows have never been cleaned.

R49. Bin men leave the most mess

R52. How about change the water a bit more often when go to different close, will make that close more fresh.

R53. Bins are not taken out unless they are almost full as it is a fortnightly pick up this is not always adequate.

R54. The quality of the stair cleaning is adequate at best – but could certainly be improved upon. Example of this is that the stair risers are never cleaned and the window cleaning is inadequate... in fact I have been cleaning the windows on my landing. I would look forward to an overall improvement.

R57. Not long since I have moved back to Faifley. I'm sure in the future I will have more to say thanks.

R58. I am very satisfied in what I have been given.

R59. I feel that the floor tiles could be scrubbed up better by either stronger detergent or elbow grease.

R63. I am very happy with company that does the close cleaning and the stairs, more so that the last company they were rubbish.

R64. Windows in close dirty and don't think quarterly clean can be very thorough (or not at all) Have never noticed any difference and did not know this clean even occurred. Sometimes my door mat is not even lifted and they just clean round about it. My husband had to clean close windows about 3 months ago as they were so dirty but they have not been touched since then.

R68. I have never noticed the quarterly clean. I go and wash the windows myself as they are so bad. They could use a clean mop.

R69. I have not noticed any improvement in regards to cleaning windows and window sills because I have not seen anyone cleaning my windows. I do clean mostly myself and windows are always dirty if I haven't cleaned them myself for sometime .

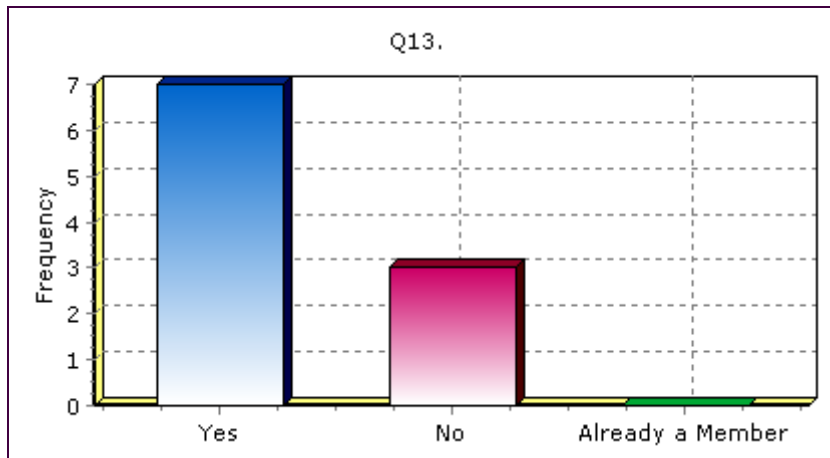
R70. Cleaning the inside areas properly.

R71. The floors in the stairways are mopped lightly and not washed or scrubbed. They remain stained by dirt, and even when cleaned appear no different. The white tiles appear permanently brown. The cleaning is noticeable but not thorough.

R72. Close gets cleaned, that same day its dirty again, as the tenants who live in the close have no respect. Cigarette butts left on the floor, dog pee everywhere bike parts etc.

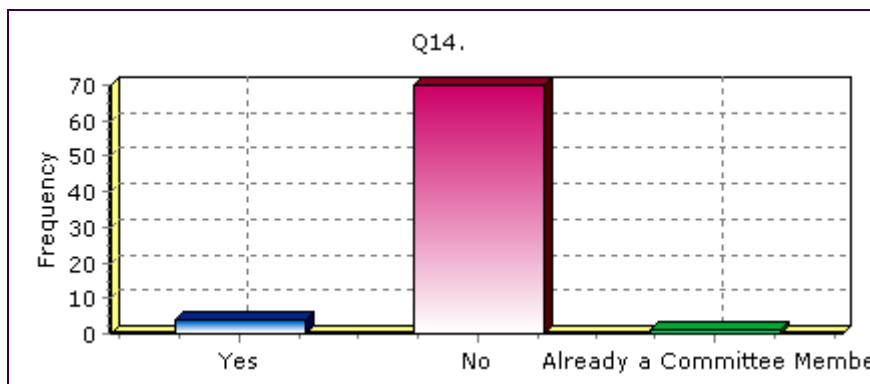
R74. They sometimes only take 6 bins instead of 8, transferring bin bags to save taking all out. I have asked them to make sure my bin is taken out as I am the only tenant who pays for bin to be cleaned. I am not happy for them to give close so little attention, since its not so dirty to start with, not lifting out mats to brush and mop, leaving the debris under the mats. Never seen windows walls or bin area cleaned, half of the stairs get mopped weekly, they mop the bit we walk on but the vertical tiles on the stairs are a mess. Was happy to have this company return as previous guys were even worse at cleaning, but their standards have dropped for the money you take from tenants for said "work" .

Q13. Would you be interested in becoming a Share Member at a cost of £1 for life membership?



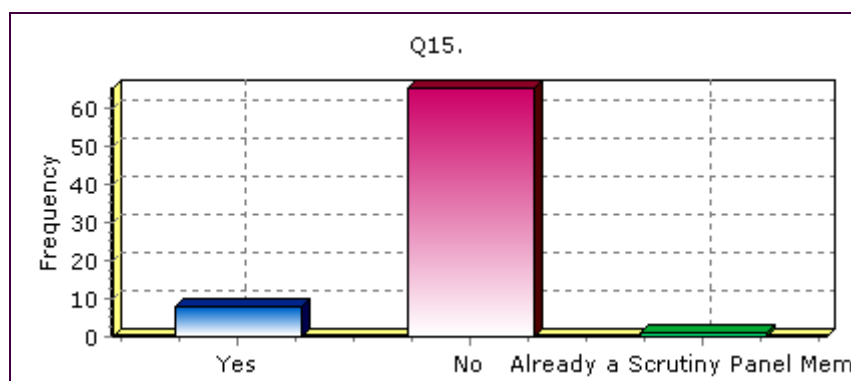
Q13.	Percentage
Yes	9%
No	70%
Already a Member	21%
Total	100

Q,14 Would you be interested in finding out how we operate as a Housing Association by joining our Management Committee?



Q14.	Percentage
Yes	6%
No	93%
Already a Committee Member	1%
Total	100

Q15. Would you be interested in looking at ways in which we could improve our service delivery by joining our Scrutiny Panel?



Q15.	Percentage
Yes	11%
No	88%
Already a Scrutiny Panel Member	1%
Total	100



Knowes Housing Association Ltd., 10 Field Road, Faifley, Clydebank, G81 5BX;
email:info@knowes.org website: www.knowes.org

phone: 01389 877752

Knowes Housing Association Ltd is a charitable organisation registered under Scottish Charity No: SCO27466

Knowes Housing Association Ltd

Registered Office: 10 Field Road, Faifley, Clydebank, G81 5BX

'Registered with the **FCA** under the **Co-operative and Community Benefit Societies Act 2014** (No. 2518R(S)) and with The Scottish Housing Regulator No. HEP300'

Knowes Housing Association Ltd is a registered property factor (Reg. No. PF000201)