

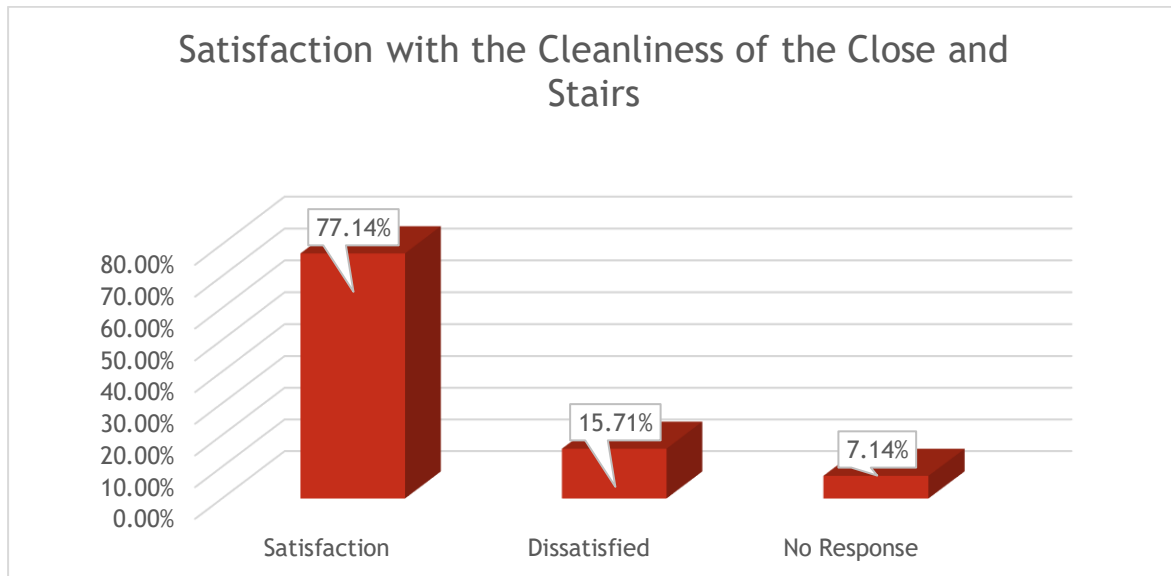


**Common Cleaning
Satisfaction Survey
Analysis
2020-2021**

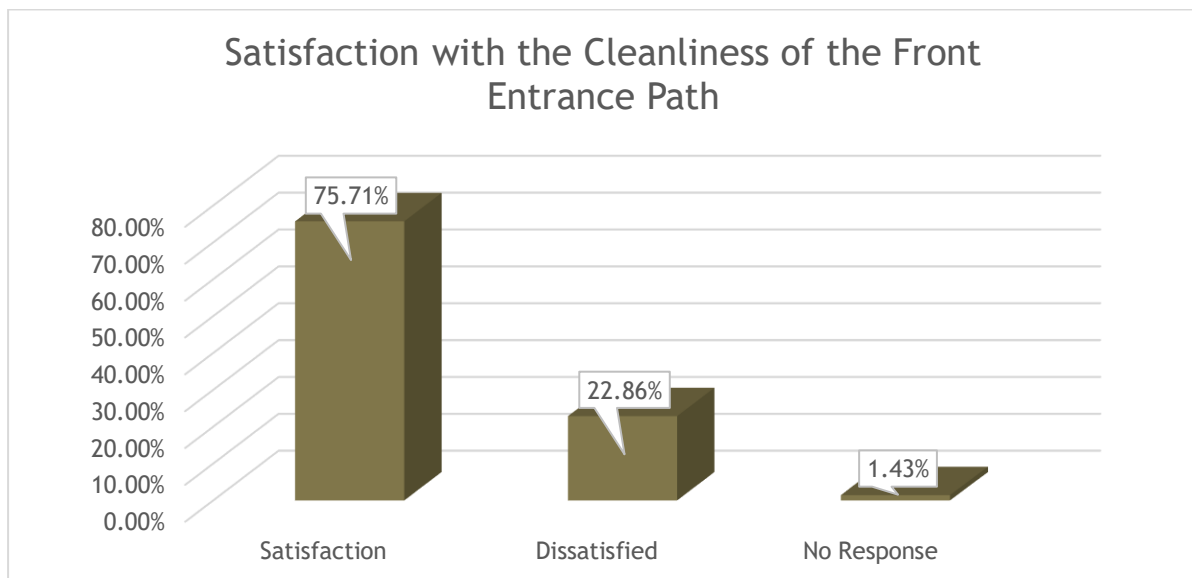
A total of 763 surveys were sent out, and of these 70 were returned resulting in a response rate of 9%

- **77% of respondents were satisfied with the cleanliness of the close and stairs**
- **75% of respondents were satisfied with the cleanliness of the front entrance path.**
- **99% of respondents confirmed that the bins were being taken out for collection fortnightly**
- **97% of respondents confirmed that the bins were returned to the bin stores**
- **77% of respondents were satisfied with the overall contract**

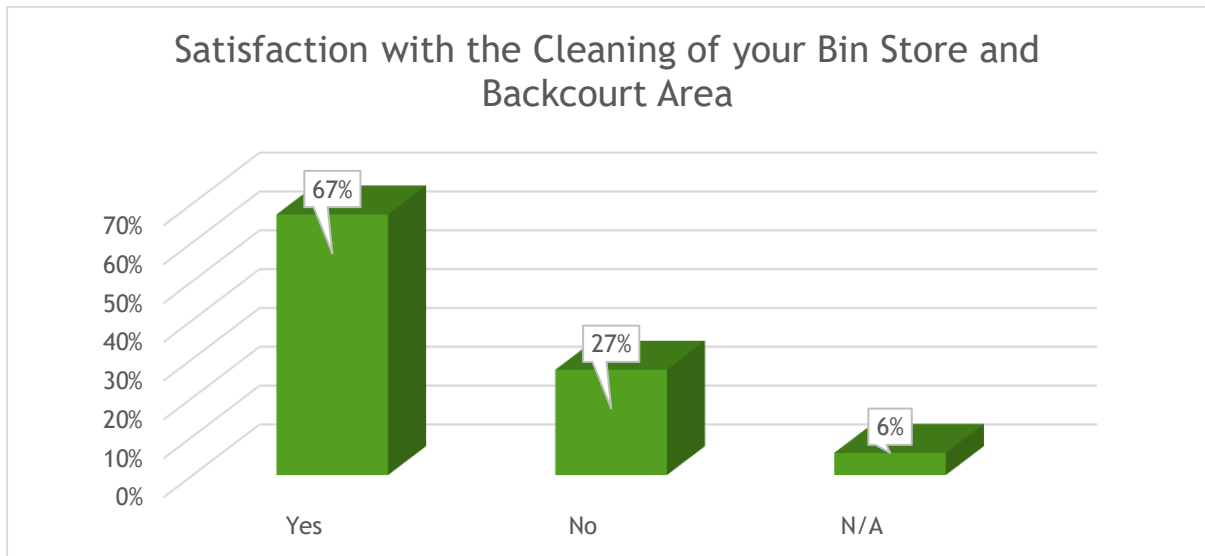
Q1 – How satisfied are you with the cleanliness of the close and stairs?



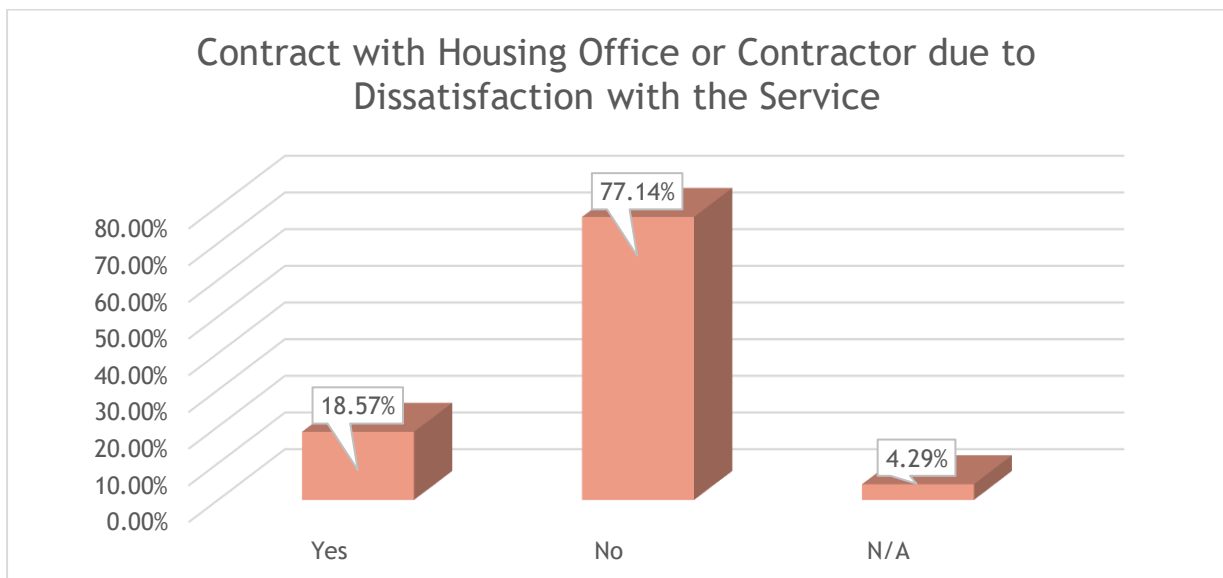
Q2 – How satisfied are you with the cleanliness of the front entrance path?



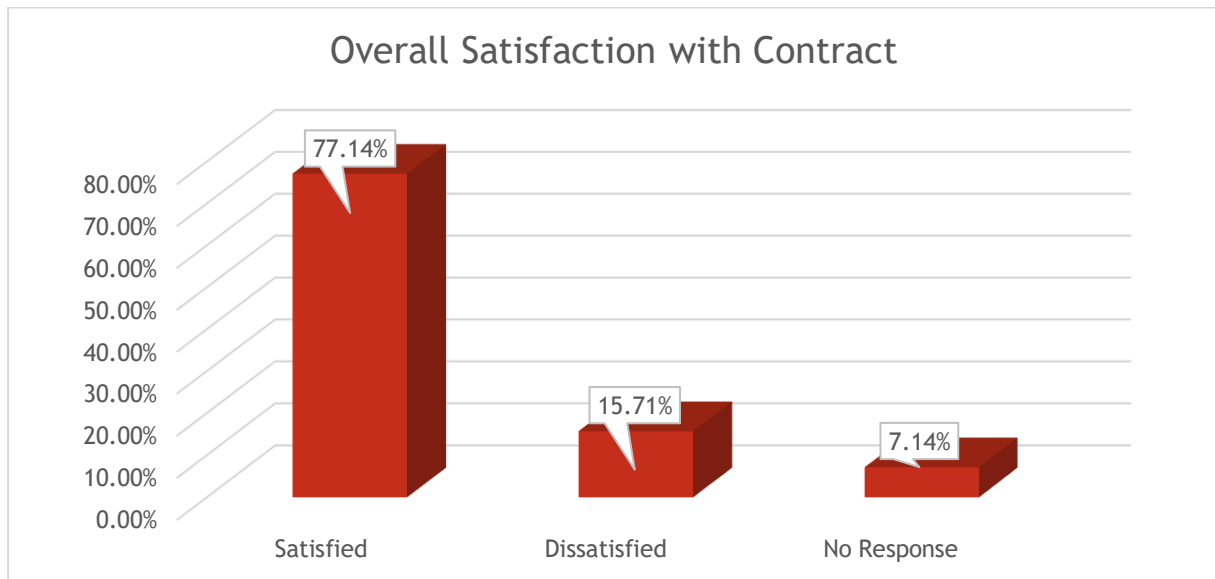
Q5 – Are you satisfied with the cleaning of the bin store and backcourt area?



Q7 – Have you ever had to contact the Housing Office or contractor due to dissatisfaction with the service?



Q9 – How satisfied are you with the overall contract?



Comments received in response to survey

- ✚ Pleasant bunch of guys who go about their business
- ✚ One satisfied customer!
- ✚ Regarding the service we get I am satisfied with the work they do
- ✚ When the bins are being cleaned, I've noticed that the bins at the front of the building never get cleaned
- ✚ Haven't received any service card recently
- ✚ Clean and mop all levels of close not just ground and 1st.
- ✚ Don't brush the bin area or front path
- ✚ Staff providing service are always friendly and well mannered. I can always see a difference when cleaning has taken place.



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
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Knowes Housing Association Ltd

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

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