

Grounds Maintenance

<p>Q1 Today's survey is about Grounds Maintenance. The information you give me will only be used to improve our services and for no other reason. This survey is not applicable to every resident so could I first of all ask you what type of property you live in?</p> <p><i>Flat</i> 99.0%</p> <p><i>Maisonette</i> 1.0%</p> <p><i>Sheltered Scheme</i> 0.0%</p> <p><i>House or Bungalow</i> 0.0%</p>	<p>Q8 Have you seen our new Grounds Maintenance vehicles?</p> <p><i>Yes</i> 44.6%</p> <p><i>No</i> 55.4%</p>
<p>Q2 I'm sorry but this survey is only applicable to residents who live in a flat, maisonette or sheltered scheme. Thank you for your time and I hope to speak to you again soon.</p> <p>0.0%</p>	<p>Q9 Is the litter picked before the grass is cut?</p> <p><i>Yes</i> 62.4%</p> <p><i>No</i> 16.8%</p> <p><i>Dont know</i> 19.8%</p>
<p>Q3 Please can I take the first line of your address?</p> <p>100.0%</p>	<p>Q10 Once the grass has been mown are the footpaths left clean of cuttings (swept or blown)?</p> <p><i>Yes</i> 74.3%</p> <p><i>No</i> 22.8%</p> <p><i>Dont know</i> 5.0%</p>
<p>Q4 Are the Grass Areas being cut on a regular basis?</p> <p><i>Yes</i> 91.1%</p> <p><i>No</i> 8.9%</p>	<p>Q11 Are the hard landscaped areas (drying areas and paths) kept free of weeds or debris?</p> <p><i>Yes</i> 75.2%</p> <p><i>No</i> 15.8%</p> <p><i>Dont know</i> 8.9%</p>
<p>Q5 Were your Hedges cut between June and July?</p> <p><i>Yes</i> 62.4%</p> <p><i>No</i> 37.6%</p>	<p>Q12 When the Grounds Maintenance staff are working in your area, do they always wear a mhs uniform?</p> <p><i>Yes</i> 86.1%</p> <p><i>No</i> 1.0%</p> <p><i>Dont know</i> 12.9%</p>
<p>Q6 Have you a mhs owned alley at the rear/side of your property?</p> <p><i>Yes</i> 56.4%</p> <p><i>No</i> 40.6%</p> <p><i>Dont Know</i> 3.0%</p>	<p>Q13 Do you talk to our Grounds Maintenance staff?</p> <p><i>Yes</i> 45.5%</p> <p><i>No</i> 54.5%</p> <p><i>Dont know</i> 0.0%</p>
<p>Q7 Where there is an enclosed lawn area in your flats, do we cut it with</p> <p><i>Rotary Mower</i> 64.4%</p> <p><i>A Strimmer</i> 43.6%</p>	<p>Q14 Are they polite and helpful?</p> <p><i>Yes</i> 97.8%</p> <p><i>No</i> 2.2%</p>

Q15 If there was a problem with the Grounds Maintenance in your area , who would you contact?

Contact Centre	52.5%
Grounds Maintenance staff	7.9%
Caretaker	13.9%
Sheltered Scheme Manager	0.0%
Housing Officer	22.8%
Repairs Centre	5.0%
Other	3.0%

Q16 Please could you specify who you would contact?
100.0%

Q17 Have you ever reported a problem with the Grounds Maintenance Service?

Yes	8.9%
No	91.1%

Q18 Would you like to tell me what the most recent problem was?
100.0%

Q19 Was the problem resolved to your satisfaction?

Yes	77.8%
No	22.2%
Ongoing	0.0%

Q20 Would you like to tell me why the problem wasn't resolved to your satisfaction?
0.0%

Q21 Are there any improvements to the garden or landscaped areas around your home that you'd like to see?

Yes	51.5%
No	42.6%
Dont know	5.9%

Q22 What improvement would you like to see?
99.0%

Q23 Which of the following would you like to see included in Menu Improvements?

Front garden improvement service	14.9%
Back garden improvement service	12.9%
Decking	13.9%
Paving	22.8%
None of the above	44.6%

Q24 How satisfied are you with the Grounds Maintenance service generally?

Very satisfied	49.5%
Satisfied	45.5%
Dissatisfied	5.0%
Very dissatisfied	0.0%