**Contract : Stair Cleaning**

**Contractor: Almond Enterprises Ltd**

**Tenant Satisfaction Survey**

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| --- | --- |
| **Name:** |  |
| **Property Address:** |  |
|  |  |

Complete this survey by 14th January 2019 to be entered into a prize draw to win £50 of shopping vouchers

**Please circle or underline your response and add any additional comments you feel would be helpful at item 8.**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. How satisfied were you with your stairs being cleaned on designated days? | | | | | | | | | | | | |
| Very Dissatisfied | | | Dissatisfied | | | Neither Satisfied or Dissatisfied | | | Satisfied | | | Very Satisfied |
|  | | | | | | | | | | | | |
| 1. How satisfied were you with the stairs being brushed and mopped? | | | | | | | | | | | | |
| Very Dissatisfied | | | Dissatisfied | | | Neither Satisfied or Dissatisfied | | | Satisfied | | | Very Satisfied |
|  | | |  | | |  | | |  | | |  |
| 1. How satisfied were you with the cleaning of internal doors and windows? (completed quarterly) | | | | | | | | | | | | |
| Very Dissatisfied | | | Dissatisfied | | | Neither Satisfied or Dissatisfied | | | Satisfied | | | Very Satisfied |
|  | | | | | | | | | | | | |
| 1. How satisfied were you with the cleaning of external doors and windows? (completed monthly) | | | | | | | | | | | | |
| Very Dissatisfied | | | Dissatisfied | | | Neither Satisfied or Dissatisfied | | | Satisfied | | | Very Satisfied |
| 1. How satisfied were you with the cleaning of the carpets and mats? | | | | | | | | | | | | |
| Very Dissatisfied | Dissatisfied | | | Neither Satisfied or Dissatisfied | | | Satisfied | | | Very Satisfied | | |
|  | | | | | | | | | | | | |
| 1. Are you satisfied with the surfaces within your stairs being dusted and wiped? | | | | | | | | | | | | |
| Very Dissatisfied | | Dissatisfied | | | Neither Satisfied  or Dissatisfied | | | Satisfied | | | Very Satisfied | |
|  | | | | | | | | | | | | |
| 1. Overall, how satisfiedare you with cleaning of your stairs and the general appearance? | | | | | | | | | | | | |
| Very Dissatisfied | | Dissatisfied | | | Neither Satisfied  or Dissatisfied | | | Satisfied | | | Very Satisfied | |
|  | | | | | | | | | | | | |
| 1. **GENERAL:** Please add any additional comments that you think are relevant | | | | | | | | | | | | |
|  | | | | | | | | | | | | |

**Thank you for taking the time to complete the survey.**

Tenant’s Signature (or print your name): ………………………………………………… Date: ……………………

Please hand in your completed survey to Reception at 44 Etive Walk, or email it to [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk), clearly marked Stair Survey.