

# **Grounds Maintenance and Cleaning Feedback Form**

We monitor the quality of grounds and maintenance cleaning against our service standards and welcome your feedback on how we’re doing. This feedback form is for residents who live in a building that has communal areas i.e. communal kitchens, gardens, patio areas etc. The feedback form should be completed and sent to [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk), given to your Housing Officer, or posted to Elim Housing, Units 3 and 4 Briarlands Office Park, Pinkers Court, Gloucester Road, Rudgeway, Bristol, BS35 3QH.

**Name:**

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**Address:**

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**Contact Details:**

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| Telephone: | Email: |

**How satisfied are you with the cleaning of your indoor communal areas? Details of the cleaning tasks we provide can be found at** [**www.elimhousing.co.uk/grounds-maintenance-and-cleaning**](http://www.elimhousing.co.uk/grounds-maintenance-and-cleaning)**. Please tick as appropriate.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Indoor Communal Area** | **Very dissatisfied** | **Fairly dissatisfied** | **Neither satisfied or dissatisfied** | **Fairly satisfied** | **Very satisfied** | **Not applicable** |
| Doors, ledges, skirting boards, window sills, handles, pipework |  |  |  |  |  |  |
| Walls, ceilings and windows |  |  |  |  |  |  |
| Stair banisters and rails |  |  |  |  |  |  |
| Lighting units |  |  |  |  |  |  |
| Mirrors |  |  |  |  |  |  |
| Storage cupboards |  |  |  |  |  |  |
| Meter rooms |  |  |  |  |  |  |
| Bike stores |  |  |  |  |  |  |
| Lifts |  |  |  |  |  |  |
| Bins |  |  |  |  |  |  |
| Floors and carpeted areas |  |  |  |  |  |  |

**If you have ticked ‘Very dissatisfied’ or ‘Fairly dissatisfied’, please tell us why and what we can do to improve this:**

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**How satisfied are you with the cleaning of your outdoor communal areas? Please tick as appropriate.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Indoor Communal Area** | **Very dissatisfied** | **Fairly dissatisfied** | **Neither satisfied or dissatisfied** | **Fairly satisfied** | **Very satisfied** | **Not applicable** |
| Grassed areas, flower and shrub beds, hedges, trees and fence borders |  |  |  |  |  |  |
| Weed removal |  |  |  |  |  |  |
| Drains and manhole covers |  |  |  |  |  |  |
| Porches, walkways and carparks |  |  |  |  |  |  |
| Bins and ashtrays |  |  |  |  |  |  |

**Thank you for your completing this survey. Please either send to** [**info@elimhousing.co.uk**](mailto:info@elimhousing.co.uk)**, give to your Housing Officer, or post to Elim Housing, Units 3 and 4 Briarlands Office Park, Pinkers Court, Gloucester Road, Rudgeway, Bristol, BS35 3QH.**