



Grounds Maintenance Service Standards Phase Three

Phase three applies to Essex Street flats, Hampshire Court and Wiltshire House

Where you live has been chosen as one of our 'pilot areas' on our Housing estates to look at the quality of the grounds maintenance service we provide.

This is your opportunity to tell us about the current service and how the service could be improved.

Please read the instruction for each question before answering.

Please leave blank any questions that you do not wish to answer or do not have an answer for.

Grounds Maintenance Survey 3

Location

Where do you live?

(please tick one answer)

Essex Street flats

Hampshire Court

Wiltshire House

One

1. Overall how satisfied are you with the service?

(please tick one answer)

Very Satisfied

Satisfied

Neither Satisfied or Dissatisfied

Dissatisfied

Very Dissatisfied

2. How would you rate this service out of 10?

(please tick one answer)

1 2 3 4 5 6 7 8 9 10

3. What could we do to make it a ten?

Two

4. How satisfied or dissatisfied are you with the following aspects of the Grounds Maintenance service?

(please tick one answer for each question)

| | Very Satisfied | Satisfied | Neither Satisfied or Dissatisfied | Dissatisfied | Very Dissatisfied |
|--|-----------------------|-----------------------|-----------------------------------|-----------------------|-----------------------|
| The standard of grass cutting. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The attention paid to shrub bed and flowerbeds. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The attention paid to paths, car parking spaces and garage areas. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The attention paid to trees. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The attention paid to steep bank maintenance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The attention paid to litter. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

5. Are you able to gain access to the communal garden areas?

(please tick one answer)

Yes No Don't have one

If you have a communal garden what do you use the area for?

6. Do you know how much you pay for the grounds maintenance service?

(please tick one answer)

Yes No

7. Are you satisfied the service charge you pay towards grounds maintenance represents good value for money?

(please tick one answer)

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

Three

8. Which of the following "enhanced services" listed below would you be interested in receiving in the future?

(please tick one answer for each question)

| | Yes | No | Possibly |
|--------------------------------|-----------------------|-----------------------|-----------------------|
| Boxed mown grassed area | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Raised flower beds | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Vegetable garden | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Herb garden | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sensory garden | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ornamental garden | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Composting area | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

9. Do you want the communal grounds to encourage wildlife and be better for conservation?

(please tick one answer)

- Yes No Don't Know

Any comments?

10. Would you like to become involved in the grounds maintenance service standards pilot?

(please tick one answer)

Yes No Don't Know

If so, what would you like to do?

11. Would you like to be a trained assessor to work with us to monitor the standard of the communal gardening and cleaning services?

(please tick one answer)

Yes No Don't Know

Would you like more information?

Yes, I would like more information

12. How would you prefer to receive information about the grounds maintenance service? (please tick all that apply)

(please tick all that apply)

E-mail

Telephone

Letter

Website

Text

Private Meeting

I don't want to receive this information

13. Would you be happy for us to contact you to discuss any points you have raised in the questionnaire?

(please tick one answer)

Yes No

Please provide preferred contact details:

Monitoring Information

The City Council provides a wide range of services that affect the daily lives of The city's service users. We are determined to make Council services responsive to the needs of all members of our community.

This means we must take account of the different needs and requirements of people from a variety of backgrounds. We want to make sure that Council policies and practices do not directly or indirectly discriminate against people on the basis of colour, ethnic origin, gender, sexual orientation, age, religion or belief or disability.

In order to turn these commitments into action we must have accurate information on the composition of our service. Therefore, may we have your consent to collect this information from you?

The records collected will be kept confidential and will only be used to enable the Council to monitor the delivery of its services.

Thank you for your cooperation.

Gender:

(please tick one answer)

Male Female

Is your gender identity the same as the gender you were assigned at birth?

(please tick one answer)

Yes No

What age are you?

(please tick one answer)

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

I would describe my ethnic origin as:

(please tick one answer)

- White - British
- White - Irish
- White - Gypsy
- White - Traveller
- White - Polish
- White - Portuguese
- White - Other Background
- Mixed - White & Black - Caribbean
- Mixed - White & Black - African
- Mixed - White & Asian
- Mixed - Asian & Black - Caribbean
- Mixed - Asian & Black - African
- Mixed - Other Background
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Other Background
- Black or Black British - Caribbean
- Black or Black British - African
- Black or Black British - Sudanese
- Black or Black British - Other Background
- Chinese
- Turkish
- Arab
- Japanese
- Other Background
- Don't Know

If there is an ethnic category that is not included here that you think should be, please tell us what it is:

Please select the option which best describes your sexual orientation
(please tick one answer)

- Heterosexual
- Bisexual
- Gay
- Lesbian
- Other
- I do not wish to disclose this*

If other, please state:

Please indicate your religion or belief
(please tick one answer)

- Atheist
- Buddhist
- Christian
- Hindu
- Jain
- Jewish
- Muslim
- Pagan
- Sikh
- Other (please state below)*
- Other philosophical belief (please state below)*
- I have no particular faith*
- I do not wish to disclose this*

Other, please state:

Other philosophical belief, please state:

Do you consider yourself to have a disability or long term limiting condition?
(please tick one answer)

Yes No

Please state the type of impairment which applies to you. People may have more than one type of impairment, in which case you may indicate more than one. If none of the categories apply, please mark 'other'.
(please tick all that apply)

Physical Impairment

Sensory Impairment

Mental Health Condition

Learning Disability/Difficulty

Long-standing illness

Other

Other, please state:

Are you a carer?

(please tick one answer)

Yes No I do not wish to disclose this ...

If yes, do you care for...?

(please tick all that apply)

Parent

Child

Other family member

Partner / Spouse

Friend

Other

Other, please state:

