

Grounds Maintenance Survey Results

Summer 2011

The first housing inspection by residents, on the grounds maintenance service, took place in at the end of 2010.

One of the recommendations from the inspection was to carry out a survey specifically around grass cutting in order to gauge resident satisfaction with the service.

In each housing management area the following numbers of residents were interviewed;

East Area – 98

North Area – 74

South Central – 77

- When the grass was last cut, how would you rate the quality of the work that was done?

East Area – 98 residents interviewed

Very good	31%
Good	56%
Fair	9%
Poor	4%

North Area – 74 residents interviewed

Very good	23%
Good	51%
Fair	23%
Poor	3%

South Central – 77 residents interviewed

Very good	16%
Good	60%
Fair	15%
Poor	9%

- In your opinion, before the grass was last cut was the level of litter on the grassed area;

East Area

Minimal	49%
Medium	34%
Excessive	1%
Do not know	16%

North Area

Minimal	54%
Medium	27%
Excessive	1%
Do not know	18%

South Central

Minimal	59%
Medium	26%
Excessive	7%
Do not know	8%

- Overall, how would you rate the quality of the grass cutting in your area?

East Area

Very good	30%
Good	55%
Fair	12%
Poor	3%

North Area

Very good	24%
Good	57%
Fair	18%
Poor	1%

South Central

Very good	19%
Good	56%
Fair	21%
Poor	4%