Salford City Council

Liveability Services
Grounds Maintenance - Internal Customer Satisfaction Survey
Period Winter - October 07 - March 08

Please complete the following questionnaire

Q1 Where applicable, how would you rate the following;

	Very Good	Good	Fair	Poor	Very Poor	N/A
The overall performance of Liveability Services Grounds Maintenance Division?	☐	☐	☐	☐	☐	☐
Helpfulness of staff?	☐	☐	☐	☐	☐	☐
Courteousness of staff?	☐	☐	☐	☐	☐	☐
Presentation of staff?	☐	☐	☐	☐	☐	☐
Ease of obtaining information & help?	☐	☐	☐	☐	☐	☐
Ease of reporting deficiencies & making complaints?	☐	☐	☐	☐	☐	☐
Speed of answering your telephone call - target within 20 seconds?	☐	☐	☐	☐	☐	☐
Speed of response to service requests & enquiries?	☐	☐	☐	☐	☐	☐
An overall value for money service?	☐	☐	☐	☐	☐	☐
High standards of maintenance on grass areas	☐	☐	☐	☐	☐	☐
High standards of maintenance on outdoor sports pitches	☐	☐	☐	☐	☐	☐
High standards of maintenance on shrub beds (excluding pruning)	☐	☐	☐	☐	☐	☐
High standards of maintenance on rose beds	☐	☐	☐	☐	☐	☐
High standards of maintenance on flower beds	☐	☐	☐	☐	☐	☐
High standards of weed control	☐	☐	☐	☐	☐	☐
High standards of maintenance relating to litter control	☐	☐	☐	☐	☐	☐
High standards of maintenance relating to hedge cutting (scheduled works only)	☐	☐	☐	☐	☐	☐

	Very Good	Good	Fair	Poor	Very Poor	N/A
High standards of maintenance relating to trees	☐	☐	☐	☐	☐	☐
On site health and safety compliance	☐	☐	☐	☐	☐	☐

Q2 Do you require a meeting with Liveability Services Staff to review your Grounds Maintenance requirements? Yes ☐ No ☐

Q3 If you have any particular issues you require resolving, please state;

Completed by:

Directorate:

Department:

Thank you for taking the time to complete the questionnaire

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