

Communal Cleaning Service Customer Survey Form

Please rate your experience with our communal cleaning service for the interior of your sheltered housing scheme using the following scale:

1 - Poor, 2 - Fair, 3 - Good, 4 - Very Good, 5 - Excellent.

Question	1	2	3	4	5
Overall satisfaction with the cleaning service provided	•	•	•	•	•
Quality of cleaning	•	•	•	•	•
Reliability of our cleaning staff (punctuality, dependability)	•	•	•	•	•
Professionalism and courtesy of our cleaning staff	•	•	•	•	•
Effectiveness of our communication (clarity, responsiveness)	•	•	•	•	•
Flexibility of our services to meet your needs	•	•	•	•	•
Are the cleaning staff responsive to any requests you make to them	•	•	•	•	•
If you feel you need to make a complaint, is this rectified effectively	•	•	•	•	•
How satisfied are you with the cleaning of the communal showers/baths (if applicable)	•	•	•	•	•

Additional Feedback

Please complete both sides of this survey.

If you do not want to leave your personal details, please do still enter the name of the sheltered scheme you reside in to help us evaluate and improve the communal cleaning service.

Name:
Address:
Telephone Number:
Sheltered Scheme:
Floor level (i.e. Ground, 1 st , 2 nd) :

NB: Not all sheltered schemes have the same facilities, however where relevant the cleaning includes communal hallways, communal kitchens (flooring and worksurfaces), lifts, laundry rooms, handrails, internal doors (communal only), external doors, ironmongery and entrance porches.

Returning your completed questionnaire

Please return your completed questionnaire to the scheme office by no later than **31st March 2026.**

Thank you

In the meantime we thank you for your ongoing support by leaving the communal facilities clean and tidy. Your insights are invaluable to us, and we thank you for helping us improve and continue to provide top-quality cleaning services.

Sheltered Housing Team

Please complete both sides of this survey.