

Appendix 3: Environmental Services Satisfaction Card

Printed on recycled paper

Please could you spare a few moments of your time to comment on our services? Tell us how you feel about the area in which you live by answering the questions below and returning the card to us.

1 How satisfied are you with the cleanliness in your neighbourhood?

Very satisfied Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied Very dissatisfied

2 What has happened to the cleanliness in your neighbourhood over the last 12 months?

Got better Stayed the same
 Got worse Unsure

3 Which areas in your neighbourhood tend to get most dirty?

Roads Paths Garages Car parks
 Other (Please specify)

4 Are any of these a regular problem in your neighbourhood?

Litter Dog fouling Graffiti Flyposting
 Flytipping Other (Please specify)

5 When was the last time you saw Maidstone Borough Council cleaning in your area?

In the last month In the last 3 months
 In the last 6 months More than 6 months ago

6 How satisfied are you with your weekly rubbish collection service?

Very satisfied Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied Very dissatisfied

7 How satisfied are you with your fortnightly recycling collection service?

Very satisfied Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied Very dissatisfied

Thank you for completing the card. If you wish to report a specific problem, please call the **Council Hotline** on **01622 602162**. Your postcode:

Maidstone Borough Council
Environmental Services Satisfaction Card

