



CUSTOMER SATISFACTION SURVEY ON PUBLIC CLEANLINESS

Dear Sir/Madam,

Ms **VEOLIA ES Singapore Industrial Pte Ltd**, is NEA appointed public cleaning contractor providing public cleaning services within this neighbourhood.

We are assigned by National Environment Agency, Department of Public Cleanliness, to conduct Customer Satisfaction Survey on Public Cleanliness.

This survey aims to ascertain ways to improve the public cleanliness within this neighbourhood. Your participation in this survey is voluntary and it should not take more than 10 minutes. You may mail back the completed survey to 23, Pandan Avenue, Singapore 609389 or alternatively upload the form via <http://www.veolia.com.sg/contact-us>.

The information provided will be kept confidential. We sincerely thank you for your time and active participation in keeping your estate clean.

Resident Name:
Resident Address:
Contact Number:
Survey Date:

Q1. How would you rate the overall cleanliness of the roads, pavements, open grass verges & back lanes within your estate?

1. Good	2. Satisfactory	3. Poor (Please specify location) :
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Q2. How would you rate the overall cleanliness of the drains & drainage supporting structures within your estate?

1. Good	2. Satisfactory	3. Poor (Please specify location) :
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Q3. How would you rate the overall cleanliness of the Parks & Playgrounds within your estate?

1. Good	2. Satisfactory	3. Poor (Please specify location):	4.NA
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Q4. How would you rate the standard of overall cleanliness of public areas within your estate?

1. Good	2. Satisfactory	3. Poor
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Q5. How would you rate the overall performance of the NEA service provider's cleaning crew cleaning your estate?

1. Good	2. Satisfactory	3. Poor
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Q6. How would you rate the overall professionalism (such as equipment, uniform, politeness etc) of the NEA service provider's cleaning crew cleaning your estate?

1. Good	2. Satisfactory	3. Poor
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Q7. Where do you usually observe cleansing lapses within your estate? Please specify the location against the asset type

- a) Roads / Pavements:
- b) Backlanes:
- c) Drains & drainage supporting structures:
- d) Community Parks & Playgrounds:
- e) Others:

Q8a. Have you observed our service provider's crew performing their routine cleaning works?

1. Yes	2. No
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Q8b. If your answer to Q8a is **Yes** than how often have you observe our service provider's crew performing their routine cleaning works within your estate?

1. Daily	2. Every Alternate Day
3. Once, Weekly	4. Once, every alternate week
5. No, I have never seen any cleaners	

Q9. Do you know who to contact when you find cleanliness lapses within your estate?

1. Yes	2. No
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Please contact Veolia: 1800 898 1920/ public.feedback@veolia.com

Q10. Are you aware on who to contact when you require the removal of bulky waste?

1. Yes	2. No
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----- Thank you for your valuable feedback. We strive to improve our services to serve you better -----