

## Building Cleanliness/Maintenance Questionnaire

Please take a moment and complete the following questionnaire pertaining to the quality of custodial services received in your building. The custodial section plans to send the questionnaire monthly in order to receive input from our customers and seek continuous improvement.

Date	
Building Name	
Building Floor	
Your Schedule (i.e., 8:00 a.m.- 4:30 p.m.)	
Are the floors in your building clean and free of debris? If not, please describe the problem areas.	
Are the trashcans in your building emptied on a regular basis? If not, please describe the problem areas.	
Are the restrooms in your building clean? If not, please describe the problem areas.	
Are the carpets in your building vacuumed frequently enough? If not, please give an indication of the frequency you desire.	
Are the glass windows/doors in your building clean? If not, please describe the problem areas.	
Are the venetian blinds (if applicable) in your building dusted? If not, please describe the problem areas.	
Are the walls in your building clean? If not, please describe the problem areas.	
Are stairs in your building kept clean and free of debris? If not, please describe the problem areas.	
Are the grounds around your building clean and free of debris? If not please describe the problem areas.	
When you arrive at work, is the	

parking lot clean and free of debris? If not please describe the parking area.	
Are the marker boards you use in your classroom cleaned on a regular basis? If not, please describe the problem areas.	
Please provide any additional comments you wish to make pertaining to building cleanliness.	
Please provide any additional comments you wish to make pertaining to grounds appearance.	
When you make requests of custodial/grounds personnel (for example, a spill on the floor), have they performed the work in a timely fashion?	
Are the custodial personnel in your building courteous to faculty, staff, and students? If not, please describe the problem.	
Are the grounds personnel outside of your building courteous to faculty, staff and students? If not, please describe the problem.	
Are there any problem areas pertaining to plumbing, electrical, or maintenance in your building? Please describe the location and problem.	
Are maintenance personnel courteous? If not, please describe the problem.	
Are maintenance tasks performed timely? If not, please describe the problem.	
Have the maintenance personnel cleaned up maintenance debris after completing projects in your area? If not, please describe the problem.	
Please provide any additional comments you wish to make pertaining to building maintenance	

services.	
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Thank you for taking the time to complete this questionnaire. Your input will enable the maintenance, custodial and grounds sections pursue continuous improvement.