

Landscape Customer Satisfaction Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about the most recent landscape maintenance visit you observed in the past 30 days. Every question is optional. Please leave out names, property addresses, access codes and other private details. Use the service provider's normal contact channel for urgent problems.

1. What type of maintenance best describes this visit?

- ☐ Lawn mowing or edging
- ☐ Hedge or shrub maintenance
- ☐ Garden bed maintenance
- ☐ Seasonal cleanup
- ☐ Several maintenance tasks
- ☐ Other maintenance
- ☐ Not sure

2. How much of the agreed work was completed?

- ☐ All of it
- ☐ Some of it
- ☐ None of it
- ☐ Not sure
- ☐ No clear scope was agreed

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3. How clear was the information you received before the visit?

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Neither clear nor unclear
- ☐ Somewhat unclear
- ☐ Very unclear
- ☐ I received no information
- ☐ Not sure

4. How tidy was the area when the crew finished?

- ☐ Very tidy
- ☐ Somewhat tidy
- ☐ Neither tidy nor untidy
- ☐ Somewhat untidy
- ☐ Very untidy
- ☐ I did not observe the finished area

5. How much did maintenance noise disrupt your use of the property during this visit?

- ☐ Not at all
- ☐ A little
- ☐ Moderately
- ☐ A lot
- ☐ I was not present
- ☐ Not sure

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6. Overall, how satisfied are you with this maintenance visit?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ I cannot judge this visit

7. What one change would most improve your next maintenance visit?

Please leave out names, addresses and access codes.
