**Waste Collection and Street Cleaning Survey Results**

**Have you been to Hacienda Riquelme in the last 12 months?**

Responses 470

Yes - 324

No – 146

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**Q1 Overall standard of street cleaning & Waste collection / How would you rate the overall standard of street cleaning and waste collection?**

Responses 324

Very good - 163

Good - 124

Satisfactory - 33

Poor - 4

**Q1 Comments**

Rubbish collection is very good, sometimes the street cleaning lacks a bit, but it would help if people disposed of bottle, cans and masks properly and not just toss them into the bushes

Only been there the onetime in 12 months

Windows, lifts and stairs did not seem to have been cleaned for a while

Had lots of cardboard to be collected

They helped me when I accidentally dropped something important into the bin.

Excellent cleaning services

We have been without proper bins for months and are having to use huge temporary bins with no recycling, cats foraging in them and builders dumping stuff in them (we are phase 3)

Very efficient

Excellent

The only negative I've seen is the large portable bins on Adriatico which I'm sure is a temporary measure so well done overall

The streets are always very clean and no rubbish of any nature left, the bins are always useable and not overflowing.

Very impressed

Refuse bins are O.K.. That said, there seems to be more litter around the resort and the amount of loose polystyrene blowing everywhere. Need to remind residents to bag packaging properly most seems to end up outside our block or on our PENTHOUSE TERRACE! VERY IRRITATING.

Excellent, very regular and thorough service

Considering coronavirus and the restrictions we have had to deal with, the workers have done a sterling job.

Our bins need to be repaired 210 Atlantico

I've never had any reason to complain

Only there once during the last year so answers are based on that 1 visit only

Do an excellent job.

Street always looks tidy and large items left next to bins collected in a timely manner.

I left the Resort May 3rd after 6 m.

100% good

Street cleaning ok, waste areas could be improved in respect of aroma.

Very good except during summer high season when bins get very full

Poor is a stronger answer than I wanted, but satisfactory isn’t good enough

some of the bins could use some maintenance, especially the opening doors

Drains not cleared prior to storms.

Bins left out on resort for weeks.

Some of the bin shoots are damaged and don't sit correctly. They need to be replaced

We visited in July / August during the restrictions and hence did a lot of walking right round the resort and found it to be extremely tidy. The resort was very quiet compared to normal but had a higher than usual number of renters who were seen to be dropping litter. This litter was dealt with quickly and street side bins were emptied regularly, even though some people were dumping normal household waste in these receptacles. The large recycling bins were emptied regularly and any large items were removed quickly.

Very good, cannot be faulted.

It is a strange year so not sure if people furloughed but didn't see the street cleaner as often as normal?

I have not been to HR since March due to covid, but have never had a problem up until then

Street cleaning has reduced and getting untidy

Sometimes the bin areas can be overloaded, but that is in the summer and to be expected due to the volume of visitors.

Too much cleaning, half of it would be still very good

Only been for 8 days in October, so small sample of time.

Regular collection and they leave the bin area tidy.

Regular and efficient

Difficult to make a fair assessment as we have only been on HRGR for a short period in early January.

Never noticed any rubbish around the resort except skips, which are unrelated.

The speed of removal of ad-hoc furniture and oversized items is excellent

I have always been very satisfied with this aspect of our resort.

Big items ?

Lot of rubbish round bins but that's left by people in between collections. Just leaves it unsightly

No comment.

Collections are regular and frequent.

Streets are over cleaned, often unnecessarily

On occasions there were disposable face masks and the odd cigarette packets we saw on the ground July/august 2020

Lot of bins are broken, not in good condition

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**Q2 Standard of cleaning around the pool terrace areas - How would you rate the overall standard of the cleaning of the pool terrace areas?**

Responses 324

Very good - 128

Good - 141

Satisfactory - 39

Poor - 2

Not applicable - 14

**Q2 Comments**

Didn’t use the pool in March

Only been there the one time all was clean

Only been on Riquelme for a couple of weeks so can’t comment on this question

Haven't used the pool when we were over at the beginning of the year because they were closed but always appeared clean

Noticed fab cleaning services well done

Could improve when dates drop from palms.

We have used the pool and pool area in 6.2, then 6.1, regularly in the last few months and they are always clean and tidy.

We never use the pools, as we are in HR from October to April

As the pool has area has been resurfaced not been in use.

A lots of teenagers at pool who didn't really care about their responsibilities

Don’t visit the pools but from a distance they look good

Looked like this was also excellent standard

I have only put this answer because I cannot continue without entering. I don't know about the standard of cleaning around the pool area, because I never use the pool, but there were certainly people cleaning a number of times whilst I was there.

Only there once during the last year so answers are based on that 1 visit only

Did not visit pool recently but always clean and tidy on previous visits.

Unable to use pools this year so cannot say more than satisfactory

Sorry cannot answer as we have not been to the pool, except once when it was closed because of lockdown

Litter bins remain full for days

Our apartment is close to Pool 1.1 - there were a abnormally high number of people who appeared to be renters and were drinking and smoking at the pool - their litter, (including cigarette butts), was tidied up the next day or soon after.

Did not use pool area

Rental guests seem to be the worst culprits regarding waste and permissible items

Can’t really answer this question because I very rarely visit the pool areas

Cannot judge pool area as was not allowed to use it.

Don't visit the pools that often but from what I saw it was good.

I have not been to HR since March due to covid, but have never had a problem up until then

In the summer, when there are more people, again, the areas can be difficult to clean, especially if there are too many sunbeds in the way. Also, people can leave rubbish which is not the fault of the cleaning company. A fine should be introduced if people leave rubbish, as it is dangerous and horrid to look at.

Too much cleaning, half of it would be still very good

Again, the pools were not being utilised in January but appeared to be satisfactory.

Our pool 7.3 suffers from pine needles that are not always cleared away, due to 2 trees very close and overgrown near the pool area

I was at the pool in September when they were being sprayed daily. The young man literally sprayed the floor and a quick flick at the bin. He never sprayed the fences or walls around the raised bed where people may have actually touched.

Only issue when owners/guests leave their chairs, etc.?

I can’t recall ever thinking that this was a problem

No comment.

I never use the pool fertilities

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**Q3 Pool areas - Rubbish collection of small waste bins -How would you rate the rubbish collection of small waste bins in the swimming pool area?**

Responses 324

Very good - 107

Good - 135

Satisfactory - 61

Poor - 7

Not Applicable - 14

**Q3 Comments**

As previous

Only been there the one time all was good

As above

As above

Fab daily removal rubbish from small waste bins

Emptied on a regular basis.

Very satisfactory.

The waste bins are regularly cleaned - staff are friendly and polite

No comments (see answer Q2)

Not really checked to be honest due to previous answer.

Could be better, broken chairs, inflatables can sometimes lie beside the bin for days.

Same as above

From what we could see, was excellent

see answer to question 2

Can't comment because not there enough so I don't know.

Especially in busy times. Additional black bags are provided to avoid rubbish being left around pools

Pool bins need emptying more often in summer. Can’t comment on this summer as wasn’t there, but from previous years.

As per Q2

See q3 comments, same applies

As above - bins were emptied regularly

Did not use the pool area

Reference my answer before

During busier times the bins can become full quickly. The rest of the time I'd say they are good

As I mentioned previously, in the summer many people seem not to care and just leave rubbish anywhere. This is not the fault of the cleaning company. I would suggest fines be put in place to try and reduce this happening.

Too much cleaning, half of it would be still very good

Not as good as it used to be. Bins are sometimes full for several days

Not really applicable at the time of year we visited HRGR.

Never seen a problem

Haven't really noticed any issues.

Bins not always empty in mornings at poolside

Didn't check

Same as question before

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**Q4 Cleaning of the paths & Roads- How would you rate the cleaning of the resorts paths & roads?**

Responses 324

Very good - 145

Good - 132

Satisfactory - 43

Poor - 4

**Q4 Comments**

Only been there the one time all was good

not present during q 4

Overall very good, it's just the little "fruits" falling from the trees around the resort... the choice of trees may have been not so good in the past. We love skate around the resort, but there are just so many of those fruits on the roads and the sidewalks

Noticed fantastic cleaning on roads & footpaths mainly autumn leaves Well done

Always look well kept

Sometimes there are a lot of berries on the pavement but, I realise it's more difficult to clean than the street.

The paths and roads are always very clean and tidy.

Very good

Seems O.K

I have answered poor to cleaning of paths as I had a very very nasty fall last May. I still have the scars to show for it. The seeds from the trees had not been swept up for weeks and acted like marbles as I was walking. I feel this must be addressed as a health and safety issue. I did ask Resortalia for an accident book to report it, but they did not have one.

Also very high standard

The tree seeds & pollen are a difficult thing to manage, clear them one day & they are back the next. Its only for a short time each year & its lovely to have so many trees to enjoy

Some parts of the resort can be improved. Phase 7 for instance.

Lots of debris on pavements but unavoidable due to type of plants and trees

When we were there things were quite clean, unfortunately not much can be done about smokers detritus and dogs owners, correct dogs owners, some just do not bother, perhaps in future I will take a photo and post it on the website, any comments?

There is hardly any rubbish discarded but detritus is an issue.

Answered above

Sand on paths and roads not removed quickly

In March ( 14 day stay , last visit) lots of tree debris/ leaves/berries etc on pavements

As per answer 1 comments.

I have not been to HR since March due to covid, but have never had a problem up until then

Cleaning has reduced and is beginning to look scruffy

Too much cleaning, half of it would be still very good

The leaves and small round pods etc from the trees cause Problems on the paths and can take a while to be cleared

The paths are always clean and clear and if there sojourn be mud from heavy rain it is quickly cleared away.

we should do more to avoid mud on the sidewalk, it takes many working hours to clean after rain

The nature of the trees, on Atlantico for instance, means that there is regular source of nuts that have to be cleared. This is carried out regularly.

No so good on golf course paths but don't know if that is a GNK job?

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**Q5 Waste collection service -How would you rate the quality of the Rubbish Collection Service for the main waste bins?**

Responses 324

Very good - 164

Good - 124

Satisfactory - 31

Poor - 5

**Q5 Comments**

Only been there the one time all was good

I do wonder if the bins could be cleaned a little more often, particularly in the summer months, as the smell was noticeable whenever you passed by.

Noticed routine recycling bin collection cleaning without any messy on footpath well done

I have no complaints with regards to the collection services

Effective, efficient and regularly emptied

Very efficient service.

I have never found the bins to be full or over flowing.

Not been to HR since last December but it looked good then. Not sure about last 11 months but have had no complaints in previous 10 years.

Very good

Refuse collection is reliable.

There are temporary bins outside our block which have been there for weeks. No recycling facility with these and cats and rats have been seen in them. Taking too long to be fixed.

Los contenedores de Adriático 6 que se utilizan no son los soterrados

Excellent and also taking away items that we were not able to put in the chutes

The resort appeared to have problems with the hydraulics/air equipment for the bins - not sure who's responsibilty they are.

Only there once during the last year so answers are based on that 1 visit only but I would add that the recycle bin for cardboard gets very full quickly and descriptions need improving on bins as where for instance do tins go?

Owners leave all sorts of things around the bins (5 toilets & a microwave left by contractor) furniture, bbq's, etc. STV do a brilliant job removing large & small items very quickly.

Always see regular collections.

Amazing service

Could be improved due to the aroma around the waste areas

Muchos no funcionan

Needs to be more frequent during busy summer period

Poor ours seemed to be broken for a long time

some of the bins could use some maintenance, especially the opening doors

Answered above

Underground bins much better than street level bins. I lived on La Torre Golf previously and the mess around the street level bins was an eyesore. People would leave their rubbish outside the bins when full instead of walking to other bins.

Unfortunately we haven’t been to many times this calendar year, but each time we have and in previous years the place always feels and looks outstandingly good

I have not been to HR since March due to covid, but have never had a problem up until then

Not on site since March so answers based on previous year and Nov 19 -March 20

There is too much cleaning at all, because there are only some people at the resort.

It should all be done more flexible.

As previously stated, it is difficult to make a fair assessment of these services due to the limited/time of year actually being on the resort.

Seems you leave something and its' always gone by next morning.

Always takes large items as well very good service

See my comment at Q1.

Please, repair the broken bins

Just wish people wouldn’t just dump their used boxes around the bin area instead of breaking them down and placing them into the waist bin provided.