

Resident Satisfaction Survey Results

Works Carried Out: Cyclical Decorations
Properties: Merrow Street
Consultant: N/A
Contractor: G A Harpers Limited
Total Number of questionnaires received: 20/39
Percentage of questionnaires received: 51%

Based on a scale of 1-10, residents were asked how they would rate certain areas of service provided by Keniston, the contractors and also the end product. KPIs (key performance indicators) have been set from which our aim for year **2015/16** was to score an average level of 8/10.

Average Level of Satisfaction	Breakdown of responses	Average Score
	Letters	8.9
	Visits	8.6
	KHA's response to queries/problems	8.3
	Rate way in which KHA kept informed	8.9
	Accuracy of information provided	9.0
	Average score for this section	8.7
Service from Contractor	Attitude to resident	8.6
	Attitude to work itself	8.4
	Response to problems	8.6
	Time keeping throughout	8.3
	Overall communication	8.2
	Average score for this section	8.4
	Level of satisfaction with following completed products	
	◆ Quality of painting	8.1
	◆ Colour choice	7.7
	Satisfied that works complete	8.1
	Overall quality of work	8.2
	Average score for this section	8.0
Section C General	Overall how happy	8.4
	Fairly treated	9.0
	Average score for this section	8.7
	Average score overall	8.5

Resident Comments

1. Although painted balconies look cleaner, I feel this is the wrong colour choice as paintwork looking dirty already.
2. Very pleased with everything and quick response.
3. Work is messy on the balcony.
4. I felt the contractors were very slow. Feel they could have completed the work faster.

Resident Liaison Comments

These are a very good set of results showing an improvement on the previous contract. Thanks to Harpers for achieving and exceeding, in some cases, the targets set.