Resident Satisfaction Survey Results

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| **Works Carried Out:** | **Replacement of Communal Boilers** |
| **Properties:** | **Tarling Close** |
| **Consultant:** | **Gas Contract Services** |
| **Contractor:** | **Clairglow** |

**Total Number of questionnaires received: 32**

**Percentage of questionnaires received: 82%**

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 **2016/2017** was to score an average level of 8/10.

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| **Average Level of Satisfaction** | **Breakdown of responses** | **Average Score** |
| Section A **Service from Keniston** | Resident Meetings | 9.5 |
| Letters | 9.2 |
| Visits | 9.3 |
| KHA’s response to queries/problems | 9.7 |
| Rate way in which KHA kept informed | 9.3 |
| Accuracy of information provided | 9.5 |
| Average score for this section | **9.4** |
| Service from Contractor | Attitude to resident | 9.8 |
| Attitude to work itself | 9.8 |
| Response to problems | 10.0 |
| Time keeping throughout | 9.9 |
| Contractor communication | 9.8 |
| Average score for this section | **9.9** |
| **Section B**  **General Matters** | **Happy overall** | 10.0 |
| Fairly treated | 9.9 |
| Average score for this section | **9.9** |
| Average score overall | **9.7** |

##### **Resident Comments**

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| 1. Very very satisfied with Keniston. |
| 1. The job ran smoothly and was finished on time. Well done Alex. |
| 1. I returned the completed survey and would like to add I have given both Keniston and Contractors the highest figures to each question as I consider they were well earned in every way. |
| 1. Sorry for the delay, as I have been in hospital with pneumonia. |
| 1. Just to say thank you for the work. Well done. |
| 1. Thank you in appreciation of the £15 cheque. |
| 1. I found the workmen were very competent, answered queries and always polite. Pleased that the timescale was just as they expected and minimum mess where I live. Jane and Debbie are always keen to know that we are satisfied with the procedures too. Thank you for £15 cheque. |
| 1. I have several difficulties and housebound, not as able as I was. Old age does it, 94. Accept my apologies, thank you. No bother at all. |
| 1. As far as I'm concerned, everything was satisfactory (very), especially Alec and his team. Thank you very much for the cheque. |
| 1. Workmen very polite and explained everything when asked a question. Very nice men. Thank you for cheque received. |
| 1. All Keniston staff and contractors do a great job and could not wish for better. I'm sending the c/k back and put it into your tea boat etc. Thank you all. |
| 1. Thank you very much for the money - will go towards the electricity. Overall job done very well and a big thank you to the young lady (sorry forgot your name) for dealing with my clothes cupboard. |
| 1. So far I have not had any problems and I'm happy with what was done in my flat and service I can't fault whet help they gave when needed. Thank you for cheque enclosed. |
| 1. Tenant was in hospital during the time of work. They left the property clean and tidy and when he returned came and checked all was working OK. |

**Resident Liaison Officer’s Comments**

This was an efficiently run, successful contract resulting in a very high level of resident satisfaction.

The nature of the work required the contractor to access all 39 properties on three separate occasions over a two week period. This was some task; however, I am very pleased to say that the team involved managed to coordinate this with ease.

Thank you to Claiglow, especially Alec and Ellen (Clairglow) and Donna at Keniston for the work you put into this in helping us to achieve these excellent results.

Results collated by Jane Westpfel