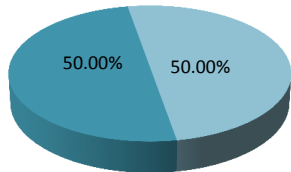


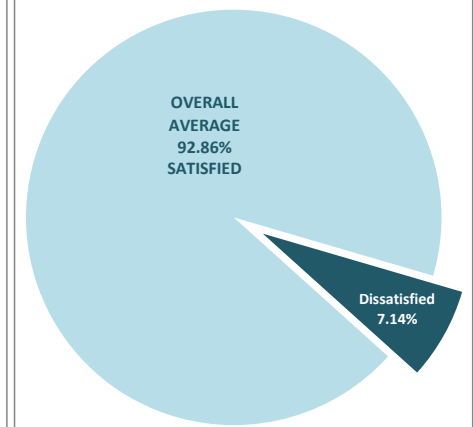
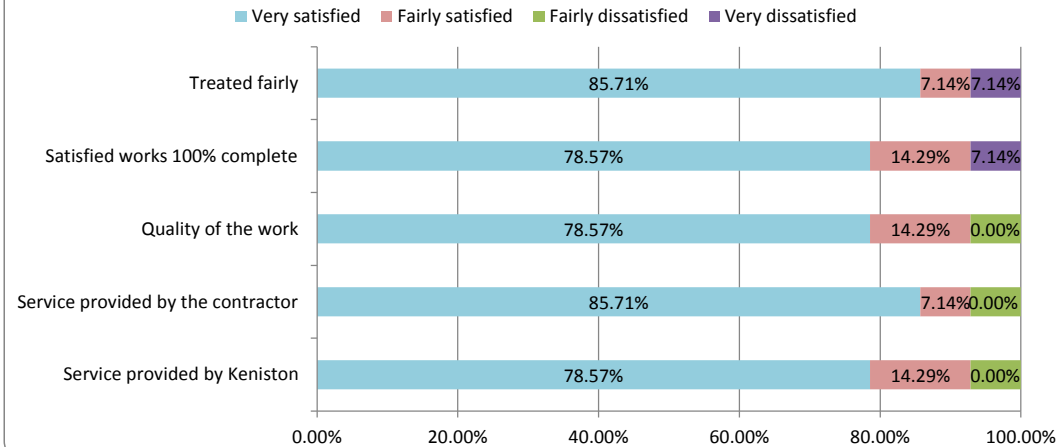
RESIDENT SATISFACTION SURVEY RESULTS

2017/18 FOXLEY HALL FRONT DOOR REPLACEMENT - KORR CONSTRUCTION

No. of properties included: 24
No. of surveys received: 14
58% of residents responded



■ Survey Monkey
 ■ Paper Survey



RESIDENT LIAISON OFFICER COMMENTS

A few residents have mentioned that the doors are heavier to operate compared to their old ones due to the door closers now in situ. We did inform residents to expect this prior to the work starting, however, and understandably this will take a bit of getting used to. The door closers would have been set with the least amount of resistance while still maintaining the fire safety standards required, however, in some cases, where residents are registered disabled, we have exchanged the standard door closers with a DDA option making it a little easier for these residents to operate the door. I can confirm that all other matters noted have been followed up with individual residents concerned.

Overall residents are satisfied with their new doors and especially with the service provided by Korr Construction, with great comments regarding the operatives, Paul & Billy, who carried out the work. I would like to ditto resident's comments and thank Korr Construction's team for being so efficient and amiable from the point of making appointments to the completion of work. Thank you.

Please turn over for resident's comments.....

RESIDENT COMMENTS
<p>The end cap that's fallen off has exposed a sharp metal edge</p> <p>The edging strip needs to be refixed, also the drip bar end cap has fallen off. These issues have been reported once to the Front Door installation team who said it was a common problem and they would come back and fix it which they didn't. And twice to Keniston's repair and survey team.</p> <p>My flooring on the inside is no longer flat as it was</p>
<p>Physical samples of the door, the windows and the colours would have been helpful. It's sheer weight was not clear, nor the strength of the spring needed to close it, and the colour of ours [blue] is quite different to the picture we were shown. The positioning of the letterbox apparently necessitates the fitting of a protective metal screen to prevent anyone [with a very thin arm indeed] reaching in to turn the inside lock. Either the internal lock handle, or the letterbox itself could have been moved to avoid the need for this metal screen, which acts to restrict the door opening by 10 to 12cm more than just the handle alone does. And the internal handle could also have a narrower profile to reduce the restriction on the opening width [this apparently only applies to the ground floor flats with a separate lobby wall]. I understand that the door must have a closer to comply with fire regulations, but the new doors are significantly harder to close, so the spring is very powerful and makes getting in an out a considerable effort, especially if carrying bags.</p> <p>They were exemplary in their skill, hard work, relations with tenants and demeanour, and went out of their way to be helpful. Apart from the initial contact when we were told there would be a letter advising when work would commence for the first few flats [which never appeared], and arranged ad hoc on site thereafter.</p> <p>The doors are really quite difficult to open by anyone with any weakness or disability at all</p> <p>No further follow-up is necessary as these issues have already been spoken of with KHA staff, thank you.</p>
No attention to detail. They cut the frame to fit around the doorbell
Very happy with the new door, it looks great and it's more secure.
Very pleased with the new door. Makes the flat look better and very good quality. Thanks.
The workmen were very polite and explained everything well. Left the area in a tidy manner. I love my new door . Thank you
Very happy with the service that was provided

Summary completed by Jane Westpfel