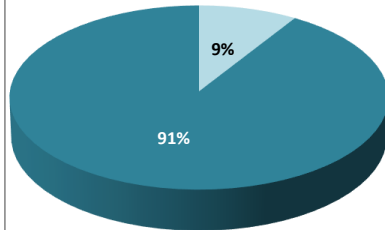


RESIDENT SATISFACTION SURVEY RESULTS

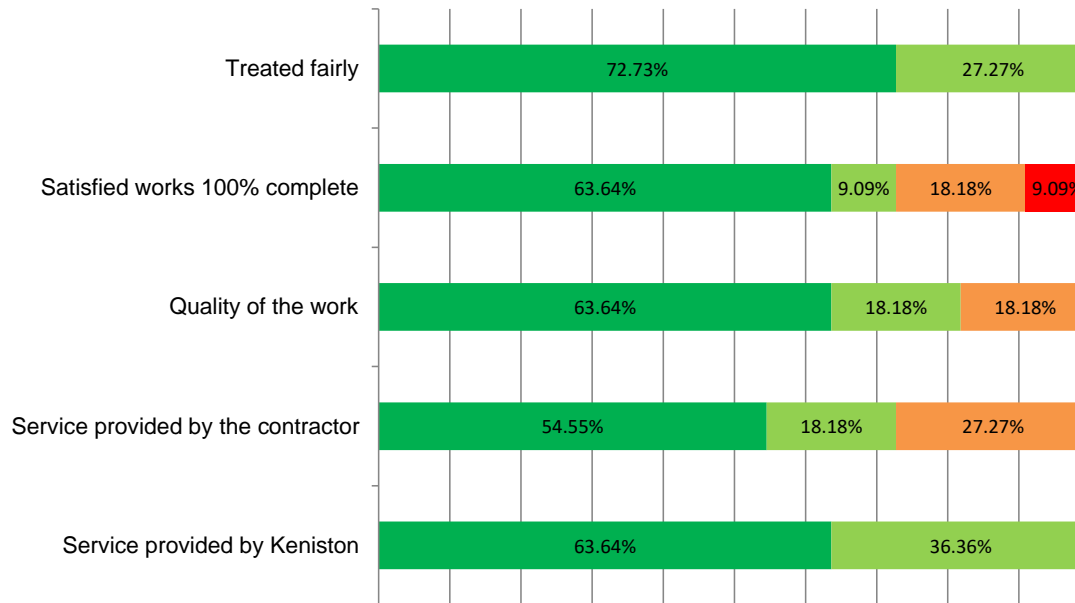
2018/19 DARRICK WOOD FENCE REPLACEMENT - VARIOUS DARRICK WOOD - LEVEL CONSTRUCTION

No. of properties included: 19
No. of surveys received: 11
Responses received: 58%

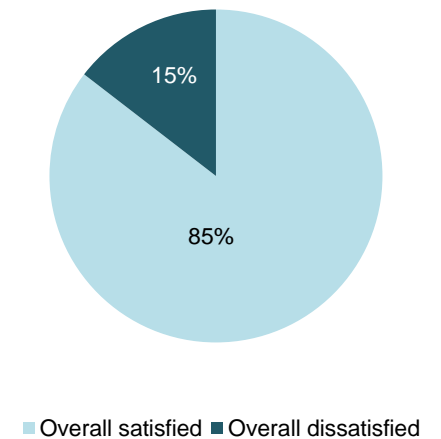


■ Survey Monkey ■ Paper survey

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



Overall Satisfaction



■ Overall satisfied ■ Overall dissatisfied

Keniston's Comments

We were pleased to be able to replace the rear boundary fences to 19 properties this year in which the work was split into 2 phases. Keen to make the most of the very fortunate weather and to ensure that work could start as soon as possible, it meant that, unfortunately residents were not given quite as much notice as usual. There was also a slight delay in completing the first phase, this was due to altering part of the fence line to a section of fencing in order to improve the overall appearance. All carried out in agreement with the resident concerned.

We are grateful to residents who provided their feedback all of which have been responded to and where necessary remedial action implemented - their comments will be taken on board when planning future fence replacements.

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

Resident's Comments

You let us know the work was about to happen

Use someone else to do the job

Letter arrived a day after they should have started work. No one came that day. However, came on a visit the next day. Use the phone if there is a delay. Took far too long here one day then pop in for a couple of days on a visit. Didn't have supplies to do the job. Not here for 2 days then turn up for five minutes. We had to find them to get the job finished. Door not done and finished properly.

Do a better job-back fences are disjointed not streamlined.

Polite - On 20 October we re-did the fencing and took off temp block of wood put on our shed to hold fence.

Would have liked more notice

Communication to see if I wanted extra height or more garden.

One neighbour was given extra garden. My fence is lower than neighbour's. Gate lock does not shut.

Communication - I feel like I was short changed as I work during the day and didn't get extra.

Summary completed by Jane Westpfel & Chris Willden