

RESIDENT SATISFACTION SURVEY RESULTS

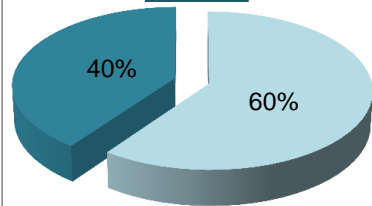
2018/19 DARRICK WOOD BOILER REPLACEMENT - 29 PROPERTIES

CONTRACTOR: CLAIRGLOW HEATING LTD

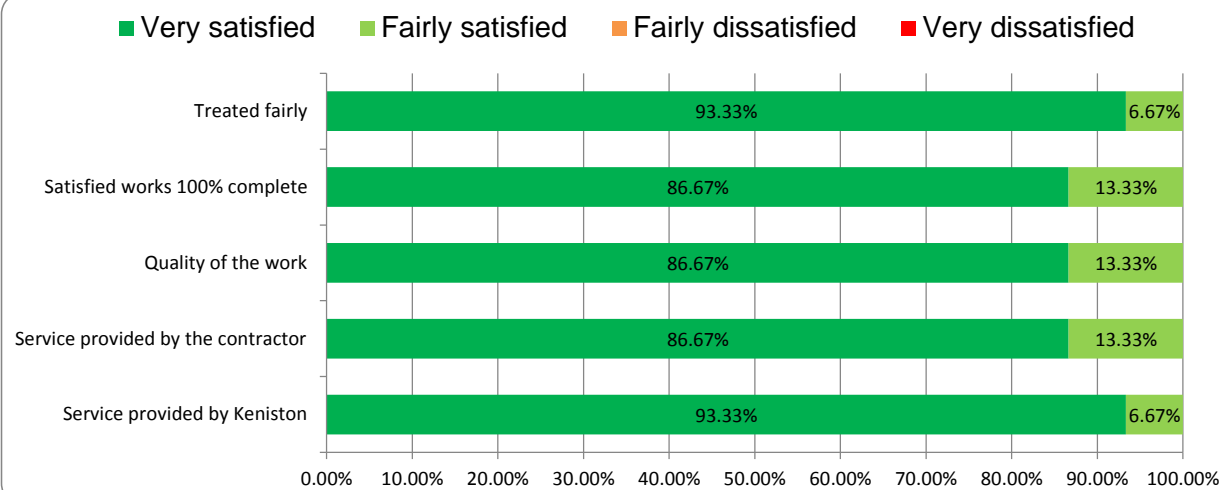
CONSULTANT: PCM (PHOENIX COMPLIANCY MANAGEMENT)

No. of properties: 29
No: of responses: 15
Percentage received: 52%

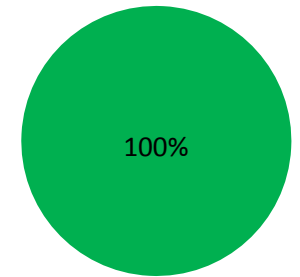
Response Method



■ Survey Monkey
■ Paper survey



Overall Satisfaction



■ Overall satisfied
■ Overall dissatisfied

Keniston's Comments

We replaced 28 boilers with A rated Worcester combination boilers and renewed all radiators to 1 property which had a new boiler fitted as a "one-off" following a breakdown. In response to some of the resident's comments, Clairglow promptly returned to properties to make some minor changes such as changing the room thermostat location. All have since been followed up with the resident's concerned who agreed matters have been resolved to their satisfaction. In the property where the radiator covers no longer fitted, Keniston offered to follow this up with the contractor but they asked that no action be taken and to leave things as they are.

For future contracts, it would be great if we could further explore how we can minimise the number of visits required to each property from start to finish and if possible speed up the process from the contractor's completion of works to the consultant's final boiler audit/sign-off. At the moment, the work in one property comprises of 8 separate appointments:

- Consultant's initial survey
- Contractor's survey
- Install team, including fitter, electrician and then a builder
- Contractor's inspection and sign-off
- Consultant's inspection and sign-off
- EPC inspection (also carried out by PCM and although they have tried to combine this with the audit inspection, in most cases this has not been possible and separate visits were needed)

Nevertheless, all in all, we're delighted with the results! 100% satisfaction and some really positive comments along the way regarding Clairglow's team. A huge thank you to all involved.

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

Resident's Comments

Q1: How satisfied are you with the service provided by Keniston? What needs to be changed to make you VERY satisfied next time?

I thought this system would be more beneficial, have to have temp a lot higher than before to heat rads

Q2: How satisfied are you with the service provided by the contractor? What needs to be changed to make you VERY satisfied next time?

I just had to keep chasing up radiator flush through

Q3:How satisfied are you with the quality of the work carried out? What needs to be changed to make you VERY satisfied next time?

No comments made

Q4: How satisfied are you that works are 100% complete? What needs to be changed to make you VERY satisfied next time?

Did not move thermostat as said and boiler not efficient

**Q5:Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly?
What needs to be changed to make you VERY satisfied next time?**

No Comment made

Q6: Any further comments to add?

Singing lessons a must! Ha Ha - Sorry boys. You just cannot hit any note. We had radiator covers, no longer fit, they could have if measurements were taken. Too late now.

Great service

Would like more efficient system to heat house, temp too high all time not enough heat from rads and irritating noises

Summary completed by Jane Westpfel