

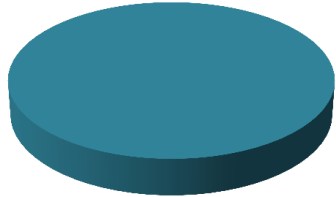
# RESIDENT SATISFACTION SURVEY RESULTS

2018/19 DARRICK WOOD - WINDOW & PATIO DOOR REPLACEMENT - 2-16 ISABELLA DRIVE (EVEN NO'S.)

CONTRACTOR: THERMOSHIELD WINDOWS LTD

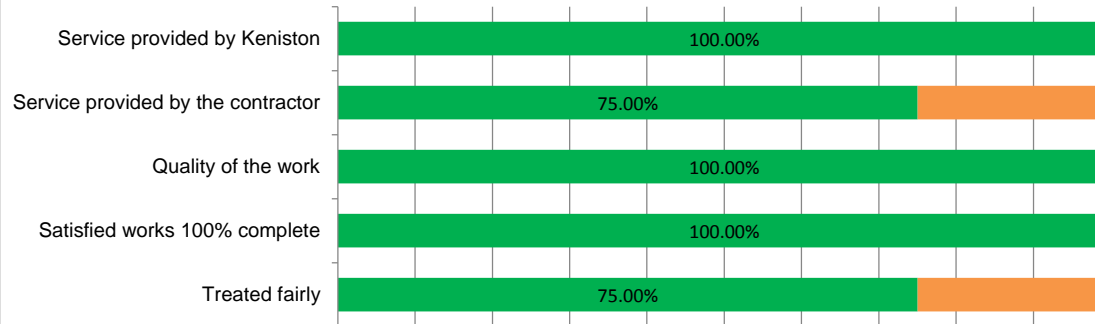
No. of properties: 8  
No. of responses: 4  
Percentage received: 50%

Response Method

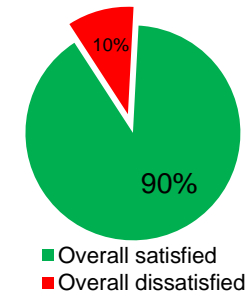


■ Survey Monkey  
■ Paper Survey

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



**Overall Satisfaction**



## Keniston's Comments

I am pleased to share resident feedback and our summary of what is now the second contract undertaken by Thermoshield Windows Ltd. Although we only received 4 responses out of a potential 8, it is clear to see that resident's overall opinion is very positive, with 3 out of 4 residents being VERY satisfied. Unfortunately, 1 resident responded FAIRLY dissatisfied with the service provided by the contractor and whether they considered they had been treated fairly, despite being very satisfied with everything else. The reason being, this particular resident's 8am appointment was cancelled on the morning of the appointment due to one of the fitters being unwell and whilst this could not be helped unfortunately Thermoshield's fitting team were unable to make contact with the resident until they could access contact details when the main office opened at 9am. This was unfortunate especially as the resident had put a lot of effort preparing the home the night before. However, it was a one-off and we are confident that if we do have the pleasure of working with Thermoshield again, they will put a process in place to ensure the fitting team are also able to access resident's details should the need arise. There was also a delay with the manufacturing process resulting in having to organise appointments at very short notice. Although this impacted on Keniston's work load, residents did not appear to mind. To summarise, the contract went very well and we would be very pleased to be given the opportunity to work with the friendly and helpful team at Thermoshield again.

## 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?**

0 comments received

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

0 comments received

**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?**

0 comments received

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

0 comments received

**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?**

More phone calls to let you know if they are not turning up on the day they say they are coming

**Q6: Any further comments to add?**

0 comments received

**Summary completed by Jane Westpfel**