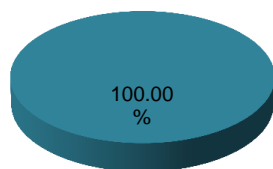


# RESIDENT SATISFACTION SURVEY RESULTS

## 2018/19 DROMORE CYCLICAL DECORATIONS - KORR CONSTRUCTION

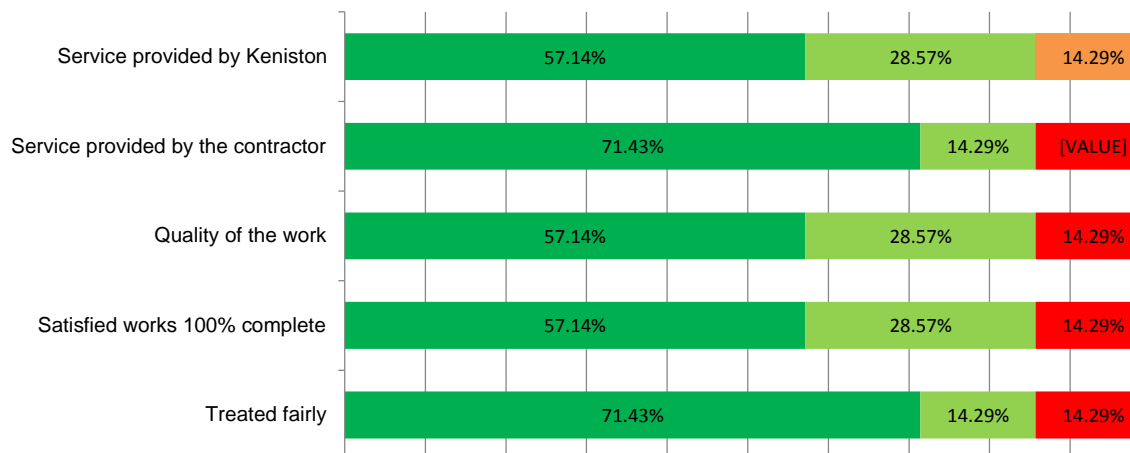
**No. of properties: 18**  
**No. of responses: 7**  
*(from 3 leaseholders & 4 KHA residents)*

### Response Method

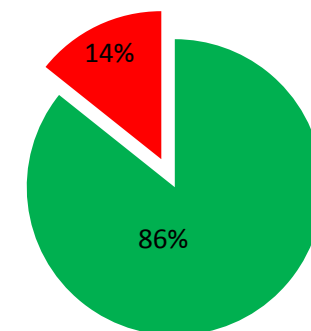


- Survey Monkey
- Paper Survey

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



### Overall Satisfaction



- Overall satisfied
- Overall dissatisfied

## Keniston's Comments

Although we only received 7 out of 18 responses, we are delighted to note that 6 out of 7 residents responded satisfied to all questions and that **5** of these were very satisfied with **everything**.

One resident responded dissatisfied to all questions which, due to the low percentage of completed surveys has, unfortunately, pulled down the overall satisfaction rate. Although we are satisfied that the work has been carried out to a good standard, admittedly, there was a slight delay in completing the contract, partly due to access issues in painting an individual flat entrance door, however, this should not have affected other residents too much. Keniston accepts that some (mainly **old**) paint marks on a section of concrete at the back of the block are still slightly visible. We have attempted to remove as much of this as possible, however, as it is not too noticeable, we believe that we have done all we can do to reasonably improve it.

During the contract, we carried out regular weekly site visits and it was a real pleasure to meet with residents and listen to their feedback regarding Korr Construction's operatives. I know one resident is particularly grateful that her new back gate could be adapted to ensure a regular hedgehog visitor could still access her garden!

Thank you Korr Construction for helping us to achieve a great set of results!

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

Resident's Comments
<b>Q1: How satisfied are you with the service provided by Keniston? What needs to be changed to make you VERY satisfied next time?</b>
<p>My door frame to be done properly</p> <p>Keniston should ensure contractors undertake all work to schedule and satisfactorily</p>
<b>Q2: How satisfied are you with the service provided by the contractor? What needs to be changed to make you VERY satisfied next time?</b>
<p>All work was not completed to schedule and of satisfactory standard</p>
<b>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?</b>
<p>The fence is very good but not door frame</p> <p>Painting work carried out to common parts (part of) are of extremely poor appearance.</p>
<b>Q4: How satisfied are you that works are 100% complete? What needs to be changed to make you VERY satisfied next time?</b>
<p>Bottom of door frame looks exactly the same as before they did it with all scrapes and chips showing</p> <p>Numerous white paint marks on concrete base of refuse cupboard (outside) should be removed</p>
<b>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?</b>
<p>The men doing the work were always polite and helpful.</p>
<b>Q6: Any further comments to add?</b>
<p>Dustsheets were left in situ for long periods when contractors were not working in that area, which was extremely dangerous. Contractors should be more health and safety conscious.</p> <p>All ok thank you</p>

**Summary completed by Jane Westpfel**