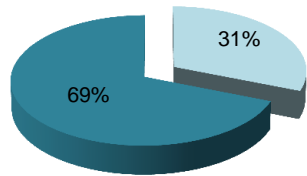


# RESIDENT SATISFACTION SURVEY RESULTS

## 2018/19 NETHEWODE COURT ELECTRIC AND LIGHTING UPGRADE - CLAIRGLOW

No. of properties: 44  
 No. of responses: 16  
 Percentage received: 36%

### Response Method



■ Survey Monkey  
 ■ Paper Survey



	Treated fairly	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	75.00%	81.25%	75.00%	68.75%	81.25%
Fairly satisfied	25.00%	18.75%	25.00%	31.25%	18.75%
Fairly dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%

### Overall Satisfaction



■ Overall satisfied  
 ■ Overall dissatisfied

## Keniston's Comments

The work included:

- ◇ Upgrade main fuseboard serving all communal electrics
- ◇ Replace all communal lighting (including carpark area) with LED fittings which have microwave sensors (i.e. on at low illumination level increasing to 100% brightness when areas are in use)
  - ◇ Dark corridors and walkways are now much better illuminated.
- ◇ The new fittings also incorporate emergency lighting, therefore, reducing the number of different lights required and also improving the scheme's overall appearance.
  - ◇ One style of fitting (excluding foodlights) making future repairs/replacement much easier, no need for caretaker to stock a variety of different bulbs.

The contract had to run in tandem with the cyclical decoration works and we are fortunate that both contractors were very understanding and worked well with each other. We particularly thank Clairglow for their patience when delays occurred with the cyclical decorations, which ultimately affected their programme.

100% RESIDENT SATISFACTION! A fantastic result which is well deserved by the electrical department at Clairglow. The contract was superbly organised and the team involved was a pleasure to work with. Thank you Clairglow.

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

## Resident's Comments

Lights are too bright at night - I am grateful to Keniston for wanting to try and resolve this issue but I know that the LED lights are just much brighter.

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

Could have cleaned up properly after works (*KHA would like to note that this comment relates to the cyclical decoration work-not the electrics*)

**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 comment made

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

Very well organised by Keniston plus all trades.

**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?**

Very well organised by Keniston plus all trades.

Nothing to change. Keep the same contractor.

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

No comment made

**Summary completed by Jane Westpfel**