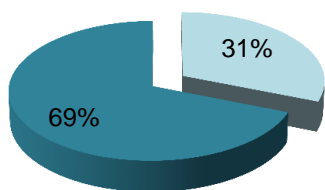


RESIDENT SATISFACTION SURVEY RESULTS

2018/19 NETHEWODE COURT CYCLICAL DECORATIONS - KORR CONSTRUCTION

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

Response Method

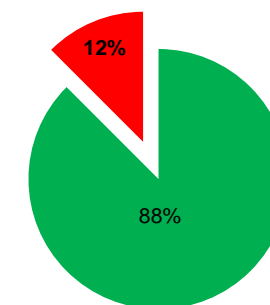


■ Survey Monkey
 ■ Paper Survey



| | Treated fairly | Satisfied works 100% complete | Quality of the work | Service provided by the contractor | Service provided by Keniston |
|---------------------|----------------|-------------------------------|---------------------|------------------------------------|------------------------------|
| Very satisfied | 68.75% | 56.25% | 56.25% | 50.00% | 68.75% |
| Fairly satisfied | 25.00% | 18.75% | 31.25% | 43.75% | 18.75% |
| Fairly dissatisfied | 0.00% | 12.50% | 6.25% | 6.25% | 6.25% |
| Very dissatisfied | 6.25% | 12.50% | 6.25% | 0.00% | 6.25% |

Overall Satisfaction



■ Overall satisfied
 ■ Overall dissatisfied

Keniston's Comments

Unfortunately, the completion of work was substantially delayed due to delays in receiving the cladding material for the sheltered scheme. To add to this delay, Korr Construction was also unable to decorate small areas of the solar reflective paint to the edging along communal walkways until KHA had resolved 4 boiler condense pipes constantly dripping onto it. Unfortunately, there was problems with access and also the walkway then needed time to dry out before it could be painted. As per resident's comments, it is evident that these delays, which were outside Korr Construction's direct control, have had an impact on the overall satisfaction rate.

Keniston are grateful to residents at Nethewode Court for their understanding during this delay, especially those in the sheltered block where most of the noisy disruptive work took place.

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?

Jobs to be completed
The Decoration is not complete
Not a thing

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

Work needs to be finished.
The decoration is not completed
Very professional

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?

The work is not completed

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

It's not 100% complete!
Some work left unfinished. (33-44 Nethewode podium - behind planters)
Good Job

**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?**

Nothing to change. Keep the same contractor

Q6: Any further comments to add?

Painting was not finished!They painted passageway edges in white first,then changed the mind and started painting in black. Then changed the mind again and left it unfinished. Some areas are painted only halfway

Summary completed by Jane Westpfel