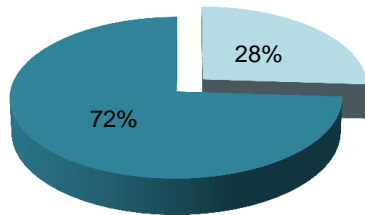


RESIDENT SATISFACTION SURVEY RESULTS

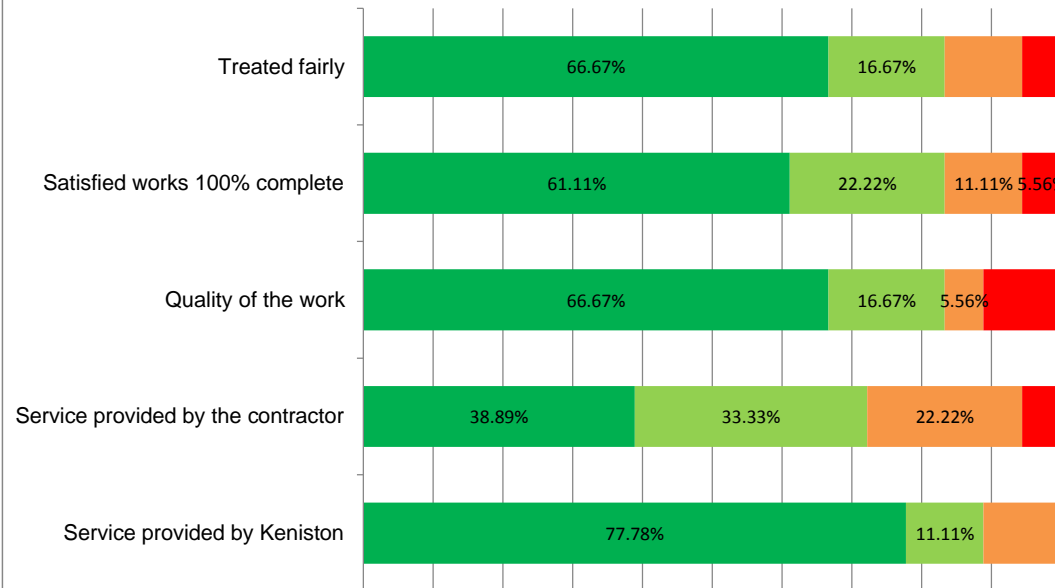
2018/19 SUNNINGDALE COURT - CYCLICAL DECORATION - RELIABLE PROPERTY MAINTENANCE

Response Method

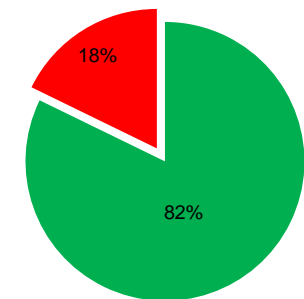


■ Survey Monkey
■ Paper survey

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



Overall Satisfaction



■ Overall satisfied
■ Overall dissatisfied

Keniston's Comments

Unfortunately, overall these results do not meet our usual expectation of resident satisfaction-naturally this is very disappointing. Whilst most residents responded that they were overall satisfied with the work, three out of the 18 residents who responded were not. Any quality issues have been addressed and we are satisfied that the work has been carried out to a good standard but we recognise that the contractor's communication and on site management can be improved.

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

Resident's Comments

**New contractors that are more professional and take care
to be satisfied next time-new contractors that take pride in their work
No painting over dirt instead of cleaning. No wet paint signs and could not care attitude
The work was shoddy and never did half of what they should have
A contractor that has more respect. Contractor rude and not approachable**

Problems should be resolved quicker

Appointments made when they need to access property

**Where do I start....they didn't sheet up. When you spoke to them about different things wot hat to be done they said they do it but never did.
They turned up when they wanted gone by 1:30 and over all messy.
Wasn't treated fairly like I said they said they do something. n never did (until I spoke to you)
Contractors should work along side the residents...the ones you hired never did (sorry to say)**

Workmen could have been more informative of activities

**Painters-no respect from workmen. not pleasant guys, disrespectful at most times
Painting a bit patchy on shed doors never seen bolts painted before
Balcony excellent job. Workmen great to get on with**

Summary completed by Jane Westpfel