

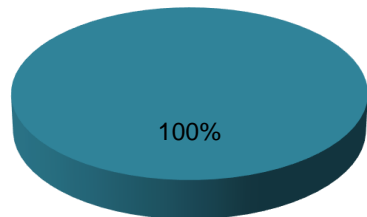
RESIDENT SATISFACTION SURVEY RESULTS

2018/19 SUNNINGDALE COURT FRONT DOOR REPLACEMENT - KORR CONSTRUCTION LTD

No. of properties: 11
 No: of responses: 7
 Percentage received: 64%

Response Method

(Please note, Survey Monkey method not attempted on this occasion)

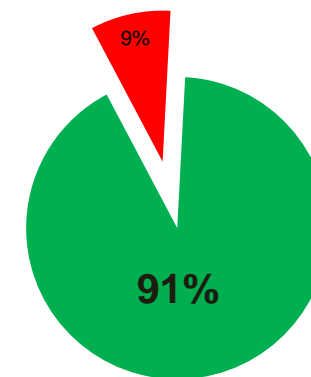


- Survey Monkey
- Paper survey



	Treated fairly	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	71.43%	85.71%	85.71%	71.43%	71.43%
Fairly satisfied	28.57%	14.29%	0.00%	14.29%	14.29%
Fairly dissatisfied	0.00%	0.00%	14.29%	14.29%	14.29%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%

Overall Satisfaction



- Overall satisfied
- Overall dissatisfied

Keniston's Comments

Introduction

Following a review of our Fire Risk Assessment, Keniston decided to bring forward plans to replace flat entrance doors with fire doorsets to 11 properties at Sunningdale Court. The work was budgeted for and planned to take place in 2018/19. Residents were consulted, door choice selections made and an order placed. Unfortunately, following a review of how fire door accreditation is achieved, our chosen supplier, along with many other manufacturers, was unable to fulfil the order. As a result, Keniston found it necessary to find an alternative supplier with the appropriate accreditation leading to a delayed completion of this project. Keniston, with the support of our contractor Korr Construction was able to complete the project in June 2019 without any cost for delays being applied by either party, demonstrating a willingness by Keniston and its partners to work together to achieve a good outcome.

Resident Liaison Officer Summary

Whilst the majority of residents were satisfied with their new front doors and with the service provided, one resident was dissatisfied with how long the work took to finish. Admittedly, the contractor's return visit to finish-off items such as fitting trims and applying mastic externally, did take slightly longer than normal, however, all internal finishes would have been complete on the first visit in order to avoid a second appointment minimising any inconvenience to residents.

Thank you to Korr Construction for your flexibility in re-organising your workload to accommodate the delays experienced.

Please turn over for residents' comments

Residents' Comments

Q1: How satisfied are you with the service provided by Keniston? What needs to be changed to make you VERY satisfied next time?

Get a contractor who knows how to do the job

Nothing

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

3 weeks to do! doors not good

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?

Get someone who is closer, that starts and finishes on time

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

Nil

Nothing

**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?**

Thank you

Q6: Any further comments to add?

No comments made

Summary completed by Jane Westpfel