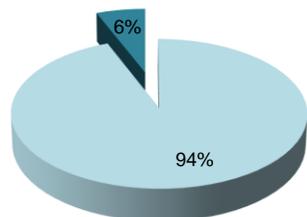


## RESIDENT SATISFACTION SURVEY RESULTS

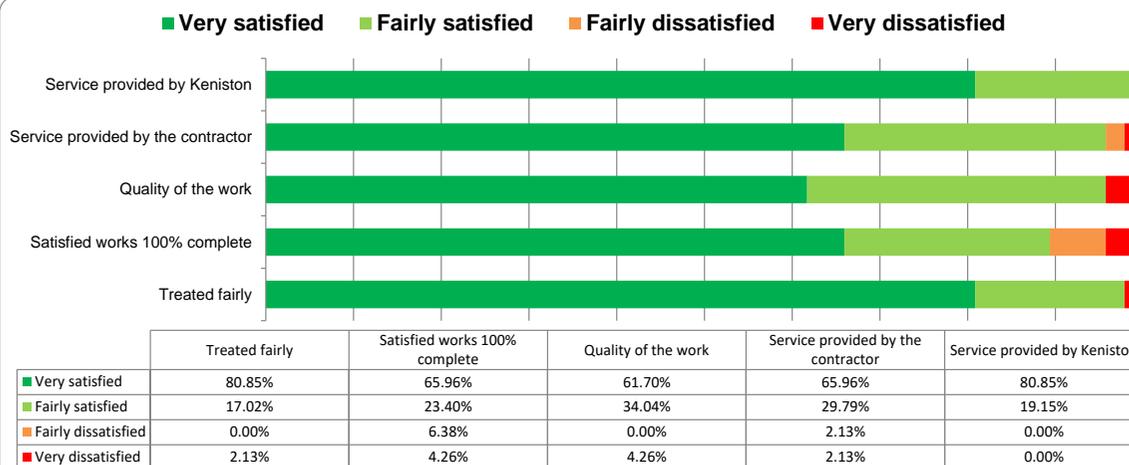
### 2019/20 DARRICK WOOD CYCLICAL DECORATION - KORR CONSTRUCTION LTD

No. of properties: 172  
 No. of responses: 47  
 Percentage received: 27%

#### Response Method



■ Survey Monkey ■ Paper survey



■ Overall satisfied  
 ■ Overall dissatisfied  
 KHA target = 95% satisfied

#### Keniston's Comments

The contract included cyclical decoration work to 172 properties on our Darrick Wood estate. Our largest contract we do! Work in each property varied but in general it involved the decoration of bin store doors, wash down of fascias, windows and gutter clearance. We also decorated 96 front doors (which we identified as being in poor condition) and carried out window health checks to nearly all of the 172 homes. 72 of these required window repairs by a specialised contractor which Keniston's Property Compliance Officer efficiently organised over a period of 2 months to spread the workload for the contractor. Due to the high volume of properties included, we split the contract into phases-this worked really well although we recognise that there is still some fine tuning required. Korr Construction worked extremely hard to gain access to the 172 homes, completing the contract within the anticipated 12 week timescale. While it is evident from residents' comments that the communication could have been better at times and some residents were concerned with the quality of work, particularly the cleaning of windows, the overall satisfaction rate of 96% is still very good. A huge thanks to all involved at Korr Construction for this.

#### What, if anything, can we do better next time to improve the service

Consider ways of improving communication to residents

Please turn over for residents' comments.....

## RESIDENT SATISFACTION SURVEY RESULTS

### 2019/20 DARRICK WOOD CYCLICAL DECORATION - KORR CONSTRUCTION LTD

#### 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?**

More close supervision

If/when cleaning windows as part of the service ensure it's done properly. Random communication from the workers ie they didn't say they hadn't finished the outside cupboard door so I locked it - they came back to do a second coat so could only do outside. Likewise with porch ceiling - didn't know they were coming back so hadn't cleared away any cobwebs **KHA FOLLOW UP-left voicemail message and email to acknowledge comments**

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

To be informed about works on a day to day so as to be prepared

Didn't complete all the work

Door was painted, but not much care was taken on the surrounding frames, work person didn't turn up the next day as he said he would. **KHA FOLLOW UP-Resident advised gloss on frames but declined offer for contractor to return to clean it off.**

The few times I saw them they were always pleasant

**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?**

more follow up daily

Gutter not cleared - rain pours down and overflows gutter - window catches not repaired - **KHA ACTION repair order issued**

The workman apart from one painter seemed disorganised and amateur

External Windows cleaned poorly, had to be re-cleaned by myself Internal window / door inspection did not include any cleaning or lubrication and the reported faulty windows have not been fixed

They need to do a neater job

To stick to a day that they say they will be coming. Use clean cloths with water/solution to clean windows properly.

Could of painted both sides of the front door or had the option to

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

Man came with clipboard regarding window problems - no one came back **KHA ACTION - contacted resident-ascertained that window repair since carried out**

Still awaiting new patio doors **KHA ACTION - determined that existing doors beyond economical repair and confirmed new to be fitted in next few weeks**

Lock on patio door loose

As above - windows remain faulty

Kitchen window hinge broken **KHA FOLLOW UP - repair order issued**

Interior window catches and lubrications were never done

**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?**

I don't feel this is applicable

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

Wood staining & carpentry was completed to a good standard. Window cleaning, gutter cleaning and window maintenance was completed to an unsatisfactory standard or not at all

Yes they were good

We were very happy with it all

Great service thank you