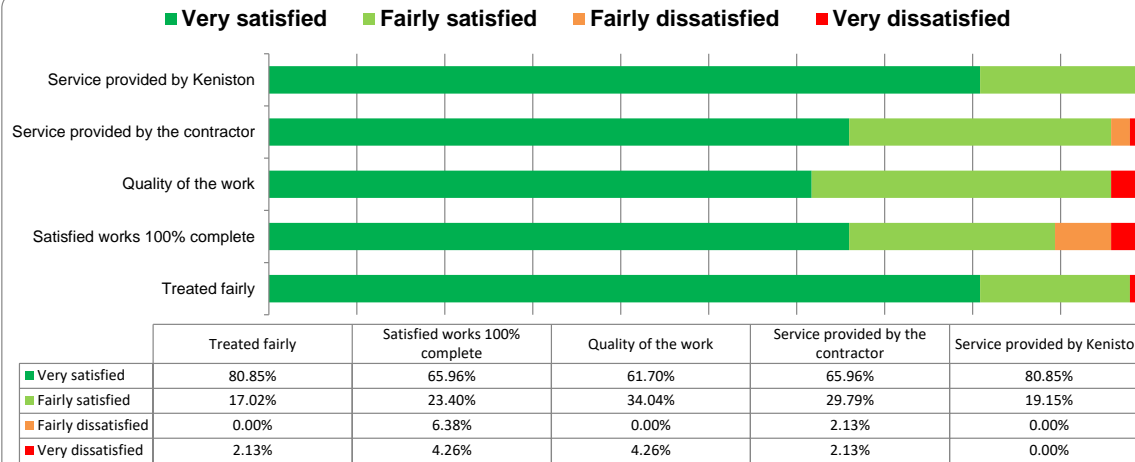
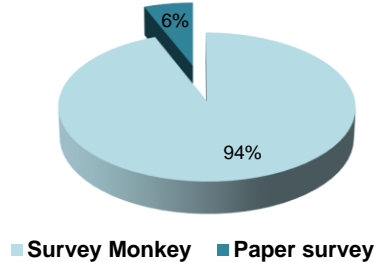


RESIDENT SATISFACTION SURVEY RESULTS

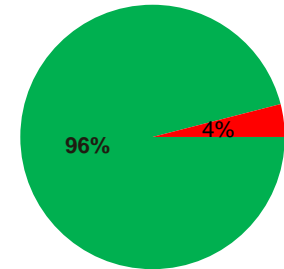
2019/20 DARRICK WOOD CYCLICAL DECORATION - KORR CONSTRUCTION LTD

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

Response Method



Overall Satisfaction



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	