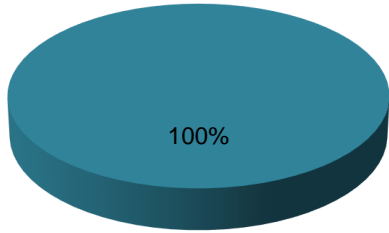


RESIDENT SATISFACTION SURVEY RESULTS

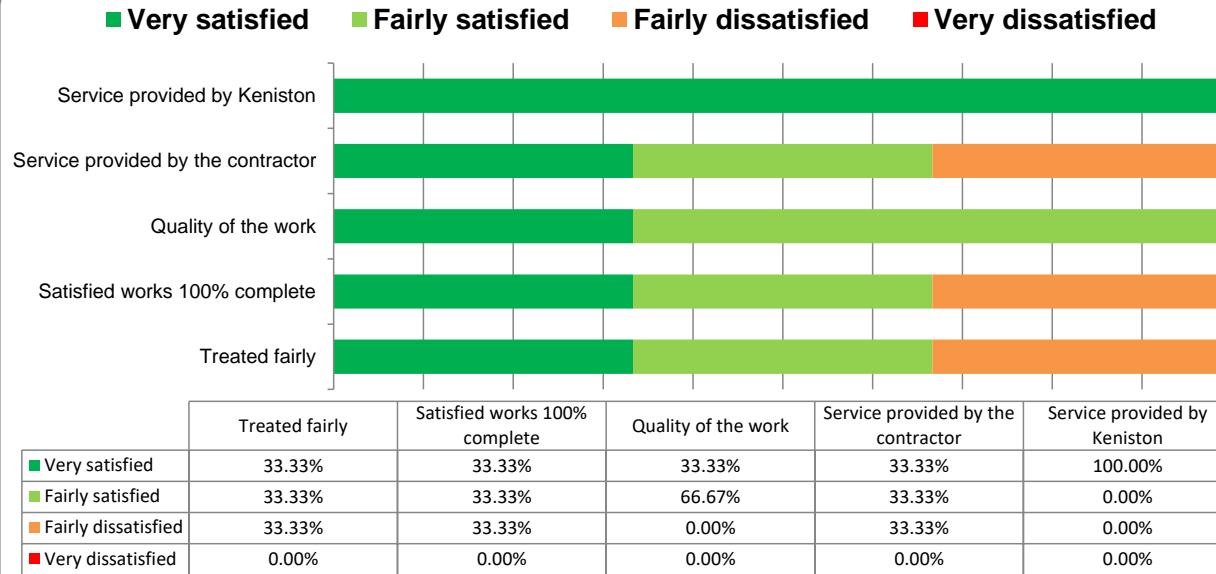
2019/20 LYHAM ROAD CYCLICAL DECORATION - ED BUILDING SERVICES

No. of properties: 10
 No. of responses: 3
 Percentage received: 30%

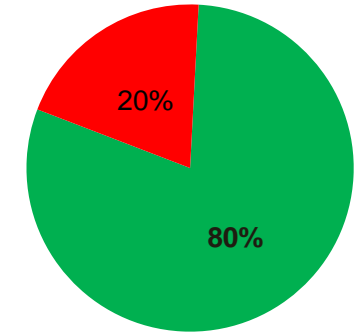
Response Method



- Survey Monkey
- Paper survey



Overall Satisfaction



- Overall satisfied
- Overall dissatisfied

KHA TARGET IS 95%

Keniston's Comments

The work included the decoration of previously painted surfaces such as; concrete, render, masonry, railings and pedestrian gates. As with all of our cyclical decoration work it also included a health check and general overhaul of windows and external doors-this involved cleaning and lubricating hinge mechanisms and moving parts and, if possible, complete any minor repairs with a view that any repairs which could not be completed would be reported to KHA for further action. No repairs were reported.

Despite three attempts by using the text service and paper surveys, unfortunately, only 3 out of 10 residents responded to the survey. As 1 resident responded **fairly** dissatisfied with some aspects, this has regrettably had a very negative impact on the overall satisfaction but the resident did not leave a comment to explain why and there has been no response to Keniston's request for further information. We also have no record of any resident being displeased with the work whilst the work was in progress even though Keniston emphasise the importance that residents get in touch as soon as possible if there is a problem.

What, if anything, can we do better next time

RLO to have structured weekly visits, i.e. on the same day every week (if feasible). Residents to be made aware of this arrangement in advance opening up a greater opportunity for KHA staff to meet with residents and gain feedback whilst work is in progress.

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

RESIDENT SATISFACTION SURVEY RESULTS

2019/20 LYHAM ROAD CYCLICAL DECORATION - ED BUILDING SERVICES

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?

No 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?

No comments

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?

Windows not cleaned well

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

"The concrete floor is cracking close to the kitchen"- ***KHA FOLLOW UP- Not related to cyclical decoration work. KHA issued inspection***

**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?**

No comments

Q6: Any further comments to add?

No comments

Summary completed by Jane Westpfel