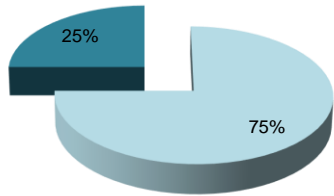


PROPERTY SERVICES - RESIDENT SATISFACTION SURVEY RESULTS

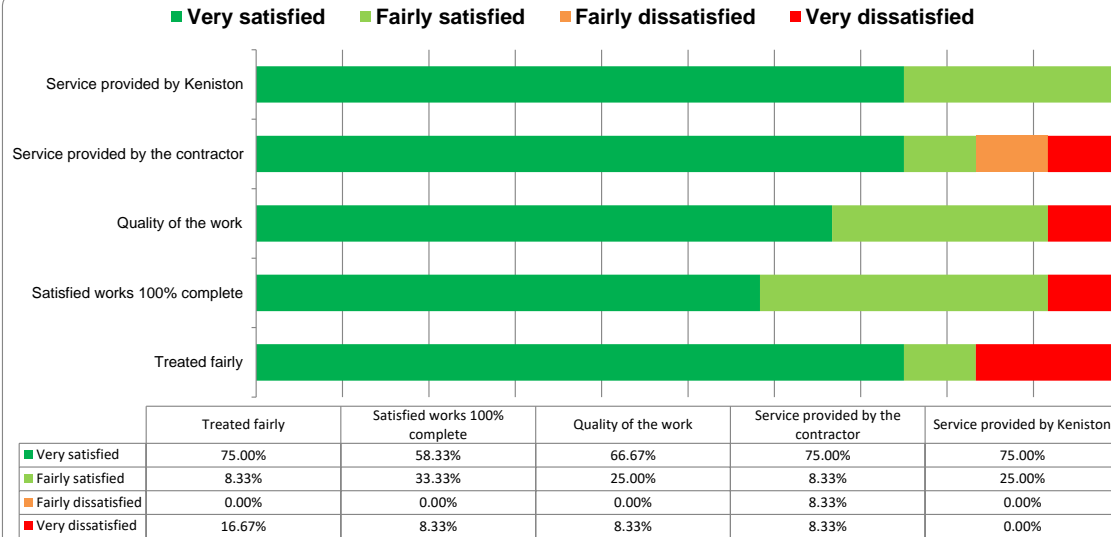
2019/20 DARRICK WOOD FENCE REPLACEMENT - LEVEL CONSTRUCTION

No. of properties: 29
 No. of responses: 12
 Percentage received: 41%

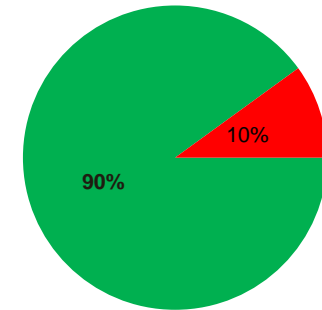
Response Method



■ Survey Monkey ■ Paper survey



Overall Satisfaction



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

Keniston's Comments

We replaced the rear boundary fences to 29 properties (8 blocks) which we had previously identified as being in disrepair and prioritised as next in line for fence replacement. The contractor, Level Construction, completed the work in a very professional manner and within the designated timescale of 8 weeks, this is despite additional works being required. The operatives ensured that each property was left clean and tidy at the end of each working day and all old fencing was very quickly disposed of. I was really impressed with the operatives' attitude and the good relationship they had built with residents which, in my opinion, allowed the contract to run as smoothly as it did. Whilst we have fallen slightly short of reaching our overall satisfied target rate of 95%, it should be noted that during my visits, many residents commented to me that they were very pleased with the contractor and the quality of their work.

Above summary by Chris Willden (Keniston's Technical Officer)

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

One resident said that they did not know when the contractor was going to arrive. Although this was by no means typical of the service provided by this contractor, we should look at the communication process and highlight in the future how important it is to keep residents informed.

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

PROPERTY SERVICES - RESIDENT SATISFACTION SURVEY RESULTS

2019/20 DARRICK WOOD FENCE REPLACEMENT - LEVEL CONSTRUCTION

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?

Prompt response to reporting of issues

The fence replacement should have continued all the way round the garden. The three old panels left undone were falling apart and the first day of recent storm blew down and damaged my garden. They have now been replaced too but once again the fencing around my garden is a mix and match. False economy, waste of money and damage I have to put right. Seems a typical pattern of repairs for Keniston. KHA COMMENT: we previously replaced some of the fencing so it was not considered necessary nor cost effective to replace these again. Unfortunately, there is a variation in colour between the new and previously replaced panels but we hope that with time this will begin to blend - as discussed with the resident at the time.

Contractors worked very well everybody was saying how nice 🍷 it looked but slabs weren't laid outside the gate - thank you 😊 KHA RESPONSE - We will be asking the contractor to return. Thank you for bringing this to our attention.

Nothing - all good

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

Didn't know when they were coming as they didn't contact me, just turned up on the day they did the work - KHA ACTION: contacted resident to discuss

Tried very hard and apart from a lot of clay soil/rubbish left on the garden it was successful. Once again the tenant left to clear and tidy up after the work. Previous contractor left nothing at all for me to clear up - KHA ACTION - discussed with the resident during the work

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?

Lovely, just a shame it doesn't match - KHA COMMENT: as above - this was discussed with the resident at the time

The gate is stiff to open and shut - KHA TO ACTION: contractor to return to ease and adjust gate.

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

Comments as above

Where bushes removed, looks a little untidy - KHA FOLLOW UP: we arranged for this to be cemented over and resident has since commented, "looks very smart"

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?

Like earlier comment, wasn't aware they were coming to do the work KHA COMMENT: as above contacted resident to discuss

Tidying up left for elderly and disabled to do. Always the case - KHA COMMENT: discussed with the resident at the time

Q6: Any further comments to add?

Response to comments and issues needs to be more swiftly dealt with

After 30 plus years of mix and match garden fences and wall around the property we still have to find time and money to rebuild the central fence damaged and removed previously. I think Keniston should have addressed this not us. We are getting well past erecting fences and are disappointed KHA COMMENT: discussed with resident.

All good

Overall very happy!