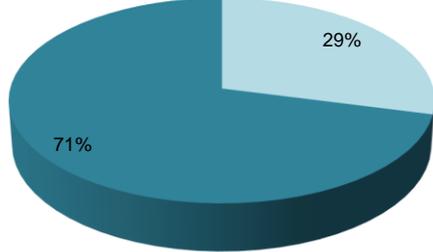


RESIDENT SATISFACTION SURVEY RESULTS

2019/20 BOILER UPGRADE & ASSOCIATED WORKS CLAIRGLOW HEATING (CONTRACTOR) AND PHOENIX COMPLIANCY MANAGEMENT (CONSULTANT)

No. of properties: 24
No. of responses: 14
Percentage received: 58%

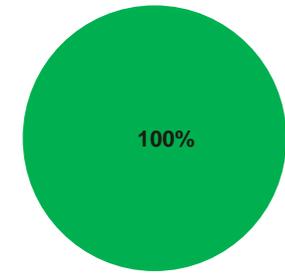
Response Method



■ Survey Monkey ■ Paper survey



Overall Satisfaction



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

Keniston's Comments

We partnered with Clairglow Heating to complete 24 boiler upgrades at multiple sites: Pound Green Court in Bexley, Dromore (The Park) in Sidcup, Nethewode Court in Belvedere and Hayles Street in London (Southwark).

Compared to previous contracts, we did things slightly differently this time. For example, as part of the partnering agreement, we looked at what we could do better; and as a result we reduced the number of visits required to each property by eliminating or combining contractor and consultant visits, where possible. Also, as properties were so geographically widespread, we did not hold resident meetings but instead Keniston and Clairglow worked collaboratively to produce an information leaflet incorporating both of our key points - Clairglow have continued to use this leaflet for any "one-off" boiler replacements too.

Completion was delayed, this was mainly due to a small number of properties requiring an asbestos survey and, in response, completing additional works required to address this. While this presented some unforeseen challenges, Keniston are very grateful to the residents who were affected by this additional work, for their immense understanding and cooperation throughout; and also Clairglow for how they efficiently responded to these challenges and, very importantly, keeping everyone fully updated along the way. Thank you!

Despite these challenges, we're absolutely delighted and proud to report that for the 3rd consecutive year, residents are once again 100% overall satisfied with the service provided by Keniston and Clairglow.

We hope to have many more opportunities to work with Clairglow on similar contracts so we can continue to build on our experience of working together and enhance what, as these results confirm, is already a very good service.

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

Review the data on the information leaflet and enhance its presentation

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

RESIDENT SATISFACTION SURVEY RESULTS

2019/20 BOILER UPGRADE & ASSOCIATED WORKS CLAIRGLOW HEATING (CONTRACTOR) AND PHOENIX COMPLIANCY MANAGEMENT (CONSULTANT)

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?

nothing everything is fine

What service did Keniston provide?

I knew the boiler was 15 years old but was it necessary to change it?

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

Contractor's booking team was rude, confrontational and less than honest vis-a-vis a claim that an appointment had been arranged with me, which was messed, when this was no such appointment had been made - KHA COMMENT: We were sorry to read these comments - we are aware that Clairglow's Installation Manager contacted the resident to apologise for any misunderstanding and rescheduled an appointment to suit the resident.

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?

No comments made

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

I don't understand why I now have to wait a few seconds for the hot water to come through to the shower and I did not before. Plumber visiting 29/11/19 for the second time to fix same problem. KHA & CONTRACTOR ACTION - Clairglow have returned and adjusted the settings on the boiler. All now resolved to the resident's satisfaction

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 think about it

I can't get on with the room thermostat (bad eyes) KHA COMMENT & ACTION: We fitted a wireless programmable digital thermostat, which is a combination of a programmer and thermostat in one. This is the first time we have used this model and very different to the traditional dial thermostat commonly used for many years and which most people are accustomed to. During Keniston's RLO visits and follow up telephone calls, while a few residents needed some assistance in understanding it, the majority of residents commented that they have found it easy to use. Keniston's RLO visited this particular resident on 2 occasions to talk through the controls and to illustrate the simplest way of operating it. This has subsequently been followed up again and the resident is very happy with how everything has been working and also commented how the new boiler is so much better, even though, "the old one was quite good".

Q6: Any further comments to add?

As this work was completed while I was away I came home to a job very well done, and it was left very clean and tidy, thank you very much

All works were carried out by very good workers very clean and tidy