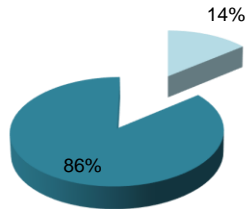


RESIDENT SATISFACTION SURVEY RESULTS

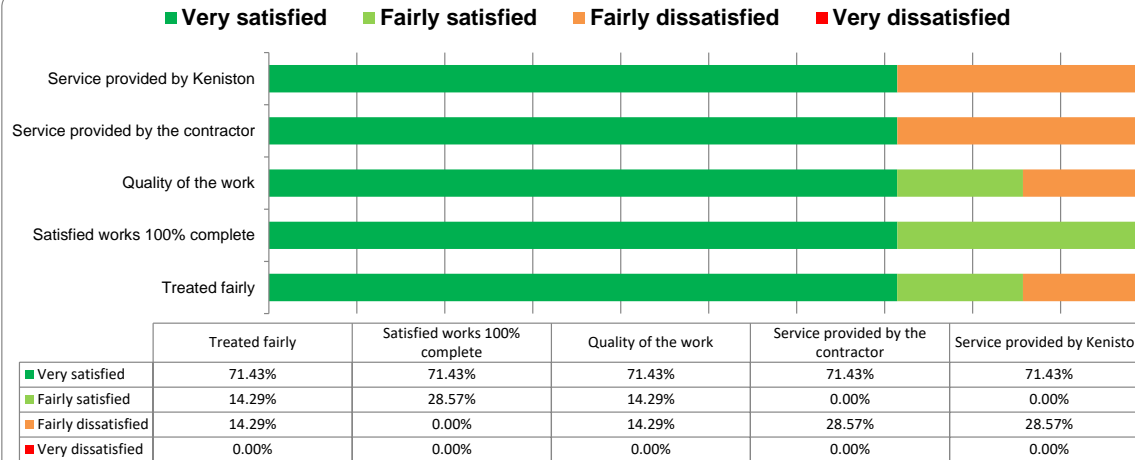
2019/20 HORNSEY ROAD CYCLICAL DECORATION - KORR CONSTRUCTION LTD

No. of properties: 21
 No. of responses: 7
 Percentage received: 33%

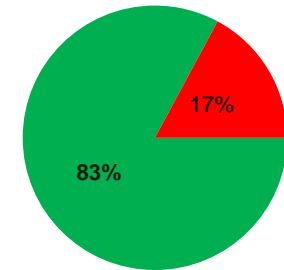
Response Method



■ Survey Monkey ■ Paper survey



Overall Satisfaction



■ Overall satisfied
 ■ Overall dissatisfied

KHA'S TARGET IS TO ACHIEVE 95% OVERALL SATISFIED

Keniston's Comments

Unfortunately, we only received 7 out of 21 responses and whilst we are delighted to note that 5 residents responded **satisfied** to **all** questions, 2 residents responded dissatisfied, which due to the low percentage of surveys received has had quite an impact on the overall satisfaction rate. Regrettably on this occasion we have not met our target of 95%. During the works, Keniston's Technical Officer, visited site regularly and at least once per week. He has reported that any minor concerns regarding the quality of work was very quickly addressed by the contractor and at the time of writing this summary there are no outstanding items.

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

Residents who responded dissatisfied commented that communication was poor, especially with regard to specific access requirements to their property/balcony. Compared to previous cyclical decoration work at Hornsey Road, we made the decision to do things differently this time by erecting scaffold to the end of the block - something we usually do with all of our other high rise properties. Historically, we have accessed Hornsey Road balconies by walking through resident's homes. We hoped that by introducing the scaffold we would be able to minimise inconvenience to residents and at the same time ensure that all areas of work would be readily accessible for inspection by Keniston. Whilst this different approach did prove beneficial, we are mindful that we will need to review how residents are kept informed of access requirements during future contracts.

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

RESIDENT SATISFACTION SURVEY RESULTS

2019/20 HORNSEY ROAD 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?

Works were not monitored properly / not informed of people walking across balcony in advance (both Keniston and contractors)
Poor communication with tenants. Not even a text requiring access

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

Did not clean up after daily work on stairwells - left dirty over weekends. Also intrusion walking across balcony without prior notice and excess noise traipsing across roof

It is a legal requirement to request access from tenants

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?

Better preparation / better finish

Paint splashes on balcony. Better cleaning up afterwards

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

Unaware that asphalt repairs to the podium have been completed

**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?**

Residents were not given specific dates when access was necessary or even provided with the courtesy of knocking before accessing balconies.

Q6: Any further comments to add?

The work is very well done and I'm very happy thank you and he was a very nice man