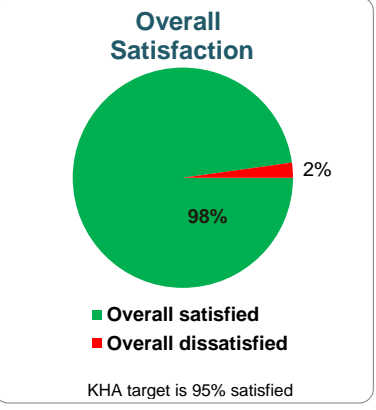
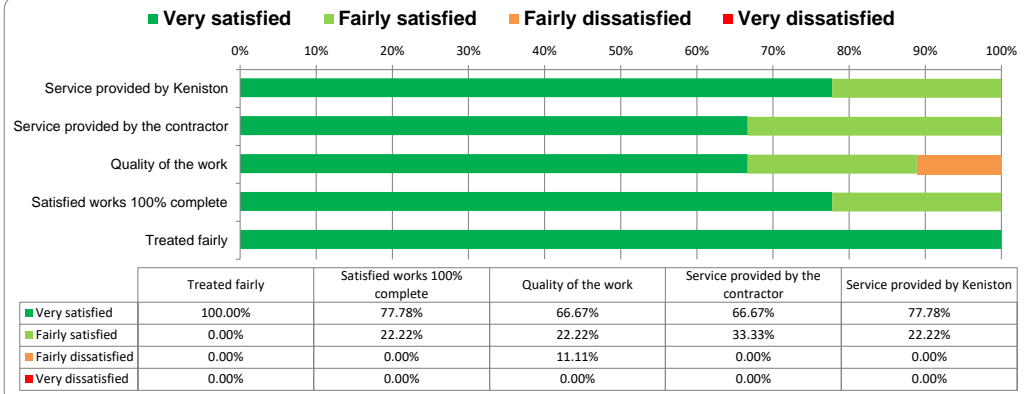
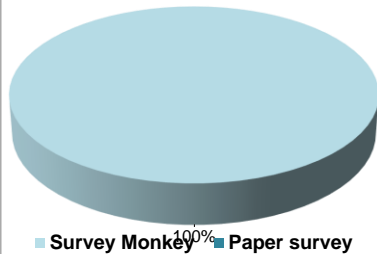


## RESIDENT SATISFACTION SURVEY RESULTS

### 2019/20 WINDOW, BALCONY/PATIO DOOR AND FRONT REPLACEMENT (INTERIM REPORT - FIRE RATED FRONT DOORS TO 7 PROPERTIES STILL TO INSTALL) CONTRACTOR - THERMOSHIELD WINDOWS LTD CONSULTANT - CHURCHILL HUI

No. of properties: 21  
No: of responses: 9  
Percentage received: 43%  
**Response**



### Keniston's Comments

The work included window, balcony / patio door and front door replacement to this block of 21 flats, including communal windows. The requirement of front door replacement varied within the block - for instance; we had already, in recent years, replaced 4 out of 21 of the front doors and, 7 out of the 17 front doors, which were in need of replacement, were required to be fire rated and supplied by a different manufacturer. This ultimately and unavoidably lead to longer manufacturing timescales for this product for which Keniston and Thermoshield had no direct control over. At the time of summarising these results, although most of the work is complete, due to COVID-19 restrictions, we have yet to install the 7 fire rated front doors. The overall contract completion date, as a result, has been extended to allow the contractor a return to site to fit these at the earliest opportunity, once restrictions have eased.

Therefore, this summary excludes the installation of the fire rated front doors to these 7 properties but includes all window installations and other front doors. While the contract is not officially 100% complete, it has been useful to obtain resident feedback at this stage to enable us to coordinate any necessary return visits at the same time as the remaining fire rated front doors are installed, thereby minimising inconvenience to residents (where possible) and allowing Keniston and Thermoshield to efficiently manage their workload when the time comes.

We started to plan for this contract very early in the financial year with a realistic goal to get on site and start work during the summer months (a favourable time for work of this nature) but despite our best efforts work commenced much later than planned, this was mostly due to problems with sourcing a suitable supplier for the fire rated front doors - as reflected in a resident's comment below.

Once on site, however, the window and majority of front door installations were carried out very quickly and all within 3 weeks of starting the first installation. Thanks to Sonia at Thermoshield, appointments were efficiently organised, enabling, in most cases, 2 properties to be completed in one day. It is also important to note that during site visits Keniston received very good feedback from residents regarding Thermoshield's 'friendly, approachable and helpful' operatives.

We have worked with Thermoshield for 3 consecutive years now with residents' overall satisfaction rate varying between a very respectful 90-100%. During this time, we believe we have built an excellent working relationship with Thermoshield and would warmly welcome further opportunities to work with them again and fine-tune what we believe is already a very good service.

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

Keniston to consider what measures can put in place at planning stages to maximise the possibility of similar work being carried out during the summer period.

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

## RESIDENT SATISFACTION SURVEY RESULTS

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#### 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?

The amount of time it took for the window replacement to take place was very long. I had complained about mould in the windows for a whole year. - KHA RESPONSE: We regret the time it took to get on site and explained the aforementioned reasons to the resident.

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

Property was damaged upon installation. I would like it if they leave things how they found them - KHA RESPONSE: We have made contact with the resident and agreed that small areas of damage to decoration and a broken balcony door trim will need to be put right once COVID-19 restrictions have been eased.

Better installation: KHA RESPONSE: We contacted the resident and agreed to arrange inspection once Covid-19 restrictions have been eased.

##### 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?

Front Door handle has become loose chipped the outer woodgrain skin / covering of the back doors revealing white underneath. I noticed this during install and they fixed it by dabbing a bit of brown silicone over the dent. Not really how it is meant to be done Architrave surrounding windows is ok Basically it was just put in trimmed up and sealed as quickly as possible Get the job done and get our mentality KHA RESPONSE: As above

My back door is slightly damaged up in installation KHA RESPONSE: We contacted the resident and agreed to arrange inspection once Covid-19 restrictions have been eased.

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

Read above

##### 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?

What has gender and race got to do with windows?

##### Q6: Any further comments to add?

Rushed job, small problems starting to show - KHA RESPONSE: This relates to the above regarding the front door handle and other matters raised. KHA to inspect.

Happy with the work apart from some damage to plaster below door step which was partially covered with a strip of plastic. However I feel I can rectify this myself. The workmen pointed out to me that the roofing felt above the patio doors stops about a foot short of the gutter which accounts for some internal water staining - I would be grateful if this could be resolved at some point. KHA RESPONSE: KHA to inspect as soon as possible

Has made such a difference having the new window - KHA RESPONSE: We are very happy to hear that and thanked the resident for this feedback

Summary collated by Jane Westpfel