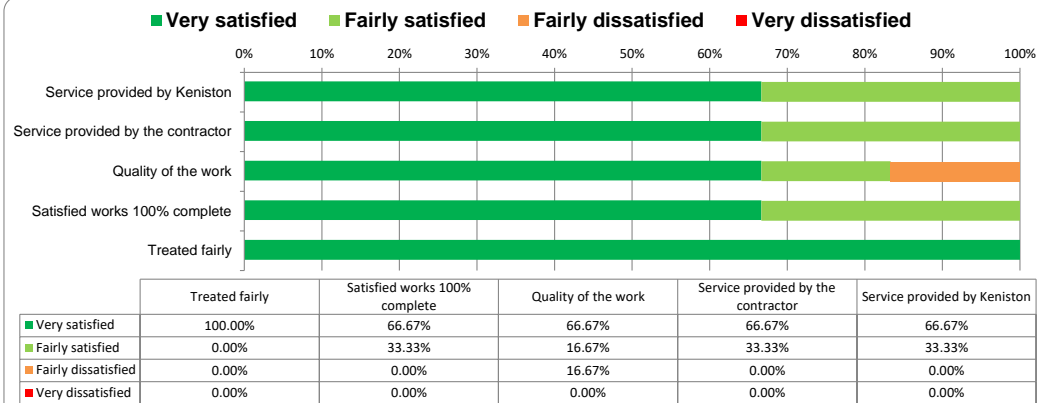
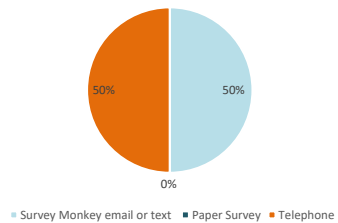


RESIDENT SATISFACTION SURVEY RESULTS

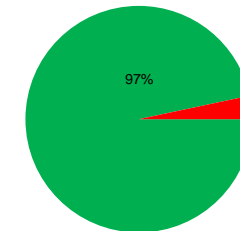
2020/21 CYCLICAL DECORATION - BYERS COURT CONTRACTOR: KORR CONSTRUCTION LIMITED

No. of properties: 10
No. of responses: 6
Percentage received: 60%

Response Method



Overall Satisfaction



Overall satisfied
Overall dissatisfied

KHA target is 95% satisfied

Keniston's Comments

The work, in general, included the erection of scaffold, redecoration of previously painted surfaces to internal and external communal areas (including previously painted concrete, render and masonry), redecoration of flat entrance door frames (not front doors as these are pre-finished).

We are delighted to see that residents are overall 97% satisfied with the work carried out by Korr Construction - who have carried out similar works for Keniston over the years with very positive results such as these. We hope to have the opportunity to work with them again in the future to build on this success even further.

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

Last year, we suggested that it would be beneficial to look at how we and the contractor communicates with residents during the work. Whilst we tweaked our notification letter to residents for this contract, as the work at Byers Court did not require access inside residents' homes and was not that intrusive for them, it is difficult to gauge how this compares with previous contracts. We will, however, also be looking at the results of another contract currently in progress at our Hayles and Elliotts scheme to assess this aspect.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2020/21 CYCLICAL DECORATION - BYERS COURT CONTRACTOR: KORR CONSTRUCTION LIMITED

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 made

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 made

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?

Good job. Not intrusive at all and the contractors cleaned up every day

The painting that was done to the outside of the building is very patchy in places and already looks faded KHA FOLLOW UP: Keniston have inspected this and confirmed the covering is satisfactory. Unfortunately, due to the lay of the render paintwork can sometimes appear patchy in certain lights. This has been discussed with the resident concerned. However, we have asked the contractor to return to re-coat a small section where shrubs have subsequently been removed.

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

Told windows would be cleaned but only wet down. KHA RESPONSE: Our letter of notification advises that windows will be 'washed down' at the end of the work

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 made

Q6: Any further comments to add?

I've been living here for six years and to be fair it was about time the place got a new lick of paint, being as I've been paying service charges all this time and it took this long for this to happen.

Would have been better to have more guys working on site working so it didn't take so long and scaffold could come down sooner. KHA RESPONSE: The number of operatives were reduced to ensure social distancing requirements could be met, nevertheless work was only one week behind schedule including the scaffold removal.

Very good. Great job - really nice!

Very satisfied. Great Improvement. No complaints

Summary collated by Jane Westpfel