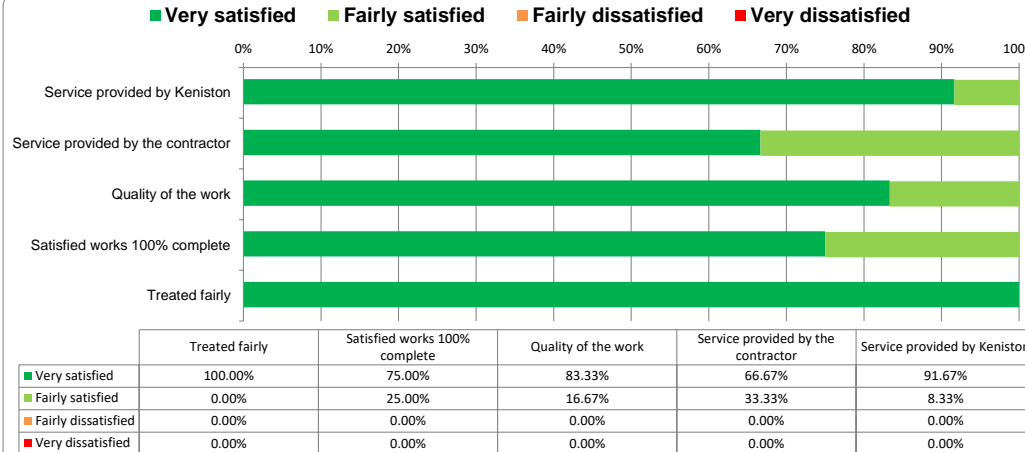
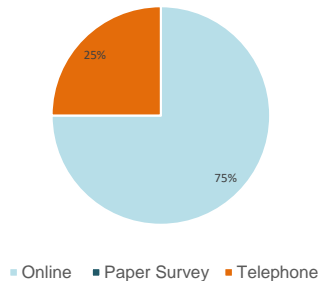


RESIDENT SATISFACTION SURVEY RESULTS

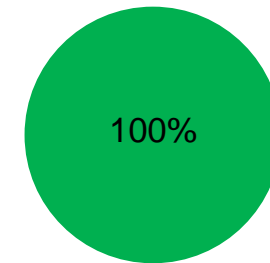
2020/21 DARRICK WOOD BOUNDARY FENCE REPLACEMENT CONTRACTOR: LEVEL CONSTRUCTION

No. of properties: 28
No: of responses: 12
Percentage received: 43%

Response Method



Overall Satisfaction



Overall satisfied

Overall dissatisfied

KHA target is 95% satisfied

Keniston's Comments

This year's fence replacement programme included work to 28 properties on our Darrick Wood scheme - it was managed by Chris Willden (Keniston's Technical Officer) who reports that the contractor, Level Construction, completed the work in a very professional manner and pleasingly much ahead of the 10 week timescale despite some very poor weather conditions, including snow!

After last year's fence replacement programme (with overall resident satisfaction rate being at 90%) we recognised that improvements could be made with the contractor's communication process - something we were keen to review with the contractor and improve on this time round. It is really positive, therefore, to report an increase in the overall satisfaction rate on this occasion with residents being overall 100% satisfied - a great result for all involved.

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

A few residents have commented negatively regarding Keniston's policy that it is residents' responsibility to maintain the dividing fence between each property. Keniston will aim to be more descriptive on this matter when first notifying residents of any up and coming boundary fence replacement, explaining the reason behind this and if possible providing clarification on which side of the fence is their responsibility.

Please turn over for residents' comments....

RESIDENT SATISFACTION SURVEY RESULTS

2020/21 DARRICK WOOD BOUNDARY FENCE REPLACEMENT CONTRACTOR: 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?

"The gate is out of line level at top but gap as it goes down The fencing is fine." KENISTON FOLLOW UP: Keniston's Technical Officer visited and discussed with 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?

"Seemed like nice guys and cleaned all rubbish away every day."

"Messed us about a bit with appointments - didn't turn up to do the work when planned."

"Came when arranged. Got on with it. Very Good and worked well to get it all finished."

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?

"Gate not lined up properly but fencing itself is fine." KHA FOLLOW UP NOTE: Inspected and slight adjustment agreed necessary.

"Haven't opened up gate yet but sure it all looks much better than we had before. Fence is taller so more privacy and even though I haven't managed to cut the grass or do anything else in the garden it all looks so much better."

"Looks very sturdy and strong. Looks lovely"

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

" Not sure on gate, there is also a piece of wood at the base of gate wedged between the concrete posts, not sure if that should be there, would it not rot over time. Or can we remove it?" KHA FOLLOW UP NOTE: Keniston's Technical Officer visited and agreed for contractor to return to carry out slight alteration.

**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?**

0 comments made

Q6: Any further comments to add?

"We understand we are responsible for the dividing fence. When we first moved in this was not the case. At the moment the fence is ok but it is starting to deteriorate and we may not have the money to replace it in the future."

"Would like clarification on the alignment of gate if possible and whether we can remove the piece of wood on the ground at the base of gate, or is it there for a purpose?" KHA RESPONSE: KHA FOLLOW UP NOTE: Keniston's Technical Officer visited and agreed for contractor to return to carry out slight alteration."

"There is one corner without woods." KHA FOLLOW UP NOTE: Keniston's Technical Officer has inspected and discussed with resident. Follow up work agreed.

"Always happy with everything you do."

"When I first moved in nearly 40 years ago nothing was mentioned we are responsible for the fencing inside the property which I think in unfair. Some of the panels and posts are that old they are starting to disintegrate. I managed to keep some planks to fix the inside, getting someone in and paying them to do so but am in need of more. It's a shame Keniston couldn't replace some of the inside fencing too."

"Very pleased - very good workers."

"Keniston staff is an excellent host who takes great care of their tenants and cares about the cleanliness of the environment."

Summary collated by Jane Westpfel