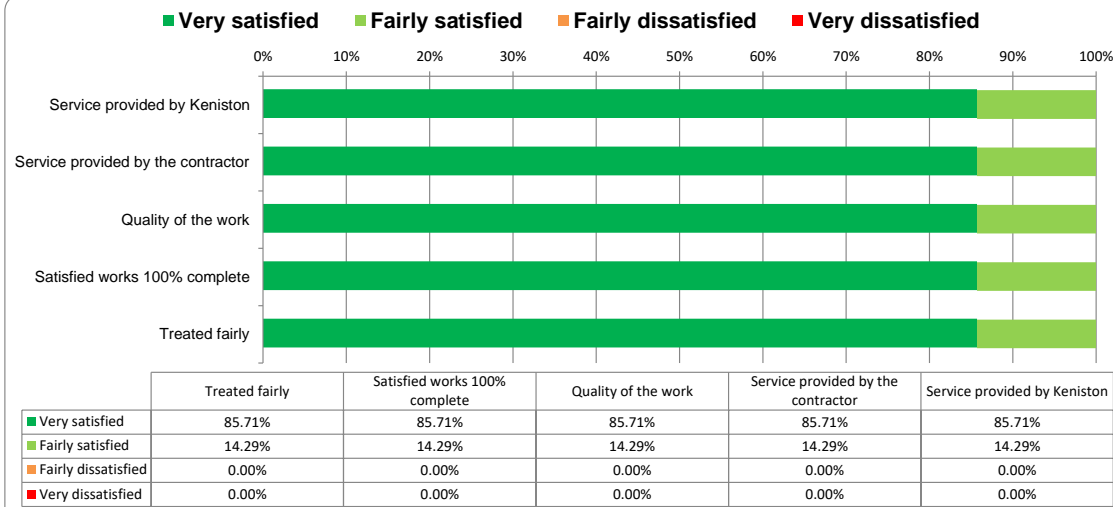
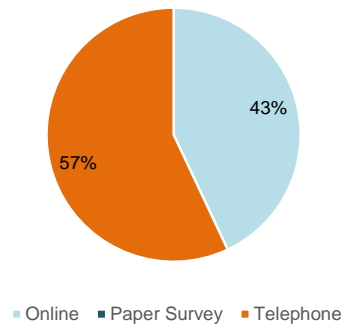


## RESIDENT SATISFACTION SURVEY RESULTS

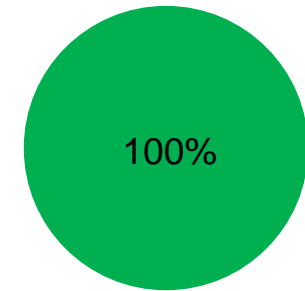
### 2020/21 - DARRICK WOOD WINDOW REPLACEMENT CONTRACTOR: THERMOSHIELD WINDOWS LIMITED

**No. of properties: 10**  
**No. of responses: 7**  
**Percentage received: 70%**

#### Response Method



#### Overall Satisfaction



■ Overall satisfied  
■ Overall dissatisfied

KHA target is 95% satisfied

### Keniston's Comments

Having worked with Thermoshield for 3 consecutive years with excellent results we were delighted to have the opportunity to work with them again this year. Residents regularly have very positive things to say about Thermoshield's operatives and when referring to residents' comments this year it is great to see that this theme has continued. Residents are 100% satisfied this time, an increase compared to last year's window replacement contract at 98% satisfied.

Although there were some issues with one of the properties, which unavoidably took slightly longer to resolve than usual due to Covid, this has not impacted too greatly on the resident's overall opinion of the service they received.

From Keniston's point of view we have built a very good working relationship with Thermoshield's team, this includes their site agent, operatives on site and very importantly their office staff who are **always** very accommodating, cheerful and helpful.

A great outcome in difficult and different times - thank you to all involved at Thermoshield!

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

Last year, we set ourselves a target to be in a position to start the next phase of window installations in the summer months - possibly too ambitious not knowing the full impact that Covid might bring. Unfortunately, despite our best efforts, delays with the supply chain prevented this from happening - resulting in the work being carried out much later than we wanted to and in the midst of the winter months. Although residents were very understanding, it is not ideal and so will be carrying forward last year's aspirations and endeavours to ensure the next window replacement for 2021/22 starts much earlier on in the year.

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

## RESIDENT SATISFACTION SURVEY RESULTS

### 2020/21 - DARRICK WOOD WINDOW REPLACEMENT CONTRACTOR: THERMOSHIELD WINDOWS 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?**

"Very very very satisfied."

**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 problems at all. Gary was brilliant. Felt comfortable leaving him with a key."

Fitters Gary and Liam were so helpful, removing curtain, curtain poles etc. and refitting them. So polite and helpful. Absolute diamonds! Outstanding.

"Very very very satisfied."

**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?**

"Not very satisfied as patio door very draughty and found a large gap to the side. KHA FOLLOW UP: Confirmed contractor returned on next working day and remedied. Problems persisted and contractor was required to return. Unfortunately, due to Covid there were delays with this return visit but once attended all problems resolved."

"Very very very satisfied."

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

No comments made.

**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?**

"Fabric dustsheets used but work carried out during heavy downpour. Footprints saturated dustsheets and resident had to clean carpet."

"Thank you for all the works you have carried out in my home over the last few years I really appreciate it."

"Really pleased."

"The two workers, Gary and his colleague were very polite, clean and tidy with their work. They went out of their way to help fixing our blinds back up and were always very courteous."

Summary collated by Jane Westpfel