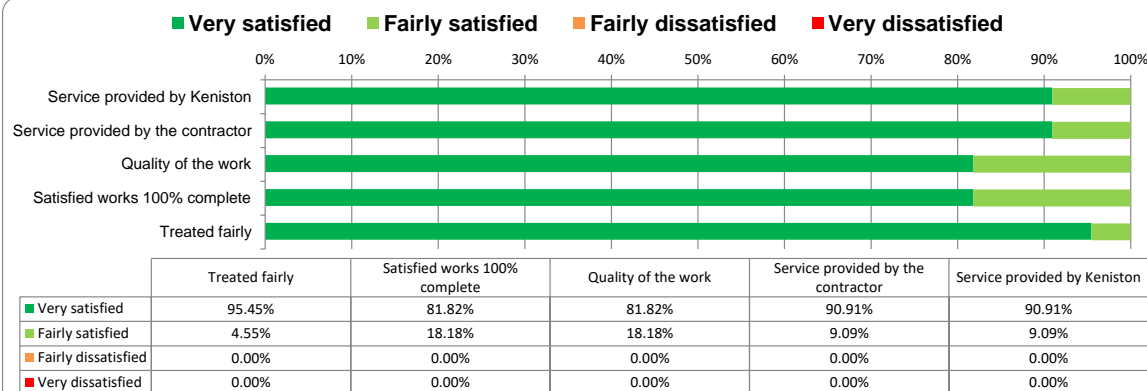
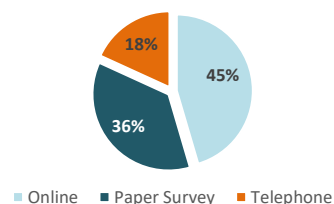


## RESIDENT SATISFACTION SURVEY RESULTS

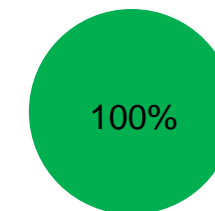
### 2020/21 SOUTHWOOD CLOSE - GAS CENTRAL HEATING INSTALLATION CONTRACTOR: CLAIRGLOW HEATING LIMITED

No. of properties at Southwood: 39  
No. of properties work completed at: 38  
Declined work: 1  
No. of responses: 22  
Percentage of surveys received: 58%

#### Response Method



#### Overall Satisfaction



Overall satisfied  
Overall dissatisfied  
(KHA target is 95% satisfied)

#### Keniston's Comments

Soon after taking on the ownership of Southwood Close in May 2019, Keniston acknowledged that the delivery of the existing heating and hot water system in its present form, served by a communal Biomass boiler, was not sustainable. As a result we began exploring alternative options - ultimately resulting in us getting the gas network connected to the blocks and installing combination boilers to individual properties (having successfully achieved grant funding mainly towards the gas infrastructure cost).

Due to the unreliability of the Biomass heating system, the majority of residents welcomed this change - although it is fair to say that some (quite understandably with the Biomass installation fresh in their minds) had concerns for any further upheaval and disruption this might cause inside their homes.

We appointed Clairglow Heating Limited to carry out the boiler installations and quite early on in the process they surveyed each home to enable them to price and programme for the works. This initial contact by Clairglow's Surveyors superbly set the scene for a highly personalised, professional and friendly approach which Clairglow continued throughout the process; from booking appointments right through to their installation teams working inside residents' homes and not forgetting the fantastic on-site supervision led by Gary Frost and Dennis Reason.

From Keniston's perspective it was a delight to visit Southwood Close during the works, to get to know residents and to witness the real sense of teamwork and commitment from Clairglow's workforce, who all worked hard to ensure the best possible service - strategically booking appointments block by block and in flat order to enable the part disconnection of the Biomass at varying stages as they went along but all the while working completely with residents' individual requirements in mind.

Our aim was to complete all 38 installations before the coldest winter months and with a deadline of January 2021 before the Biomass would finally be decommissioned. Keniston are extremely grateful to residents for their involvement with the grant process, organising their gas meters to be fitted so quickly by their chosen gas supplier and their immense cooperation during the installation - which together with Clairglow's and Keniston's drive to push forward with the work, made meeting this target possible.

A huge thanks to all involved in achieving such a high level of resident satisfaction on a complex contract especially with the added difficulties of working around Covid restrictions and guidelines.

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

Although classed as a 'one-off' contract, we will certainly be looking at the successes achieved by Keniston and Clairglow on this occasion with the hope that we will have the opportunity to work with the same team on future contracts to further enhance this standard of service.

Please turn over for residents' comments....

## RESIDENT SATISFACTION SURVEY RESULTS

### 2020/21 SOUTHWOOD CLOSE - GAS CENTRAL HEATING INSTALLATION CONTRACTOR: CLAIRGLOW HEATING 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?**

"I'm really very satisfied nothing needs to change."

"The noise when myself or another flat are running there taps." KHA FOLLOW UP NOTE: This is being investigated but is likely due to the increase in water pressure now all of the water services come direct from the mains supply.

"Keniston liaison was very good - keep up the good work."

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

"All of the guys who worked in my home were really nice especially the builder."

"Where space is limited and tenants can't move big items (eg white goods) out of rooms - more care is needed when working around freezers or cookers etc. in order to prevent scratches or dents. Cover sheets for these help but remember tools and fixings can cause damage."

"Fitter and electrician excellent. Decorator not as good."

"I'm really very satisfied nothing needs to change."

"Gary was lovely. So nice. So gentle. Very good. As a single woman, he put me at ease. He checked in to see if everything was ok. Really felt looked after."

**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?**

"Work after fitter and electrician poor."

"Contractor satisfactorily made good any damage to decoration but I still need to touch up living room and corridor walls."

"Keniston have yet to inspect."

"I'm really very satisfied nothing needs to change."

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

"A small amount of water collects in one of the cabinets underneath the boiler. I was informed this was condensation and is to be expected. KHA FOLLOW UP NOTE: This is being looked into by Keniston and the contractor."

"Very satisfied except water pressure issue."

"I'm really very satisfied nothing needs to change."

**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?**

"I was worried about the work and quite stressed out but the contractors were very understanding."

"I'm really very satisfied nothing needs to change."

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

"Teething troubles were remedied in a timely fashion - Many thanks."

"The kitchen needs attention." KHA FOLLOW UP: Resident confirmed that this is unrelated to the gas central heating works and just a general observation.

"The noise external and from other houses." KENISTON FOLLOW UP NOTE: This is being investigated and options explored to improve this for the resident.

"Everything is fine."

"Definite improvement to how warm the property is now. Better water pressure too."

"Everything was very satisfactory – it really helped to have someone like Jane to liaise with. We value communication and when you need to talk to somebody that somebody has to be able to listen. Jane smoothed matters when needed and as a Liaison Officer we would like to say that Keniston chose the right person. Jane coordinated it all very well and the kindness and good communication really helped. Great service and others have also said it was great communication too. Keniston have also communicated well on other matters in the past showing a great respect towards their residents."

"The gas installation went very well. I found the workmen to be very helpful, informative & very courteous."

"The work was done really well and the workers were polite and respectful. Thank you."

"The heating system is much better. Warms up nicely and is very easy to use."