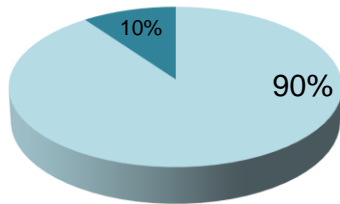


RESIDENT SATISFACTION SURVEY RESULTS

2021/22 BURNHILL HOUSE - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 290)

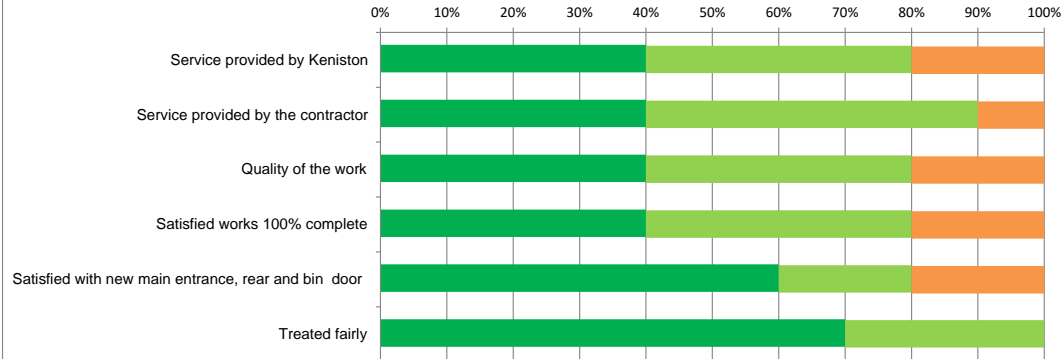
Response Method

No of properties completed: 34
No: of responses: 10
Percentage received: 29%



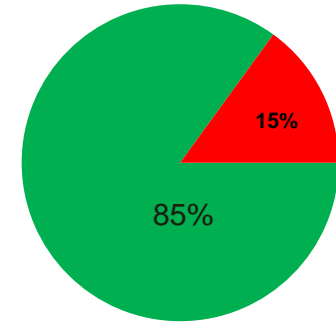
- By email or text (via Forms)
- Paper survey

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



	Treated fairly	Satisfied with new main entrance, rear and bin door	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	70%	60%	40%	40%	40%	40%
Fairly satisfied	30%	20.0%	40%	40.0%	50%	40%
Fairly dissatisfied	0%	20.0%	20%	20.0%	10%	20%
Very dissatisfied	0%	0%	0%	0%	0%	0%

Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

The work involved full redecoration to external and communal parts, including internal corridors, stairwells and residents' balconies, and replacement of the main entrance door, rear door and one bin store door. Unfortunately, works started much later than we would have hoped, during the Autumn months - this was partly due to the time constraints associated with the Section 20 notice periods (please note there are 3 leaseholder properties at Burnhill House) and partly due to the lead times required by the door manufacturer.

Only 10 out of 34 residents completed a survey with 85% being satisfied - regrettably falling short of our target of 95%. In response to comments relating to the quality of work, whilst all works were considered to have been completed to a good standard at the time, we will be contacting the residents concerned to organise a further inspection as soon as possible to re-check and address any quality matters during the summer months. This will be in addition to the 12-month end of defect inspection which falls due in March 2023.

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

Advanced planning of works to enable earlier contract start dates - it is appropriate to note that, historically, the Section 20 consultation notice does not commence until the proposed programme has been approved by the Board at the end of March and, therefore, this presents a best case scenario of starting works no earlier than July / early August, dependant of course on the contractor's availability. Not ideal when cyclical decorations are concerned. To overcome this, Keniston's Property Services Director, Tony Coward, has proposed to Management Team that this consultation should commence sooner in anticipation of the programme being approved.

Please see next page for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 BURNHILL HOUSE - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 290)

Residents' Comments

Q1: How satisfied are you with the service provided by Keniston? What did you particularly like or what needs to change for you to be VERY satisfied next time?

The text letting me know how the new doors work, i.e. that there is now a button to open from the inside.

The door

Very satisfied because we have a new door & safety for everyone in Burnhill House - thank you so much

Better workmanship, choice of paint colour. **Keniston response: we will discuss this with the resident with a view to undertake a further inspection**

Chute colour should have been a different colour - **Keniston response: whilst we are sorry to note residents' disappointment, the colour of the bin chute was chosen to blend with the brickwork to enhance the overall appearance**

I like the front door but not keen on bin chute white pain **Keniston response: see above comment**

Overall Keniston did great on getting a new front door put in-and very polite workers were employed but having painting done on balconies in freezing cold resulted in not great results sadly - **Keniston response: we will follow this up with a view to undertake a further inspection to address any quality issues**

Q2: How satisfied are you with the service provided by the contractor? What did you particularly like or what needs to change for you to be VERY satisfied next time?

The painters were a bit slapdash, spilling paint on the floor for example. **Keniston response: We will follow this up with a view to undertake a further inspection if considered necessary**

Work done in order, i.e. my balcony was done before flats above so had to clean my balcony every time ones above were done- work was slow and to be honest you can't tell any difference - **Keniston comment: the intention was to work from the top floor downwards but unfortunately this was not always possible due to relying on residents' availability for access. We will also arrange a further inspection of the works to this property.**

Not very professional, I cannot fault the decorator that painted my balcony though. No signs put up, made to feel a nuisance if you needed to get past them.

Great workers but freezing conditions resulted in poor results on balcony decorations / painting. **Keniston response: we will arrange a further inspection of the works to address any quality issues**

Q3:How satisfied are you with the quality of the work carried out? What did you particularly like or what needs to change for you to be VERY satisfied next time?

I'm very satisfied with the doors, but the standard of attention to detail with decoration could be better. **Keniston response: we will follow this up with a view to undertake a further inspection to address any quality issues**

Discussion of what being done a paint choices should be discussed with tenants first. You can't tell what's been done paint is marked and chipped already. The yellow lines on steps are marked and damaged already. The chute colour is ridiculous the outside are marked already and being black inside filthy and what they've painted is filthy too why paint outside areas white and what was concrete white ? **Keniston response: we will follow this up with a view to undertake a further inspection to address any quality issues**

Better workmanship **Keniston response: We will discuss with resident with a view to undertake further inspection to address any concerns**

Balcony paint job already fading and peeling sadly. **Keniston response: we will follow this up with a view to undertake a further inspection to address any quality issues**

Q4: How satisfied are you that works are 100% complete? What did you particularly like or what needs to change for you to be VERY satisfied next time?

Some of the paint work doesn't look any different?

A few problems that needs to be resolved

Again - job is done and great guys but paint used already looking old and weathered and peeling **Keniston response: we will organise a further inspection to address any quality issues**

Please see next page for more comments...

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 BURNHILL HOUSE - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 290)

Q5: Overall, how satisfied are you with the NEW DOORS.? What did you particularly like or what needs to change for you to be VERY satisfied next time?

They are more robust and secure than previous doors.

Safe

Very satisfied thank you for the new front door

Solid and safe and clean looking

They never cleaned them or the area around them when done and they didn't put the intercom back on either ***Keniston response: unfortunately, there was a temporary problem with the door entry after the new door was installed, however, this was resolved within 24 hours***

I felt that the back door should have not been a full open vent panel door, as this allows cigarettes odours into the flats amongst other odours. ***Keniston response: Unfortunately, the door had been manufactured incorrectly and at the time of summarising these results we are waiting for the correct door to be fitted***

The back door should have been solid as we do experience people going to the toilet near that door

Workmanship not great, some choices of paint colour a bit of a head scratcher. ***Keniston response: We will discuss with resident with a view to undertake further inspection to address any***

Very nice. The main door is beautiful and the design is good - thanks

Q6: Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly? What did you particularly like or what needs to change to make you VERY satisfied next time?

0 comments

Q6: Any further comments to add?

Thanks