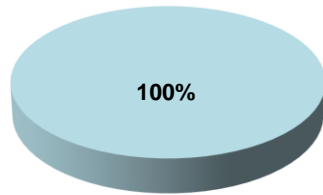


RESIDENT SATISFACTION SURVEY RESULTS

2021/22 DARRICK WOOD BOILER REPLACEMENT CONTRACTOR: CLAIRGLOW (ref 277)

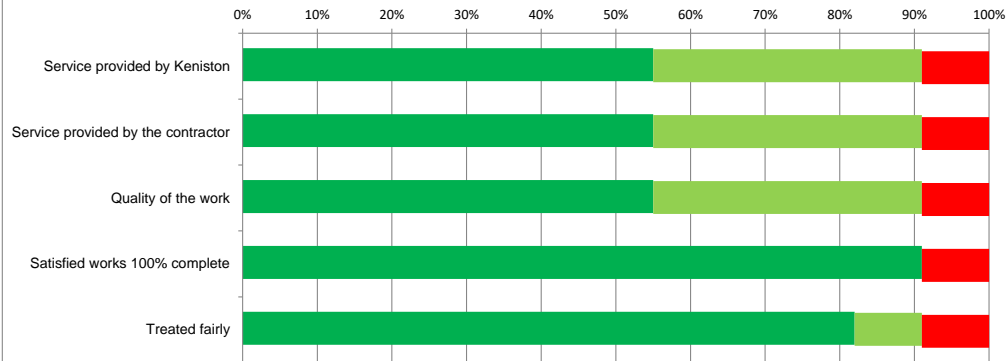
Response Method

No of homes completed: 39
No of responses: 11
Percentage received: 28%



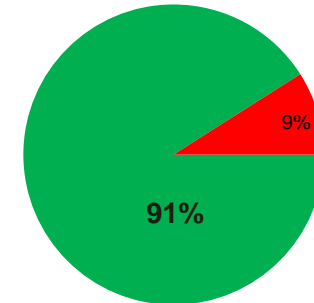
- By email or text (via Forms)
- Paper survey

Legend: ■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



| | Treated fairly | Satisfied works 100% complete | Quality of the work | Service provided by the contractor | Service provided by Keniston |
|---------------------|----------------|-------------------------------|---------------------|------------------------------------|------------------------------|
| Very satisfied | 82% | 91% | 55% | 55% | 55% |
| Fairly satisfied | 9% | 0% | 36% | 36% | 36% |
| Fairly dissatisfied | 0% | 0% | 0% | 0% | 0% |
| Very dissatisfied | 9% | 9% | 9% | 9% | 9% |

Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

This contract involved replacing boilers to 39 homes on our Darrick Wood estate with a combination boiler - offering many positives, such as...:

- hot water on demand,
- improving water pressure
- eliminating the need of a hot water cylinder and water tank, thereby, freeing up valuable storage space and converting the cylinder/tank cupboard to a useable airing cupboard

However, as the contractor requires access to every room for a period of 4-5 days and due to the unavoidable disruption, it is fair to note that this can impact on resident satisfaction levels.

Nevertheless and although slightly short of our target of 95%, we are pleased to see that 10 out of 11 residents are overall satisfied with the work carried out in their home giving an overall satisfaction rate of 91%

Unfortunately, we received one comment in relation to protected characteristics. This was taken very seriously and fully investigated by both Keniston and Clairglow, and followed up with the resident concerned.

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

To ensure that accurate information is provided by the contractor's during their survey ensuring resident expectations are realistic.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 DARRICK WOOD BOILER REPLACEMENT CONTRACTOR: CLAIRGLOW (ref 277)

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?

Hassle free

They were friendly

Works completed according to original schedule. As a single working parent who was booking the works to be done when they were still at school and on my days off, for this to be changed simply to keep the workers that usually did the jobs on the estate ..well it was highly inconvenient. **Keniston comment: Both Keniston and Clairglow are mindful that residents have other commitments and are always keen to be as flexible as possible when making appointments, sometimes this involves the property being put on hold (temporarily) or even postponing it to the following financial year if timescales are too tight. We regret we were unaware of any access difficulties to enable us to consider alternative options on this occasion.**

Speed of installation, one day instead of expected two days, May have prevented the leak under the stairs which caused water pressure to keep falling

Fast working staff

Was kept informed at every stage before the fitting

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?

Everything was done nicely

Do it right the first time

They were very conscious of making mess, and always tidied up after themselves.

Things were promised from the survey that the contractors said were not part of their work which I then had to fight to be completed. I suppose the surveyor is at fault here. The decorator, electrician and flusher were all very professional but the people who fitted the boiler left a lot to be desired

Communication was good

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?

It works very well

Some jobs took longer than expected

The leak not occurring

The change in boiler resulted in my toilet flushing continually which they said they could not fix straight away.

This resulted in a larger than usual water bill. I was told that I would have shelves put up in old airing cupboard but in fact what I got was wooden batons **Keniston response: this was followed up with the resident concerned who confirmed that all matters were resolved**

they cleaned up

Some jobs took longer than expected

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?

0 comments

Please turn over for more comments...

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 DARRICK WOOD BOILER REPLACEMENT

CONTRACTOR: CLAIRGLOW (ref 277)

Q5:Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly?

0 comments

Q6: Any further comments to add?

The man that visited us before the works were started to let us know what would be happening said we would have instant hot water but we haven't (it was hotter with the old system).
Also we had to have our carpet and floorboards lifted in part of the front bedroom because the way he said everything would be done was done differently.
So consequently the floorboard creaks and the carpet has not gone back the same. But saying that we do not require any more work done. **Keniston comment: noted for future works**

Very good

Summary collated by Jane Westpfel