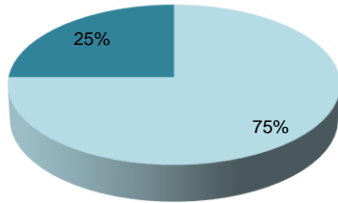


RESIDENT SATISFACTION SURVEY RESULTS

2021/22 DARRICK WOOD WINDOW AND FRONT DOOR REPLACEMENT CONTRACTOR: THERMOSHIELD WINDOWS LTD

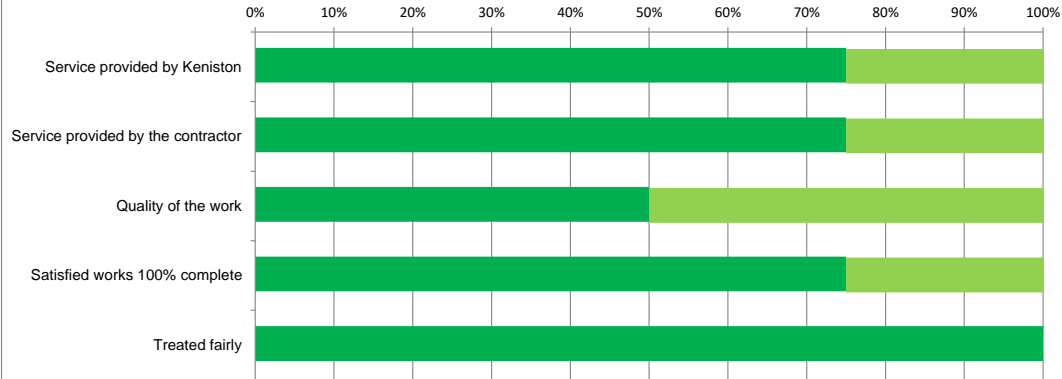
Response Method

Number of homes included: 8
 Number of homes completed: 7
 No: of responses: 4
 Percentage received: 57%



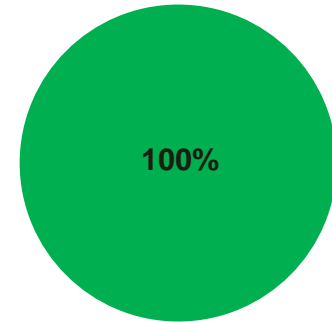
■ Forms Survey ■ Paper survey

■ 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	100%	75%	50%	75%	75%
Fairly satisfied	0%	25%	50%	25%	25%
Fairly dissatisfied	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%

Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied
 ■ Overall dissatisfied

Keniston's Comments

As recognised during a similar contract last year (2020/21), we set ourselves a target to be in a good position to start installing new windows during the more favourable summer months. Unfortunately, despite our best efforts, the contractor was unable to meet this target partly due to their workforce being inflicted with a high number of Covid rates early 2021 and the knock-on effect this had with 'catching up' on their existing commitments - ultimately resulting in us starting works much later than we had planned and very close to the wire for completion before the end of the financial year.

As we have experienced before, while residents were very understanding, we know carrying out works of this nature during the winter months is not ideal and certainly something we would like to avoid in the future.

2 out of 4 residents have made reference to the quality of work initially carried out, requiring a second visit by more senior staff to resolve. We note that this is very unlike other contracts carried out by Thermoshield, however, all matters were resolved to resident satisfaction and with additional works being carried out by Thermoshield in recognition of any inconvenience - this was much appreciated and demonstrated Thermoshield's willingness to resolve matters.

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

We will continue with our endeavours to ensure works of this nature can start much sooner in the future.

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

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 DARRICK WOOD WINDOW AND FRONT DOOR REPLACEMENT CONTRACTOR: THERMOSHIELD WINDOWS LTD

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?

Better communication

Good communication and help in sorting one or two problems

Great Improvement on the property, more security with the locks on the doors and windows.

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?

Efficient

Polite professional and cooperative with any questions and got the job done well

There were a lot of problems after the first team came to my home, it really wasn't good but Simon and a second team from Thermoshield came and put things right

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?

Few snags along the way

See previous answer. The initial work was very poor but put right

As like most things there may be a few loose ends but this was all delivered well

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?

It took two return visits to complete everything satisfactorily

Q5: 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 for you to be VERY satisfied next time?

0 comments

Q6: Any further comments to add?

Thanks