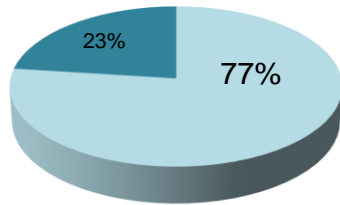


RESIDENT SATISFACTION SURVEY RESULTS

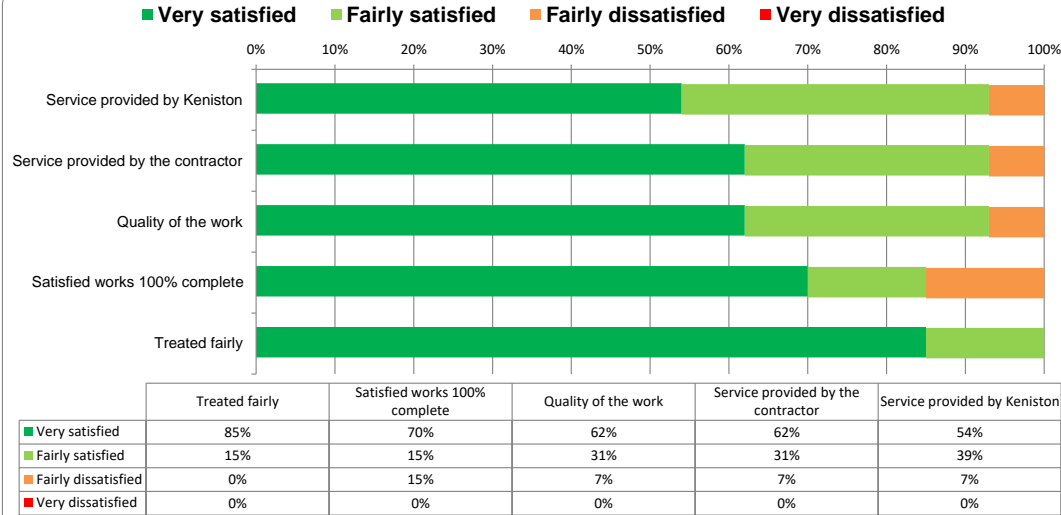
2021/22 FOXLEY HALL - CYCLICAL DECORATION CONTRACTOR - G A HARPERS (ref: 288)

Response Method

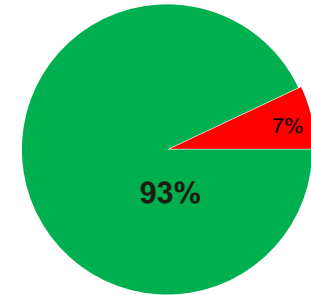
No of homes includes: 36
No: of responses: 13
Percentage received: 36%



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



Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

The work included full redecoration of all external and communal areas including residents' balconies, internal stairways and landings to leaseholder blocks (flats 14-25) and Keniston's tenanted flats (flat numbers 27-50). Prior to the work starting, during an Estate Walkabout, some residents commented that the colour scheme of the garages could be improved on to brighten up the estate (predominantly green at the time). Whilst there were cost implications of considering **individual** colour choices, Keniston were pleased to be able to offer residents the opportunity to vote on a new colour scheme based on a majority choice. We offered: burgundy, black, racing green (as existing) and blue. 16 residents responded and the majority choice we received was black.

Works started in September - a little later than we would have liked due to the time constraints associated with the Section 20 notice periods (please note there are 12 leasehold properties at Foxley Hall), however, we hope to improve on our planning processes to avoid this in the future.

Unfortunately, only 13 out of 36 residents completed a survey despite 3 attempts. We only just missed our target of 95% with **93%** of residents being overall satisfied. Taking into consideration that high satisfaction levels are historically difficult to achieve with cyclical decorations, we are pleased to see that resident satisfaction levels have improved compared to the cyclical decorations carried out in 2015/16 at Foxley Hall where we achieved a score of 82%.

From Keniston's perspective, G A Harpers team were great to work with. Any queries or problems either on site or received at office level were quickly resolved in a friendly efficient manner - thank you!

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

Advanced planning of works including Section 20 requirements to enable works to start earlier in the year during the warmer months - it is appropriate to note that, historically, the Section 20 consultation notice does not usually commence until the proposed programme has been approved by the Board at the end of March giving a best case scenario of starting works no earlier than July / early August (dependant on contractors availability of course). 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 earlier in anticipation of the programme being approved.

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

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 FOXLEY HALL - CYCLICAL DECORATION CONTRACTOR - G A HARPERS (ref: 288)

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?

Friendly service

It would have been nice if the wood was sanded down first. All the decorators have done is just accentuate the marks and dents in the wood. **Keniston response: we have liaised directly with this resident confirming regular thorough inspections had been carried out and the Association is satisfied with the preparation and quality of works.**

Individual choices for garage door colours rather than a limited palette decided by majority. So boring! Especially black. Or grey. **Keniston response: we were pleased to be able to offer residents the opportunity to vote for a new colour scheme for the garage doors based on a majority choice vote (please see Keniston's comments above)**

Choose the colours for the balcony **Keniston comment: This has been noted for the next cycle of decorations**

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

The guys were friendly and helpful

The painters were unobtrusive and appear to have done a thorough and professional job

Contractors were polite and helpful

All lovely chaps

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?

Use higher quality paint not gloss - **Keniston response: the contractor used materials as specified by the Association which we consider to be of high quality and which has provided good results.**

Work Completed to satisfactory standard

Very happy with the quality of work

Paint and clean surfaces properly. Low quality **Keniston response: Please see comments above**

Try painting at a better time of year. November is just too late and damp **Keniston response: unfortunately timescales are governed by Section 20 leaseholder consultation constraints, however, in the future we will look at planning in advance to accommodate a start on site earlier in the year**

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

Windows left filthy from gutter cleaning. Dirtier than before work started. **Keniston response: we apologised to residents and arrangements made for the contractor to return**

As far as I'm aware, paving to the side of number 19 had yet to be repaired **Keniston response: this has now been resolved**

Allow extra time to prepare surfaces before painting **Keniston response: we have liaised directly with the resident confirming regular thorough inspections had been carried out and the Association is satisfied with the preparation and quality of works**

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?

I think workmen coming through the flat in winter was not ideal.

I am grateful for the regular maintenance of this property externally