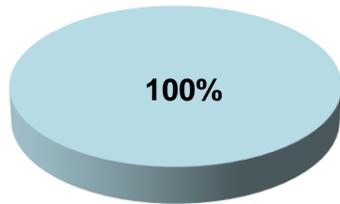


## RESIDENT SATISFACTION SURVEY RESULTS

### 2021/22 MERROW STREET - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 289)

#### Response Method

No of properties completed: 48  
No: of responses: 11  
Percentage received: 23%



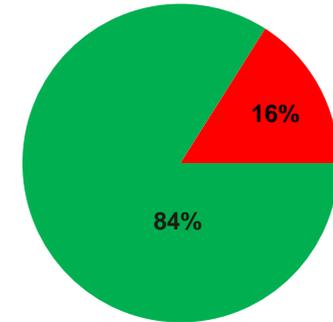
- By email or text (via Forms)
- Paper survey

■ Very satisfied   
 ■ Fairly satisfied   
 ■ Fairly dissatisfied   
 ■ Very dissatisfied



	Treated fairly	Satisfied with new lighting	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	73%	46%	64%	55%	55%	46%
Fairly satisfied	27%	27%	18%	27%	27%	36%
Fairly dissatisfied	0%	18%	9%	9%	9%	9%
Very dissatisfied	0%	9%	9%	9%	9%	9%

#### Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

### Keniston's Comments

Although we only received 11 out of a potential 48 responses, we are pleased to note that overall 9 out of 11 residents responded satisfied to most questions with over **50%** of these being **VERY** satisfied. One resident responded very dissatisfied with all aspects which, due to the low percentage of completed surveys has, unfortunately pulled down the overall satisfaction rate and in our opinion is not an accurate reflection on the contract. Regrettably, Keniston nor the contractor had been informed of any concerns whilst the work was in progress and, therefore, not given the opportunity to put anything right. It should be noted that on receipt of this particular survey response, we found the concern to be related to a small paint mark left on the front door, which was promptly removed and the matter resolved.

It is important to also note that whilst work was in progress, Keniston received few queries from residents and no complaints were received - a fair indication that work was progressing well. On this note, Keniston believes that Korr Construction managed the work extremely well working methodically block by block to minimise disruption to residents as much as possible. From Keniston's perspective and based on regular site inspections during the contract period, we would like to echo one resident's comments.....

" ...Korr Construction are customer focused, courteous, clean, tidy, efficient and professional! "

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

Keniston to consider options for encouraging resident feedback whilst works are in progress. For example, mid-contract meetings, site walkabouts with residents etc.

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

## RESIDENT SATISFACTION SURVEY RESULTS

### 2021/22 MERROW STREET - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 289)

#### Residents' Comments

##### Q1: How satisfied are you with the service provided by Keniston?

I am happy with the service

The materials do not seem to be of higher quality as in previous years. The paint stains easily. The previous paint could take a good year before we saw degrading.

For painting not to be done during busy times.

My concern is Keniston continuing external services to impress external appearance of their buildings or estate but not the interior of their properties. Our toilets, bathrooms are not in good states to my own opinion. **Keniston response: we contacted the resident concerned with an update on our proposed stock reinvestment plans on hopefully (all going well) undertaking bathroom refurbishments at Merrow Street in 2025**

Painting was clean. Overall job was good.

Fresher and brighter looking.

##### Q2: How satisfied are you with the service provided by the contractor?

I particularly liked their cleanliness

They kept us informed

There was too much noise early in the morning hours and too late afternoons **Keniston comment: work took place Mon-Fri 8am-5pm**

Customer focused, courteous, clean, tidy, efficient and professional. Working time

##### Q3: How satisfied are you with the quality of the work carried out?

Clean and friendly

When the interior in our homes are done especially the bathrooms and the downstairs garage is useful to residents. **Keniston comment: please see above**

I particularly liked how well they painted the walls and balconies

##### Q3: How satisfied are you with the NEW LIGHTING?

It goes on when someone passes by which make us alert

The lights work very badly there many days that we do not have light and others that if they work it is crazy because you can see nothing and it is dangerous because we can have a fall. **Keniston response: we contacted the resident to ascertain which areas were of concern and promptly arranged for the contractor to return to check and 'tweak' the settings. It is worth noting that when installing new lighting there is a period of time where we need to monitor how the new controls / sensors are operating and to adjust if necessary. We invited residents to provide feedback to ensure we got it right. After a few return visits, we got there!**

It appears that after a few days; the whole of Arnside House had no light functioning for a few days. Quite concerned for health and safety reasons. Since this has been fixed, we have not experienced problems but wondered how long would this last. **Keniston response: we can confirm this has been resolved**

They've taken a while to get used to

The new lights don't work at night sometimes **Keniston comment: see above**

##### Q4: How satisfied are you that works are 100% complete?

The gutter in the patio and balcony have not been attended to. Please can you assist. **Keniston response: this has now been resolved**

To be honest the stairs have been painted numerous times and they still look the same **Keniston comment: we carried out regular weekly inspections and we consider the works to have been carried out as specified and to a good standard.**

Long list **Keniston comment: we followed this up with the resident concerned and deemed 1 item to resolve (paint mark on front door)**

Please turn over for more comments.....

**RESIDENT SATISFACTION SURVEY RESULTS**

**2021/22 MERROW STREET - CYCLICAL DECORATION  
CONTRACTOR - KORR CONSTRUCTION (ref 289)**

**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?**

Korr Construction would be welcomed again lead by Contract Manager Paul.

Fairly satisfied with the jobs and contractors but the bathrooms for me are my concern. The authorities of Keniston Housing should consider that if not in plan thank you

I think they were professional and did a good job.

Summary collated by Jane Westpfel