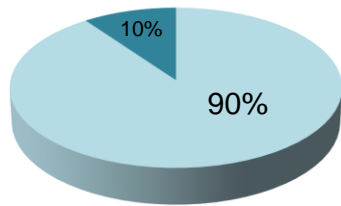


RESIDENT SATISFACTION SURVEY RESULTS

2021/22 SUNNINGDALE COURT FLATS - BOILER REPLACEMENT CONTRACTOR - CLAIRGLOW HEATING LTD (ref 284)

Response Method

No of properties completed: 20
No: of responses: 10
Percentage received: 50%



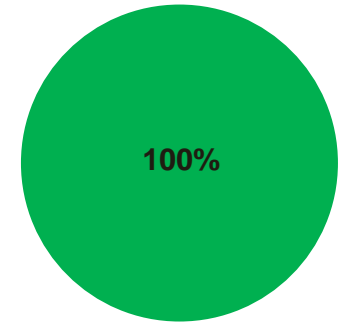
- By email or text (via Forms)
- Paper survey

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	100%	90%	100%	90%	100%
Fairly satisfied	0%	10%	0%	10%	0%
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

This contract was undertaken in conjunction with the kitchen refurbishment contract at Sunningdale Court, also carried out by Clairglow. Although two separate contracts, both started simultaneously but the installations had to be co-ordinated by Keniston and Clairglow in such a way to ensure that any new boilers (where located in the kitchen) took place before the kitchen refurbishment.

This boiler replacement contract included boiler replacements to 20 of the 32 flats at Sunningdale Court. 3 out of 32 homes still had storage heaters which residents wanted to keep and, therefore, declined the works, and we had already replaced the boilers to the other 9 flats due to boiler breakdowns.

Typically, there are numerous stages involved with new boiler installations, including; a survey appointment, installation dates involving 3 different trades (gas engineer for boiler install, electrician and builder) over a 4-5 day period and finally an inspection of the work. Despite the upheaval and potential inconvenience to residents, works were managed seamlessly by the team involved and we are delighted to have achieved 100% overall satisfaction with some fabulous comments too. Thank you to all involved!

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

We look forward to working with Clairglow on similar contracts to build on this success

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

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 SUNNINGDALE COURT FLATS - BOILER REPLACEMENT CONTRACTOR - CLAIRGLOW HEATING LTD (ref 284)

Residents' Comments

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

Keniston always provide a first class service

The work was carried out well to a high standard and has improved my home

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

What I liked was the way they got on with the job. One man got on with changing the boiler while the other got to grips with changing the radiators, Very pleasant guys who obviously knew what they were doing no mess or leaks. Great Job done,

Really quick instalment, lovely guys and the heating has been amazing since

Friendly helpful staff

They were friendly and professional. They always cleaned up after themselves and explained what was happening

Stop changing appointment time

Come on days you say not day before or after

They just got on with the job

They were lovely. 10/10

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

All neat and tidy

I like the new radiators

No fuss or mess

Q4: How satisfied are you that works are 100% complete? Please list any incomplete items

0 Comments

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 to make you VERY satisfied next time?

0 Comments

Q6: Any further comments to add?

Just felt very satisfied with the work carried out and the friendly attitude while trying not to disrupt me from going about my day

Very pleasant and cheerful guys

Thank you!