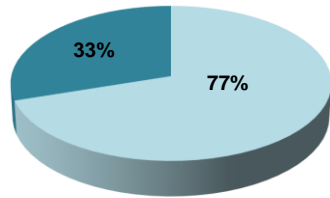


RESIDENT SATISFACTION SURVEY RESULTS

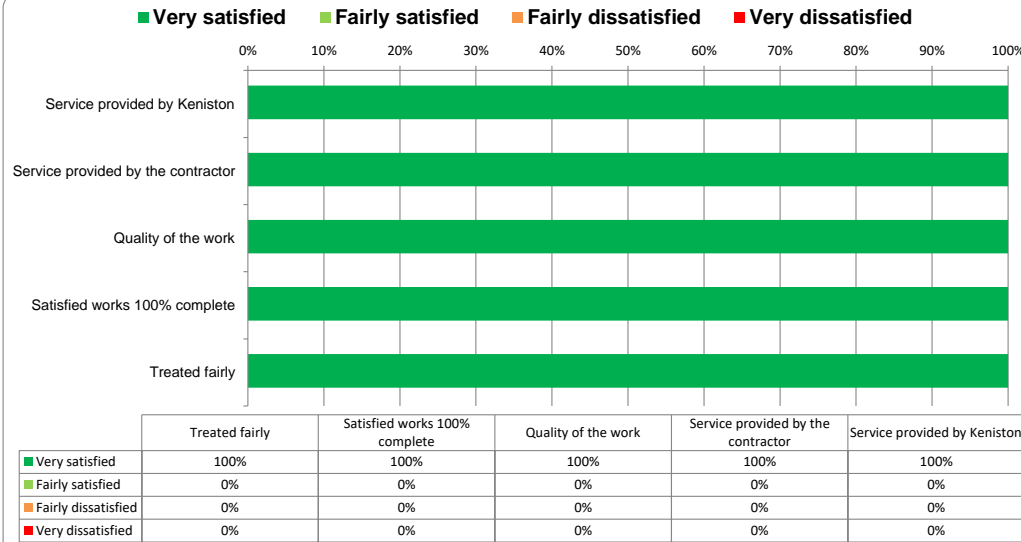
2022/23 DARRICK WOOD BOILER REPLACEMENT CONTRACTOR - CLAIRGLOW (ref 295)

Response Method

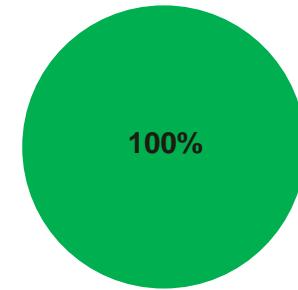
No of properties completed: 8
 No of surveys sent: 8
 No: of responses: 6
 Percentage received: 75%



■ By email or text (via Forms)
 ■ By Post



Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied
 ■ Overall dissatisfied

Keniston's Comments

This contract involved replacing boilers to 8 homes on our Darrick Wood estate with a combination boiler - with the 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

Whilst this was a relatively small contract involving just 8 homes, as access to every room is required for a period of approximately 4-5 days, it does unavoidably, prove quite disruptive for residents. We are, therefore, extremely pleased to note that all residents who responded were **very** satisfied with every aspect of the work. This end result is a testament to just how well Keniston and Clairglow teams have worked together to deliver an excellent service not only with regards to the finished product but the high level of customer service too.

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

Building on the successes achieved.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2022/23 DARRICK WOOD BOILER REPLACEMENT CONTRACTOR - CLAIRGLOW (ref 295)

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?

How our homes are looked after , as I know many housing associations your have to wait months for things to be done

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?

Level of workmanship from Lee and Bradley (Clairglow operatives) was excellent!

From the Surveyor to the fitter, the electrician & builder - everyone showed understanding, care and were so respectful of me and my home. Simply outstanding! and very much appreciated and work carried out to an extremely high standard

Standard of work and communication.

All three where very pleasant and considerate, always left everything clean and tidy , that's Kevin , Simon and the one who did the electrics

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?

The products and finish

Simply outstanding!

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

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?

Love the new system

A huge thank you to a terrific team.

Summary collated by Jane Westpfel