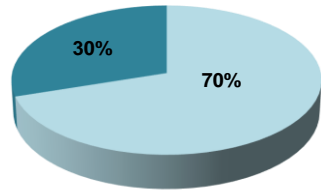


RESIDENT SATISFACTION SURVEY RESULTS

2022/23 WHITES MEADOW & MEADOW COTTAGE - CYCLICAL DECORATION & ASSOCIATED WORKS CONTRACTOR - KORR CONSTRUCTION (ref 306)

Response Method

No of properties completed;
All communal areas
No of surveys sent: 46
No: of responses: 20
Percentage received: 43%



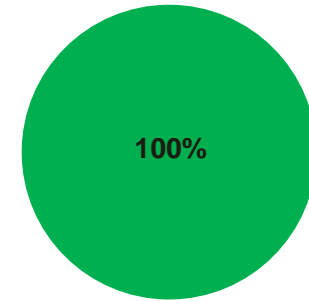
- By email / text (via Forms)
- By Post

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	95%	90%	90%	90%	85%
Fairly satisfied	5%	10%	10%	10%	15%
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 is the first major cyclical decoration contract Keniston has undertaken at Bickley since taking ownership of the estate in 2019 and we are delighted to highlight that 100% of residents who responded are overall satisfied with the services provided by Keniston and Korr Construction, with the majority being VERY satisfied. Whilst the primary part of the work involved the redecoration of all previously painted parts to communal areas at Whites Meadow and Meadow Cottage, it also included associated timber, brickwork and paving repairs. It coincided with a separate contract to replace all flat entrance doors on the estate (also undertaken by Korr Construction) - both of which needed to be programmed in such a way to ensure different elements were carried out in the correct order for cost effectiveness and minimising inconvenience to residents. The vast range of work was superbly coordinated by Korr Construction.

(Please note this summary relates to the cyclical decoration contract only).

We also replaced the communal floors to eleven of the twelve shared lobby areas (one of which had previously been renewed) and replaced all communal light fittings with LED emergency ones. As part of our consultation process, we asked residents to vote for their preferred colour scheme for the external cupboard doors - 25 out of 45 residents voted with the majority (15 out of 25) choosing to keep to the same colour scheme.

(Please see last page for before and after photos)

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

Advanced planning of future cyclical decoration in order to work towards an early contract start date with the aim to complete works by Autumn months, whilst weather more favourable.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2022/23 WHITES MEADOW & MEADOW COTTAGE - CYCLICAL DECORATION & ASSOCIATED WORKS CONTRACTOR - KORR CONSTRUCTION (ref 306)

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?

It's going well definitely better than the previous housing provider who owned the flats.

So far Keniston seem to be far better than previous Landlord at carrying out cyclical decoration work.

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?

Still not completed so cannot give final comment until works have been inspected and signed off - *KHA note: Keniston contacted the resident concerned requesting details of works not complete. After confirming that Keniston has "signed-off" the work, the resident advised that there were no items outstanding.*

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?

0 comments

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?

The porch (shared lobby) area is much brighter since they decorated it.

The planned work done and the communication by Keniston about the work was excellent, the workman were very good.

The contractors did the work with friendly, helpful and courteous manner at all times. Well done Scott and his team 🙌.

Summary collated by Jane Westpfel

2022/23 WHITES MEADOW & MEADOW COTTAGE CYCLICAL DECORATION & ASSOCIATED WORKS CONTRACTOR - KORR CONSTRUCTION (ref 306) BEFORE AND AFTER PHOTOGRAPHS

MEADOW COTTAGE



**CONCRETE &
TIMBER REPAIRS**



**WALKWAYS NOW WITH
BRILLIANT WHITE CEILINGS AND
NEW LED LIGHT FITTINGS**



SHARED ENTRANCE LOBBY AREAS: DECORATED, NEW FLOORING, LED LIGHT FITTINGS. AND EXTERNAL CUPBOARD DOORS HANDRAILS



EXTERNAL WALKWAYS BRILLIANT WHITE PAINTWORK AND NEW LED LIGHT FITTINGS

