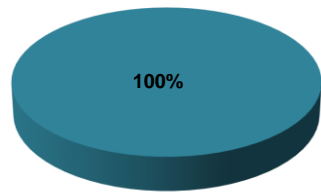


RESIDENT SATISFACTION SURVEY RESULTS

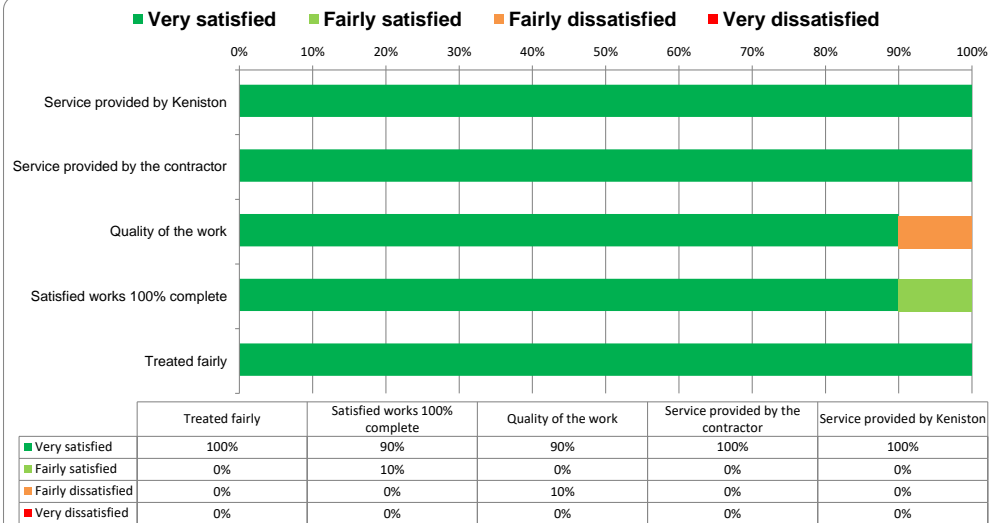
2022/23 PERRYFIELD HOUSE - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 305)

Response Method

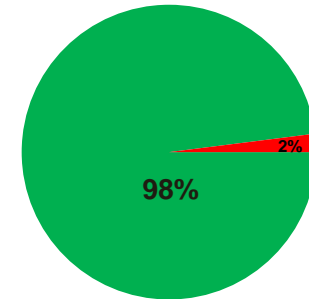
No of properties involved: 19
No: of responses: 10
Percentage received: 53%



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



Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

The work included:

- re-decoration of previously painted surfaces to internal and external communal areas including the communal entrance, communal lounge, guest room, landings and staircase (excluding kitchen and communal WC as recently refurbished)
- renewing the floor covering to the communal entrance, staircase and landings
- re-decoration of the communal lounge
- water proofing balcony planters to two flats to resolve historic leak
- brickwork & concrete repairs

Residents were asked to vote for their preferred colour scheme for the walls in the communal lounge - with 10 out of 19 residents submitting their vote.

We are delighted with the level of resident satisfaction achieved on this occasion and would like to thank Korr Construction for ensuring the works were carried out as smoothly as possible with minimal inconvenience to residents.

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

We look forward to working with Korr Construction on future contracts where we can continue to build on these successes.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2022/23 PERRYFIELD HOUSE - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 305)

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?

0 comments

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?

Painter was brilliant. He got down on his hands and knees and thoroughly cleaned all the balconies. Such a polite lovely man.

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?

Pointing not so good - *Keniston response: We undertook weekly inspections and a final inspection on completion confirmed all works completed to a satisfactory standard.*

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?

Metal leg on bench by front door not painted - *Keniston response: we can confirm that this was later completed and thanked the resident for bringing it to our attention.*

Door mat on communal door to front balcony not stuck down properly. *Keniston response: we can confirm that this was later completed and thanked the resident for bringing it to our attention.*

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?

0 comments

**2022/23 PERRYFIELD HOUSE
CYCLICAL DECORATION & ASSOCIATED WORKS
CONTRACTOR - KORR CONSTRUCTION (ref 305)
BEFORE AND AFTER PHOTOGRAPHS**

**BALCONY PLANTERS
AND RAILINGS**

BEFORE



AFTER



INTERNAL STAIRCASE WALLS AND NEW FLOOR

