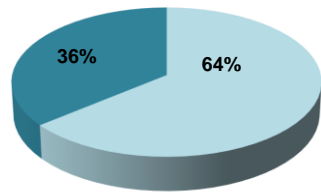


## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 SILVER COURT - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 304)

#### Response Method

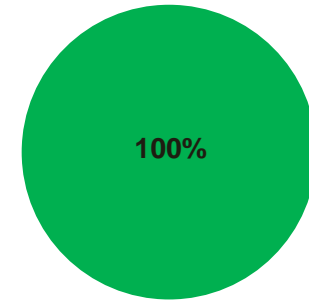
No of properties included: 40  
No: of responses: 11  
Percentage received: 28%



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



#### Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

#### Keniston's Comments

The work, in general, included the erection of scaffold, redecoration of previously painted surfaces to internal and external communal areas including balcony planters and railings, concrete and roof repairs. This required residents to clear their balconies and whilst there were some delays waiting for residents to do so, we would like to thank Korr Construction's team who were incredibly proactive in assisting residents, where necessary. Whilst some comments to consider for future contracts, all in all a great set of results.

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

There were some problems and delays caused by residents not clearing their balconies in time. Although Keniston provided residents with over 6-months notice of the work and access requirements, Keniston to consider liaising with residents sooner and carrying out individual inspections prior to similar contracts starting in the future.

Please turn over for residents' comments...

## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 SILVER COURT - CYCLICAL DECORATION CONTRACTOR - KORR CONSTRUCTION (ref 304)

#### 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?

The balconies looked nice for a few days only, because the next day it was covered in black scrap from the upstairs balconies.  
They should have done the work of scraping the railings and paintings from top to bottom and not from bottom to top - *Keniston comment: Unfortunately due to having to wait for other residents to clear their balconies, work was undertaken slightly out of sync. We can confirm that this balcony was swept and cleaned of any debris as soon as it was brought to our attention.*

I particularly like the quality of painting. Specifically bottom of stairs. Blue wall.

Work was carried out with very little disruption

Very satisfied due to communication

Other residents need to empty balconies faster - *Keniston comment: We agree and we look at how this can be managed better next time.*

Everything especially the light and painting

##### 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?

There is a white wood on all the door frames that have not been painted. I wonder if the white wood is not part of the painting. *Keniston comment: This has previously been pre-finished and considered not necessary for decorating*

Notice when arriving, would find out when they turned up on the balcony. *Keniston comment: The contractor endeavoured to contact residents in advance to inform them when their balconies would be*

Very polite

Left work area tidy and clean

##### 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 work seems okay seeing as it was just painted in corridors and main entrance

Remove all old light fittings. *Keniston comment: Prior to the work, it was recognised that there was too many corridor light fittings. In an effort to reduce longterm energy costs, as part of this contract, we*

What are the exposed metal hoses? *Keniston comment: we have liaised with this resident and note that these are unrelated to the cyclical decoration work*

Not their fault as the weather wasn't too good. Needed to clean the areas painted when they finished

Mine was done very quickly with no issues

They painted professionally. They were nice.

Quality of work tidy and neat

##### 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?

Window cleaning with a liquid would have been better rather than just with water. *Keniston comment: Keniston undertook regular site inspections and the correct cleaning method was being used.*

Not sure if balcony was completed, as it wasn't clear what should have been painted. Railings and base of planter were painted. *Keniston comment: prior to works starting various correspondence was sent to residents detailing the work involved and contact details provided should there be any queries.*

##### 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?

Can the re-potted tree be moved to make space for sitting on the grass (it's a hill!) *Keniston comment: this is unrelated to the cyclical decoration works and comment passed on to Housing Officer*

Just the painting they done was no different to what was there in the first place, just freshened up.

The windows frames facing the garden were not cleaned *Keniston comment: we were sorry to note this comment but can confirm that all windows were washed down on completion.*

No problems arose out of work, workers were polite and kept the noise down

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

