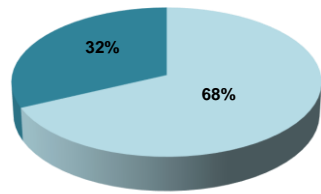


## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 WHITES MEADOW, SOUTHWOOD CLOSE & MEADOW COTTAGE - FRONT ENTRANCE DOOR REPLACEMENTS CONTRACTOR - KORR CONSTRUCTION (ref 291)

#### Response Method

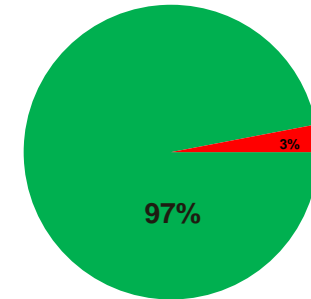
No of properties involved: 85  
No: of responses: 22  
Percentage received: 26%



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



#### Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

#### Keniston's Comments

This was one of our larger contracts this year involving 85 homes and although only 22 residents completed a survey, we are delighted that 97% of these are overall satisfied and with the majority being **VERY** satisfied.

*Many thanks to all involved*

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

Before starting works, Keniston were very pleased to be able to offer residents a selection of door styles and colours to choose from. Whilst the majority of residents were delighted to have such a choice a small number of residents commented that they would have preferred all doors to look the same to give a more uniformed look across the scheme. Keniston to take this on board on similar contracts.

Please turn over for residents' comments...

## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 WHITES MEADOW, SOUTHWOOD CLOSE & MEADOW COTTAGE - FRONT ENTRANCE DOOR REPLACEMENTS CONTRACTOR - KORR CONSTRUCTION (ref 291)

#### 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 works and serves its purpose well

**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?**

Door should of been fitted, fully adjusted and completed in a day. *Keniston comment: some items were picked up during the snag inspection and very quickly rectified.*

Both Billy and Paul are a credit to Keniston, their very professional workmanship is nothing more than superb !!

Well done one and all and keep up the excellent work. Thank you.

**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 guys who fitted my door were considerate, friendly and explained how my door should work and about the benefits.

As a matter of personal choice I would not have an automatically closing front door. As a chronic back problem sufferer, on occasion the door is simply too heavy to manage and has bruised my arms quite badly with its overenthusiastic desire to be closed at all times. When I have shopping to bring in I find it very awkward at best and dangerous at worst. And my pet dog hates it. *Keniston comment: we revisited and adjusted the setting on the door closer.*

Love my new blue door, it's heavy but it's great and I like the fact it has 3 mortice locks which makes me feel more safe and there's less chance of a break in whilst I am out or asleep. The porch area is also more brighter since they decorated it.

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

My front door is lovely my old one was wonky,did not fit the frame had gaps all around it waited 17 years for a new one !!!

The planned work done and the communication by Keniston about the work was excellent, the workman were very good.  
Everything looks a lot smarter, I am very pleased and grateful.

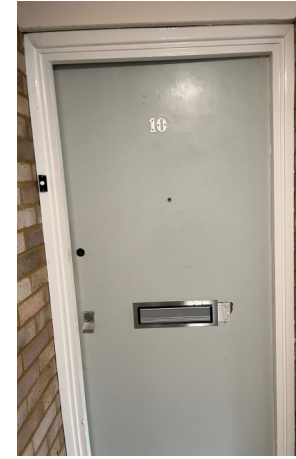
Thank you

**2022/23 WHITES MEADOW, SOUTHWOOD CLOSE & MEADOW COTTAGE -  
NEW FLAT ENTRANCE DOORS  
CONTRACTOR - KORR CONSTRUCTION (ref 291)  
BEFORE AND AFTER PHOTOGRAPHS**

**WHITES MEADOW**

**SOUTHWOOD CLOSE**

**BEFORE**



**AFTER**

