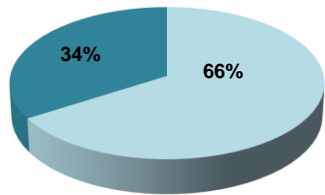


RESIDENT SATISFACTION SURVEY RESULTS

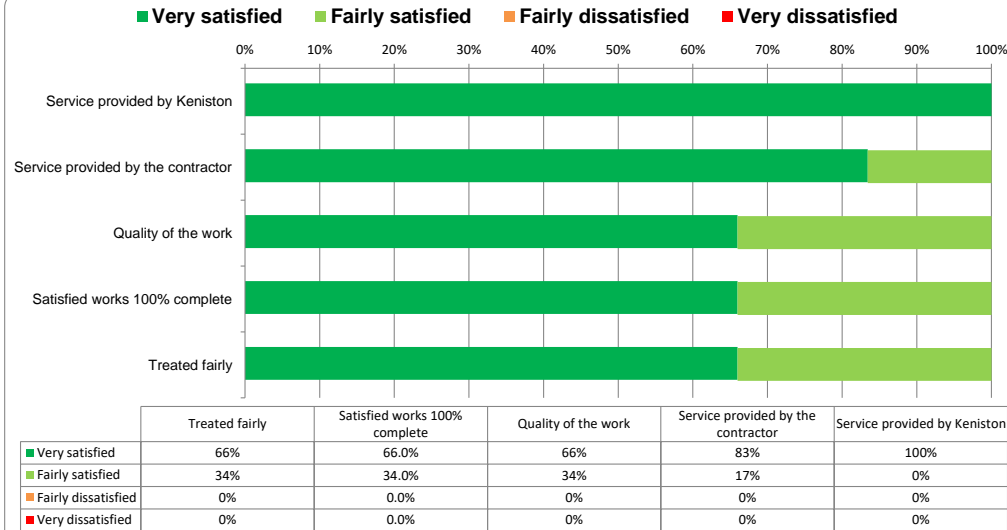
2023/24 POUND GREEN COURT CYCLICAL DECORATION CONTRACTOR KORR CONSTRUCTION (ref 319)

Response Method

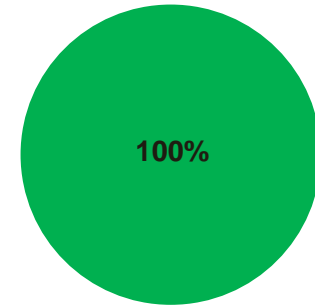
No of home included: 10
No. of responses: 6
Percentage received: 60%



■ 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 any previously painted concrete, render and masonry including solar reflective coating to asphalt on roof and walkways
 - brickwork repairs
 - fence replacement / repairs where necessary
 - clean out gutters and outlets
 - re-decoration of bin store area
 - re-decoration of front entrance door frames
 - re-decoration of previously decorated cupboard doors and frames
 - re-decoration of balustrading, handrails & railings to walkway and staircase
 - wash down of all windows (externally)

We are delighted to have achieved 100% resident satisfaction and are grateful to residents for their cooperation during the contract which involved taking up some much valued car park space during the works and also all involved at Korr Construction who once again have provided an impeccable service.

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

We hope to be given the opportunity to work with Korr Construction again when we look forward to enhancing what is already an excellent service.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

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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?

You offer a very good service.

Very polite and helpful.

Very satisfied.

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?

Work was carried out with the minimum disturbance to the tenants.

On time and did a full day.

All very polite and friendly, and just got on with their job.

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?

Work was finished off very well.

Some of materials didn't seem that good. ***KHA comment: we attempted to contact the resident for more details but received no response***

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?

As always very satisfied with everything done.

Summary collated by Jane Westpfel

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BEFORE



AFTER

