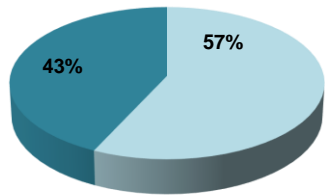


RESIDENT SATISFACTION SURVEY RESULTS

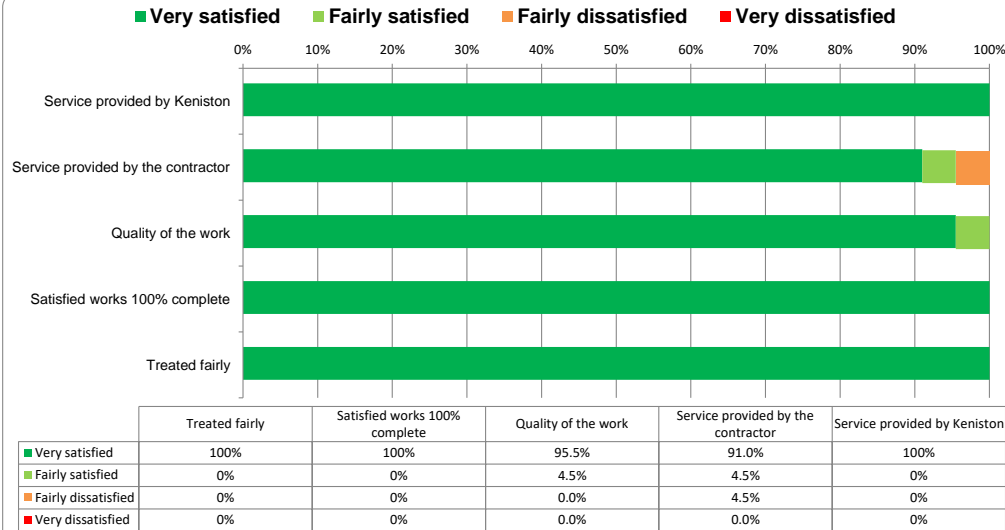
**2023/24 TARLING CLOSE WINDOW REPLACEMENT
CONSULTANT: CHURCHILL HUI
CONTRACTOR: COSYSEAL (ref 293)**

Response Method

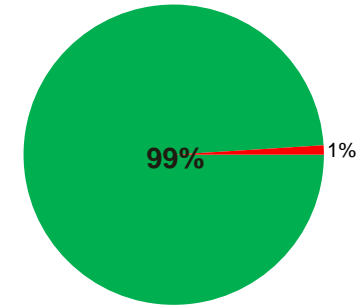
**No of properties completed: 39
No. of responses: 21
Percentage received: 54%**



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



Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied
■ Overall dissatisfied

Keniston's Comments

The work included replacing the old brown timber windows and communal main entrance doors with white UPVC windows and aluminum doors to all 39 flats and communal areas, including the communal lounge. Prior to the work starting and during the early planning stage we invited residents to a coffee morning to discuss the proposed plans and highlight the differences between the old and proposed new windows, such as:

- they would be side opening rather than hinged at the top
- the opening windows in the lounge and bedrooms would need to be positioned higher from the floor level due to current regulations
- the external and internal colour of the windows would be white.

Residents were overall very pleased to hear that the new windows would be white making their homes feel much brighter and they would be much safer to use. Please refer to the **BEFORE** and **AFTER** photos on the last page illustrating these differences.

Work was undertaken by Cosyseal who are a new contractor to Keniston and we could not be more delighted with the feedback we have received from residents, despite the unavoidable upheaval and noise caused as a result of the work in and around their homes. This is a true testament on how well the project teams for ChurchillHui, Cosyseal and Keniston worked together providing a seamless approach for residents from the early planning and surveying stage right through to installation and sign off.

Keniston offered assistance to all residents for the removal and re-fitting of their window dressings and we also supplied them with additional clean dustsheets to place over their beds and other soft furnishings for peace of mind in acknowledgement of the limited space available for residents to move belongings away from working areas.

In addition to the comments below, during daily site visits, Keniston received very good feedback from residents regarding Cosyseal's 'friendly, approachable and helpful' operatives - thank you Dipak and Mason for overseeing the work superbly and the fitters Gianni and Travis for their efficiency and helpful approach throughout.

Following the success of this contract, we are pleased to have had the opportunity to work with Cosyseal on other 'one-off' replacements, again with good results.

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

We would warmly welcome further opportunities to work with Cosyseal again and fine-tune what we believe is already a very good service.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2023/24 TARLING CLOSE WINDOW REPLACEMENT

CONSULTANT: CHURCHILL HUI

CONTRACTOR: COSYSEAL (ref 293)

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?

We were notified about everything from start to finish

The workers were on time and respectful, Jane also very helpful.

Really pleased with how the windows open - fantastic for summer.

Consultation prior to instalment and all information received leading up to installation very clear and helpful.

Helped me to move my things in my flat infact they did it all x

Excellent service by Keniston , who look after tenants and their property with professional aptitude and the new windows are marvellous.

Workmen came on time, worked quickly. New windows much nicer & safer than the old ones.

How fast staff work

A BIG thank you to Jane and Paul for helping me with some jobs after windows were installed. Helped enormously.

Jane has been extremely helpful and forthcoming with information

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?

The men who fitted the windows were very efficient and tidied up after themselves

Windows neatly fixed, every rubbish carried away.

The installers very polite efficient, clean and informative

Just got on with job and respected my home

Professional, quick, tidy, polite, and a very good job done.

The workmen themselves extremely good but found the office staff a little vague

Some pieces on the windows were missing - quality control *(Keniston note that this was responded to and resolved)*

Workmen were virtuous, polite and professional

The men were also very polite

Just very nice people

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?

Neatly done

Minimal disruption to what I expected

Looks so much better

A first class job done by polite professional

Workmen were virtuous, polite and professional

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?

I would recommend this company to friends and family if they were looking at new windows

There were hinges that needed tweaking, done very quickly

Great guys helpful and respectful. Respected my home and me

They are very kind , helpful and clean. Very understanding of needs.

I am so grateful to Keniston for not just giving me a wonderful flat but also the care they take over tenant and properties, Keniston and there staff are professional, polite, and a caring Housing Association

The work overall was excellent

**2023/24 TARLING CLOSE WINDOW REPLACEMENT
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BEFORE



AFTER

