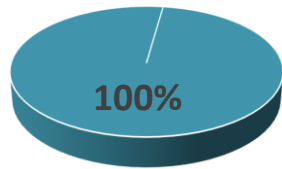


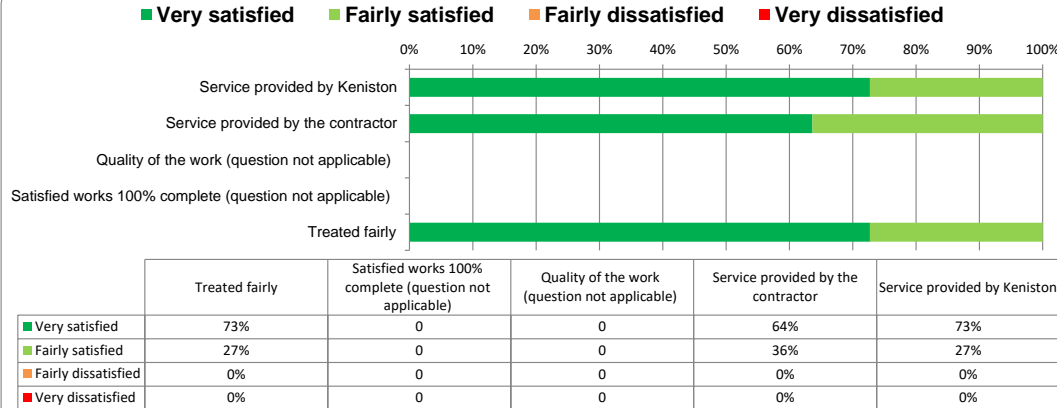
RESIDENT SATISFACTION SURVEY RESULTS

2024/25 BURNHILL HOUSE COMMUNAL WATER PUMP REPLACEMENT CONTRACTOR: CLAIRGLOW HEATING LTD (ref: 324)

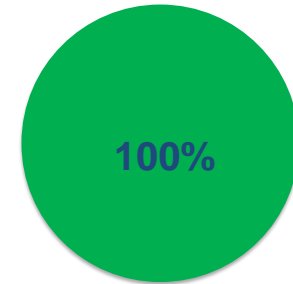
Response Method
No of properties included:
34
Number of responses: 11
Percentage received: 32%



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



Overall satisfaction



- Overall satisfied
- Overall dissatisfied

Keniston's Comments

Why was this work necessary?

Burnhill House is served by **two water pumps** and a **break tank** to ensure the delivery of mains water to all properties from the third floor upwards (the second floor being the upper limit which mains water pressure can rise to in a taller building without mechanical assistance). As the current pumps and break tank have reached the end of their serviceable life cycle, Keniston planned to replace them before they failed.

Work details explained

The work included installing a new break tank and pump system by Clairglow's Commercial Division
Clairglow programmed the work to involve installing temporary break tanks to the existing pump system (see last page for photos) to ensure a continuation of water supply to residents whilst the new permanent break tank was built in position and the pipework reconfigured to receive the new pump system.

We are pleased to note that all work was completed as per Clairglow's programme of work and anticipated four-week timescale.

Impact to residents

The communal pumps and break tanks are located in the underground carpark, and whilst the work was confined to communal areas only and access inside residents' homes was not necessary, it is fair to say that residents were impacted at various stages during the work when the water supply serving Burnhill House needed to be turned off, for both temporary and final pipework connections to be made.

Clairglow's Commercial Division were excellent in keeping Keniston well informed throughout which in turn enabled us to keep residents fully updated at all stages. We made sure that we notified residents in advance of when the water would need to be turned off (by letter) and then a reminder text or telephone call as necessary the day before and again once the water supply was turned on each time. As these results confirm, residents were very happy with the communication they received from Keniston about the work.

Thank you

We would like to thank Clairglow for their attention to detail in planning the work, for completing the work on programme and their excellent communication throughout.

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

Continually review how we manage contracts to build on this success.

please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS	
2024/25 BURNHILL HOUSE COMMUNAL WATER PUMP REPLACEMENT	
CONTRACTOR: CLAIRGLOW HEATING LTD (ref: 324)	
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?	
There was regular communication from Keniston.	
Done a good job without causing any disruption to our water. My water wasn't off any of the days.	
We were well informed.	
Kept informed.	
Was well informed.	
I particularly liked Jane's phone call to remind me that the water would be turned off.	
Q2: How satisfied are you with the service provided by the contractor? As they did not need to work inside residents' homes, this may include any interactions you had with their operatives and how the...? What did you particularly like or what needs to change for you to be VERY satisfied next time?	
Polite.	
Just got on with the job	
Perfect job was well done and nice people.	
They were polite.	
I did not have any interactions with the contractor but was happy with their service as they attended on the days when Keniston stated that they would be there.	
Q3: Although we did not need to make any changes to the services inside your home, we would like to use this opportunity to make sure that the work has not had a negative impact. Please use the comment section below to let us know if you have experienced any problems since the new communal water pump was installed.	
I was not impacted.	
Hot tap makes foghorn sound on and off. <i>KHA note that this has been followed up and investigated.</i>	
After the new pump was put in the water pressure is very low. <i>KHA note that some adjustments have been made to the water pressure from the pumps. Resident said it has improved but KHA to continue to monitor.</i>	
I haven't experienced any problems.	
For me the installation has given peace during the day and night. My flat suffered badly with noise vibration which at times drove me mad. I no longer hear the noise coming through the walls.	
The water pressure has dropped significantly since the work has been done. <i>KHA note: some adjustments have been made to the water pressure from the pumps and will continue to monitor.</i>	
All good so far.	
Q5: Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly? What needs to be changed to make you VERY satisfied next time?	
I think keniston is fair to all.	
Q6: Any further comments to add?	
keep up the good work.	
Summary collated by Jane Westpfel	

2024/25 BURNHILL HOUSE COMMUNAL PUMP REPLACEMENT CONTRACTOR: CLAIRGLOW HEATING LTD (ref: 324)

BEFORE



DURING



AFTER

