

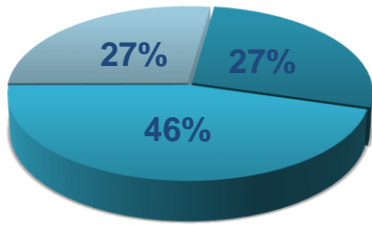
RESIDENT SATISFACTION SURVEY RESULTS

2024/25 CYCLICAL DECORATION - NETHEWODE COURT

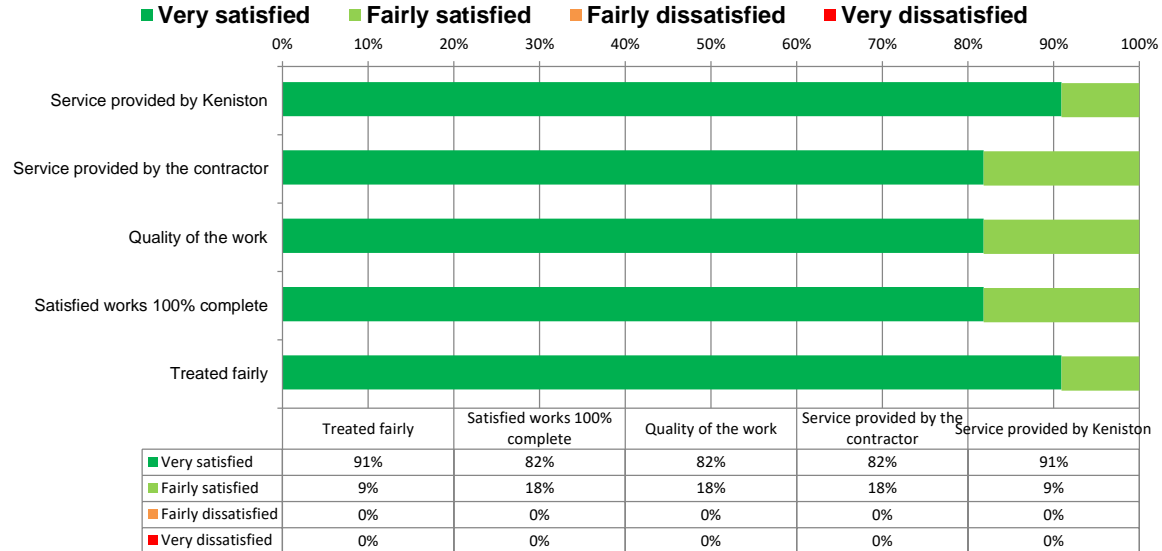
CONTRACTOR: KORR CONSTRUCTION (ref: 326)

Response Method

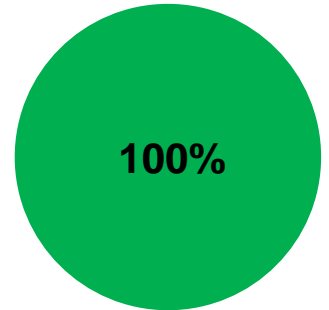
Number of homes included: 44
 Number of responses: 11
 Percentage received: 25%



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



Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

The work included:

- Redecoration to any previously painted external and communal parts, such as:
- re-gloss / re-stain (as existing) individual flat entrance door frames and threshold (external side only)
- balcony railings
- clean down balcony outlets
- re-apply solar reflective paint to previously painted asphalt to walkways and balconies
- communal doors, cupboard doors and frames
- ceilings to stairwells and landings
- carpark yellow pillars and soil pipes
- railings and gates in courtyard
- previously painted concrete, render and masonry
- clean out gutters and outlets
- washdown of windows and communal doors on completion
- washdown of roof capping
- brickwork repairs where necessary
- where considered necessary, the redecoration of front doors

We are delighted to have achieved 100% resident satisfaction and hope to have the opportunity to work with Korr Construction again on similar contracts.

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

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

please turn over for residents' comments...

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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?	
	Staff are all very friendly and helpful
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?	
	They were polite and not intrusive
Q2 (continued): 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?	
	Everything looks nice and new
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?	
	I thought that the centre courtyard would be jet washed to get rid of the mould. Keniston response: this was not included in the scope of work but Keniston's Housing Management Team quickly put arrangements in place to carry this out.
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?	
	Always have good experiences with all staff members. Their mindfulness to mental health issues are commendable
	Good - well done!
Summary collated by Jane Westpfel	

2024/25 CYCLICAL DECORATION - NETHEWODE COURT CONTRACTOR: KORR CONSTRUCTION (ref: 326)

BEFORE



AFTER

