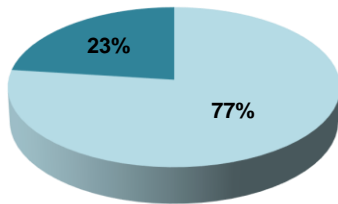


RESIDENT SATISFACTION SURVEY RESULTS

2024/25 SOUTHWOOD CLOSE - CYCLICAL DECORATION CONTRACTOR: R S PROPERTY SERVICES (ref: 316)

Response Method

No of properties included: 39
No. of responses: 13
Percentage received: 33%



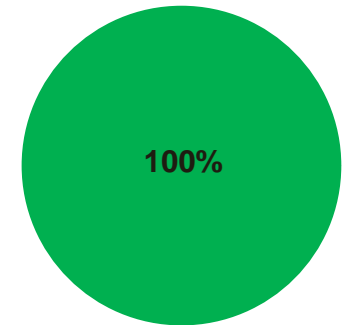
■ By email / text (via Forms)
■ By Post

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



	Treated fairly	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	92%	92%	85%	85%	100%
Fairly satisfied	8%	8%	15%	15%	0%
Fairly dissatisfied	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%

Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied
■ Overall dissatisfied

Keniston's Comments

The work included:

- decoration of communal staircases including, walls, ceilings, balustrading, cupboard doors and frames
 - previously painted concrete, render and masonry -
(we changed the colour of the walls on the stairwells and concrete supports above the windows from magnolia to white to update the overall look)
- decoration of fencing around bin store and washing line area (adjacent to block of flats 34-39)
- external decoration of container at the front of Southwood Close (previously the biomass container)
 - clean out gutters and outlets
 - washdown of fascias
- washdown of windows and communal doors on completion
 - recoat car park lines
- brickwork repairs where necessary

We are delighted to have achieved 100% resident satisfaction and hope to have the opportunity to work with R S Property Services again on similar contracts.

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

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

please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2024/25 SOUTHWOOD CLOSE - CYCLICAL DECORATION CONTRACTOR: R S PROPERTY SERVICES (ref: 316)

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?

All exterior work carried out.

I believe the service provided by Keniston to be efficient and of very good standard.

Smelling a lot more fresher and no longer smells of smoke or food.

All the works that have been completed, have been done really well and make the place look really clean and fresh.

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 work was completed in an efficient way with the minimal of noise.

The finishing is excellent and a big improvement.

A good quality job.

The jobs have been done very well, and the contractors have been very polite.

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?

The window surrounds are now very neat & attractive.

Very professional.

I particularly like the painting.

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?

Parking lines need to be completed. *KHA response-due to the ground surface, we made the decision to mark some bays with T-Bar markings rather than solid lines (see photos).*

I noticed that on the bin area door the bolt is loose. There are some screws missing where it is held on. *KHA promptly repaired this and note that this was not related to the cyclical decoration work.*

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?

Could we get the location of the flats more clearly signposted as people often get lost trying to find where we are. *KHA comment: feedback forwarded to Housing Management to review.*

Took their time and done it thoroughly.

Since Keniston took over, the site has improved even further.

The workers have all been very polite, and there was never any problem with them stopping to let you pass or to ask any questions if needed.

The end result is a great improvement.

Summary collated by Jane Westpfel

2024/25 SOUTHWOOD CLOSE - CYCLICAL DECORATION CONTRACTOR: R S PROPERTY SERVICES (ref: 316)

BEFORE



AFTER

