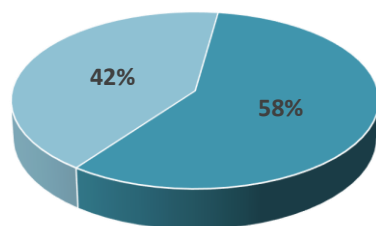


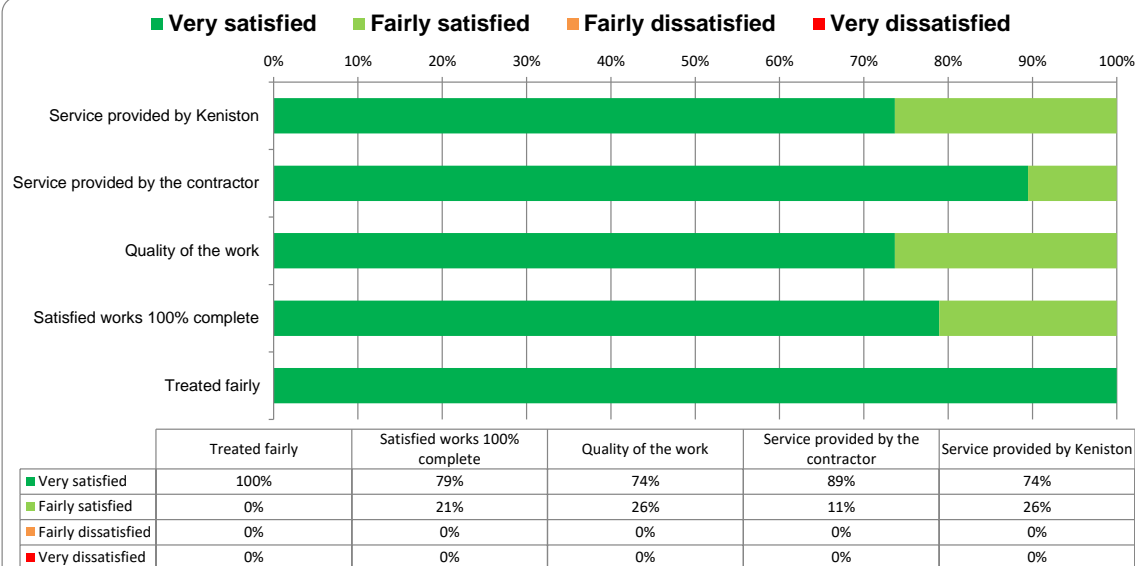
## RESIDENT SATISFACTION SURVEY RESULTS

### 2024/25 TARLING CLOSE - CYCLICAL DECORATION CONTRACTOR: KORR CONSTRUCTION (ref: 317)

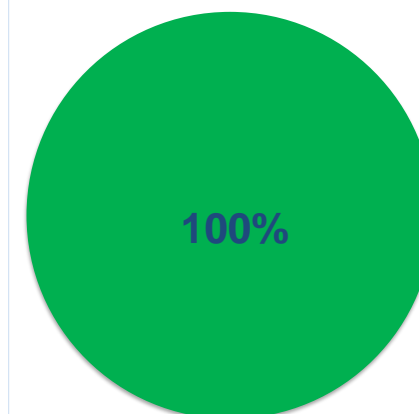
**Response Method**  
No of properties included:  
39  
Number of responses: 19  
Percentage received: 49%



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



#### Overall satisfaction



- Overall satisfied
- Overall dissatisfied

#### Keniston's Comments

The work included:

- Redecoration of any previously decorated communal areas, such as:
  - balustrading and walls to staircases
  - communal doors, cupboard doors
  - bin store doors and frames
- brown timber handrails to walkways - we changed the colour scheme from brown to white to brighten up the overall appearance and compliment the new white windows (fitted in 2023/24)
- re-stained individual flat entrance door frames and thresholds (external side only)
- re-decoration of communal lounge, communal kitchen and WC
- Removal of old door matwell in ground floor lobby (outside flat 1), re-levelled surface and laid new floor.
- Re-coat car park lines and ambulance bay.
- Wash down and cleaned glass canopy outside flat 18.

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...

## RESIDENT SATISFACTION SURVEY RESULTS

### 2024/25 TARLING CLOSE - CYCLICAL DECORATION CONTRACTOR: KORR CONSTRUCTION (ref: 317)

#### 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?**

Helpful and friendly staff with any queries or help needed.  
They always inform you on whatever they are doing, always polite and always very helpful.  
Very polite.  
Being kept informed.

**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?**

Perhaps spend a little more time prepping, and putting dust sheets in place.  
Helpful and good manners.  
Clean workers.  
Edging could have been better.  
The contractors made a bit of a mess, paint runs etc, but not Keniston's fault.  
The tradesmen went about their work skillfully and professionally.  
They ensured we were able to continue as usual and were friendly.  
The contractors got the work done within the timescale.  
Very diligent and professional.  
Very polite and cleared up their mess.  
Friendly, polite and efficient.

**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?**

To be honest I didn't really scrutinise the work so I don't really have an answer.  
Again, edging could be better.  
To be very satisfied next time, for there not to be too many paint splashes on communal flooring. *KHA comment: this was not brought to our attention whilst work was in progress but will follow up and inspect when next on site.*  
Beautifully finished work.  
Their work has made the scheme look brighter.  
Made my doorstep look like new.

**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?**

Drain pipes were not painted by the contractor. Also, they were not painted when the windows were done. If you look they have been painted at ground level this year by the contractor. I have mentioned this before. *KHA comment: as the item noted is not previously painted it was not included in the 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?**

Good job.  
Keniston have helped me so much and they are the best landlords I've ever had.  
Keniston have no need to worry about their service. The whole package that residents receive from Keniston is outstanding.  
Jane is a helpful member of the team.  
I believe Keniston look after their homes to a good standard.  
Well done.

# 2024/25 TARLING CLOSE - CYCLICAL DECORATION CONTRACTOR: KORR CONSTRUCTION (ref: 317)

## BEFORE



## AFTER

