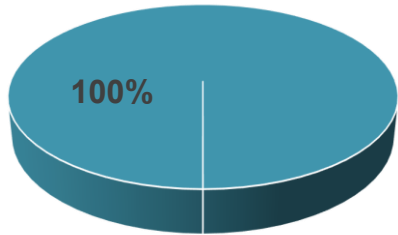


# RESIDENT SATISFACTION SURVEY RESULTS

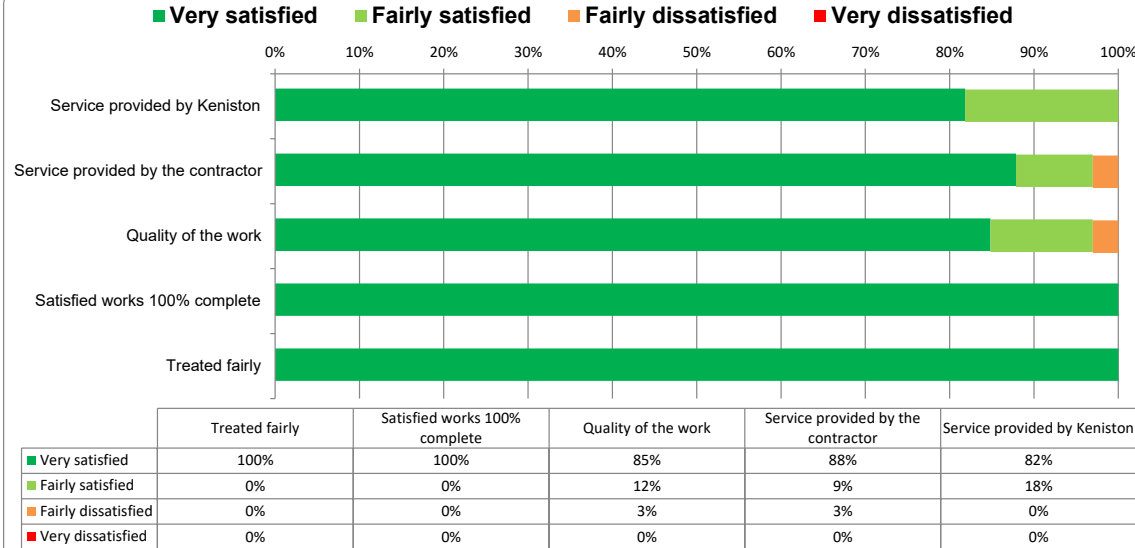
## 2025/2026 Darrick Wood Cyclical Decoration Contractor: Korr Construction Ltd (ref:332)

### Response Method

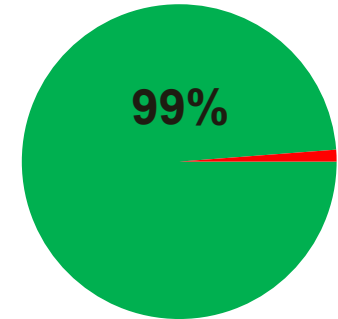
Number of homes: 166  
Number of responses: 33  
Percentage received: 19%



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



### Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied  
■ Overall dissatisfied

### Keniston's Comments

The contract comprised of cyclical decoration works to 166 properties at Darrick Wood. While the scope varied between properties, works typically included the redecoration of previously painted areas such as communal corridors and staircases, balustrades and railings, and bin store doors, the cleaning of gutters and wash down of fascias and windows. We decorated fifty-three front entrance doors/frames and thirty-eight garage doors which had been identified as being in poor condition. In addition, associated repairs such as repointing brickwork and gutter and fascia repairs where required, were completed.

Given the number of homes involved, the works were delivered in phases to effectively manage access and progress. Korr Construction worked hard to gain entry to all 166 homes and completed the programme in a timely manner, despite the poor weather conditions.

Some residents commented that communication regarding appointments and the standard of window cleaning could have been improved; however, all concerns raised were addressed promptly by Korr Construction.

We are pleased to note that the project achieved an overall satisfaction rate of 99% and would like to thank Korr Construction for delivering a high-quality service.

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

Explore ways to improve communication with residents about appointments, and aim to start on site during the peak summer months.

Residents' comments on next page...

## RESIDENT SATISFACTION SURVEY RESULTS

2025/2026 Darrick Wood Cyclical Decoration  
Contractor: Korr Construction Ltd (ref:332)

### 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?**

**What needs to change to be very satisfied next time:** Choice of colour. **KHA comment:** residents are provided with a choice of colour for front and or garage doors where these are required to be painted.

**What needs to change to be very satisfied next time:** Not to be told by the painter that the door would dry in 3 hours, when in fact it was still tacky the following day!! Also had to leave door open in very cold damp weather!! **KHA comment:** this has been noted for review in future works.

**Particularly liked:** Cleaning of gutter and garage roof really needed the work and improves the look of the property as well as improving the flow of rain water.

**Particularly liked:** Everything.

**Particularly liked:** Communication.

**Particularly liked:** The job was thorough.

**Particularly liked:** Good communication and quick completion of work.

**Particularly liked:** KENISTON advised well in advance of when and how the work would be conducted and completed and it was carried out to the letter.

**Particularly liked:** I have been a Keniston resident for many years and have never had any problems with Keniston's staff. That must say something. Keep up the good work!

**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?**

**What needs to change to be VERY satisfied next time:** The contractor's window cleaning left a lot to be desired.

**What needs to change to be VERY satisfied next time:** What I didn't like is it was still wet when it rained so it's spotted all over. **KHA comment:** We are pleased to confirm that Korr Construction promptly returned and re-painted the door once this was brought to our attention.

**What needs to change to be very satisfied next time:** Knowing when they are coming would be a help, knew when they were starting our block but was never sure when they were coming to us until they knocked on the door. **KHA comment:** this has been noted for future cyclical decoration works.

**What needs to change to be VERY satisfied next time:** Everything was done on time, however the jobs were rushed and little.

**What needs to change to be VERY satisfied next time:** Better communication.

**What needs to change to be VERY satisfied next time:** Had one painter to do the whole block, front door wasn't dry enough to shut till 10pm.

**What needs to change to be VERY satisfied next time:** For painting to be done in warmer months.

**Particularly liked:** Left the area clean and were polite.

**Particularly liked:** As previously stated excellent job.

**Particularly liked:** The work was complete in good time with no problems.

**Particularly liked:** They just got on with it.

**Particularly liked:** Friendly efficient guys.

Q2 comments continued next page...

## RESIDENT SATISFACTION SURVEY RESULTS

### 2025/2026 Darrick Wood Cyclical Decoration Contractor: Korr Construction Ltd (ref:332)

...continued 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?

**Particularly liked:** Friendly disposition.

**Particularly liked:** They were professional and did a great job.

**Particularly liked:** They came when they said they would.

**Particularly liked:** Friendly workforce.

**Particularly liked:** The painting and gutter work was a great standard.

**Particularly liked:** Courteous, clean and very efficient.

**Particularly liked:** The service men was very professional, and did a good job.

**Particularly liked:** Good job done on bin shed door and cleaning the outside.

**Particularly liked:** Polite decorator who kept me informed.

**Particularly liked:** Friendly chaps ... quick but thorough ... cleaned as they went .....

**Particularly liked:** The Workman was very polite.

**Particularly liked:** No mess and quick.

**Particularly liked:** Excellent painting.

**Particularly liked:** Mended broken guttering Friendly and efficient.

**Particularly liked:** Quality of workmanship.

**Particularly liked:** They just got on with what needed to be done.

**Particularly liked:** Neat, clean finish ... Very nice people.

**Particularly liked:** Polite , clean and worked around my time schedule.

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?

**Particularly liked:** They fixed the outside door hinges so it closes correctly without a struggle first time in years good job.

**Particularly liked:** Overall did a good job.

**Particularly liked:** Clean well done.

**Particularly liked:** Even looks nice.

**Particularly liked:** Done well.

**Particularly liked:** They were very friendly.

Q3 comments continued next page...

## RESIDENT SATISFACTION SURVEY RESULTS

### 2025/2026 Darrick Wood Cyclical Decoration Contractor: Korr Construction Ltd (ref:332)

...continued 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?

**Particularly liked:** Finish quality.

**Particularly liked:** It was done to a high standard.

**Particularly liked:** Very professional.

**Particularly liked:** More choice of colours would be nice, quality of painting was good.

**Particularly liked:** Jobs need to be completed to the highest level.

**Particularly liked:** Works to be completed properly.

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?

No comments received.

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?

As we are pensioners we felt it was very unfair to carry out these works at this time of year when we had to have the front door open for 7 hours when it was really cold. We had to put our heating on and extra clothing to keep warm. **KHA comment:** Unfortunately, the start of the works was delayed, resulting in the works being undertaken during colder conditions than intended.

Q6: Any further comments to add?

Always do an amazing job.

Would be good to have gutters on roof of house cleaned as well as the garage.

All good.

Thank you Keniston.

Keep up the good work in these trying times.

I'm very satisfied with the work.

Happy accommodating our dates.

Thank you .....

Very pleased.

Just a good job all round ... no mess ... nice people.

The contractors were polite and got the job done a nice manner.