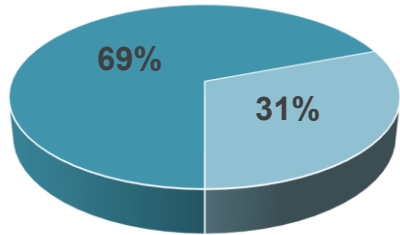


# RESIDENT SATISFACTION SURVEY RESULTS

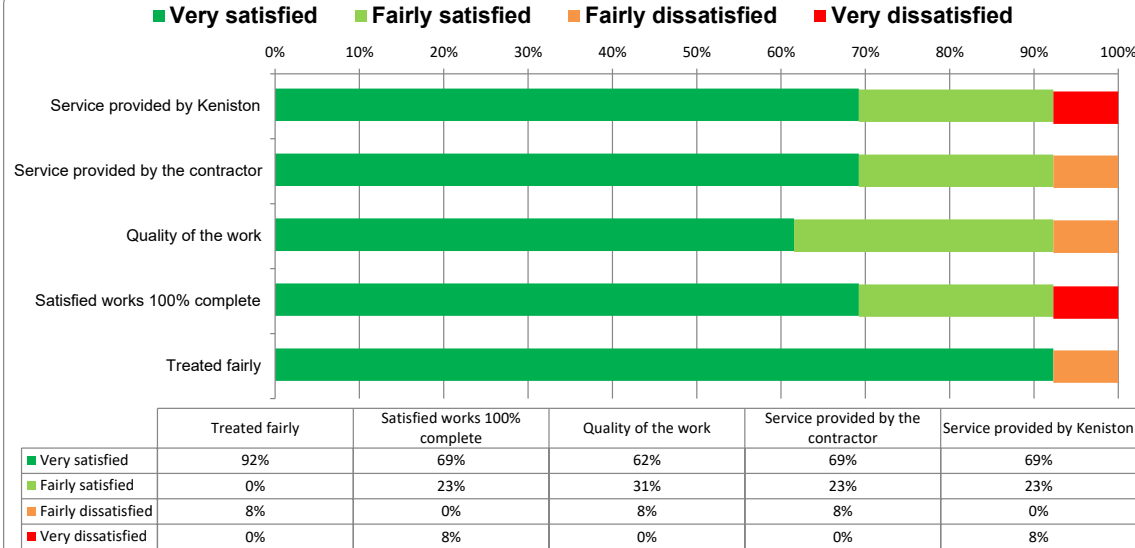
## 2025/2026 Dromore Cyclical Decoration Contractor: Korr Construction (ref:335)

### Response Method

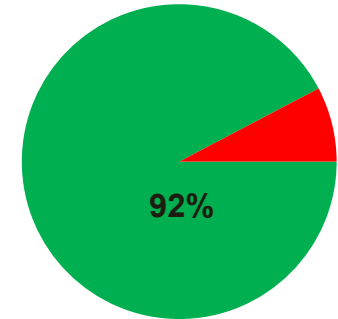
Number of homes: 18  
Number of responses: 13  
Percentage received: 50%



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



### Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied  
■ Overall dissatisfied

### Keniston's Comments

Dromore (The Park) comprises 18 homes, including 8 leasehold properties. The works were carried out as part of our six-year cyclical decoration programme and included the redecoration of previously painted communal areas, such as fencing, corridors, walkways, stairwells, cupboard doors, door frames, balustrades and handrails, along with the installation of five new communal windows in the first-floor corridors. The colour of the electric meter viewing panels and the external faces of the timber kitchen windows on the first-floor landings was also changed from brown to white to improve the overall appearance and complement the new communal windows.

Overall, resident feedback was positive, with 12 of the 13 respondents reporting that they were satisfied. However, one resident expressed dissatisfaction across all questions, which affected the overall score.

A small number of comments related to outstanding items, all of which were addressed promptly by Korr Construction.

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

Future consultation on colour scheme.

Please see the next page for residents' comments...

## RESIDENT SATISFACTION SURVEY RESULTS

2025/2026 Dromore Cyclical Decoration  
Contractor: Korr Construction (ref:335)

### 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?**

**Particularly liked:** Keniston provided excellent information prior to the work and in a timely manner.

**Particularly liked:** It looks fresher and cleaner now.

**Particularly liked:** Overall service.

**Particularly liked:** So pleased.

**What needs to change to be VERY satisfied next time:** More consultation with residents on choices. *KHA comment: respondent selected fairly satisfied for this question. This is noted for the next cycle.*

**What needs to change to be VERY satisfied next time:** My cupboard at the front for my bins was perfectly functioning and now it doesn't stay shut all the time. *KHA comment: we apologised to the resident and agreed additional works to put this right.*

**What needs to change to be VERY satisfied next time:** Actually do mine as well. My fence wasn't done .Very unfair. *KHA comment: regrettably we were unable to paint this fence due to the residents' personal belongings and ivy obstructing access to it. We look forward to carrying out the work once the fence is accessible.*

**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:** As I've said not to be omitted. *KHA comment: refer to comment on Q1 .*

The contractors were very polite and consultative.

They were polite and worked hard.

Very clean

Very Competent.

Left everything tidy. Very polite. Any problems just sorted it.

Honestly, there were ever so nice and respectful. Did a thorough job. Definitely use them again

Very polite and took great care in painting my fence.

**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?**

**What needs to change to be VERY satisfied next time:** To do the actual works. *KHA comment: refer to comment on Q1 .*

For my part they painted my door and put in new windows in the corridor, this has been a God send for me as there are no more breezes blowing out my boiler and the door looks good.

They did a good job.

Done well.

All good.

Please see next page for Q.4 comments

## RESIDENT SATISFACTION SURVEY RESULTS

### 2025/2026 Dromore Cyclical Decoration Contractor: Korr Construction (ref:335)

**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?**

**What needs to change to be VERY satisfied next time:** I would have liked if they could have repainted the door steps and stained the wood on doorstep. I thought that was done the last time. *KHA comment: unfortunately, the second coat of stain was not applied. We thanked the resident for bringing this to our attention and the contractor returned within 24 hours to apply a second coat.*

**What needs to change to be VERY satisfied next time:** Small mark on lower wall right side of gas meter thought that was going to be touched up. *KHA comment: we thanked the resident for bringing this to our attention. The contractor returned promptly and resolved the issue.*

**What needs to change to be VERY satisfied next time:** Not completed. *KHA comment: refer to comment on Q1 .*

Is the fencing not being re done? *KHA comment: we are waiting for more information from the respondent.*

**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?**

**What needs to change to be VERY satisfied next time:** Same as before. *KHA comment: refer to comment on Q1 .*

**Q6: Any further comments to add?**

**What needs to change to be VERY satisfied next time:** I did not have my fence done. *KHA comment: refer to comment on Q1.*

So pleased.

All good thank you.

Very satisfied.

Looks much nicer now.

Excellent work all around, thank you.

Please see the next page for before and after photographs.

**2025/26 DROMORE CYCLICAL DECORATION  
CONTRACTOR: KORR CONSTRUCTION (ref :335)  
BEFORE AND AFTER PHOTOGRAPHS**

