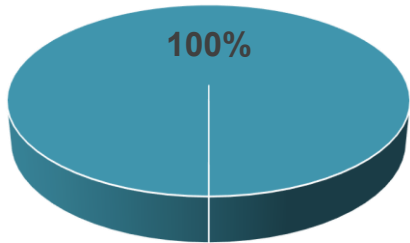


RESIDENT SATISFACTION SURVEY RESULTS

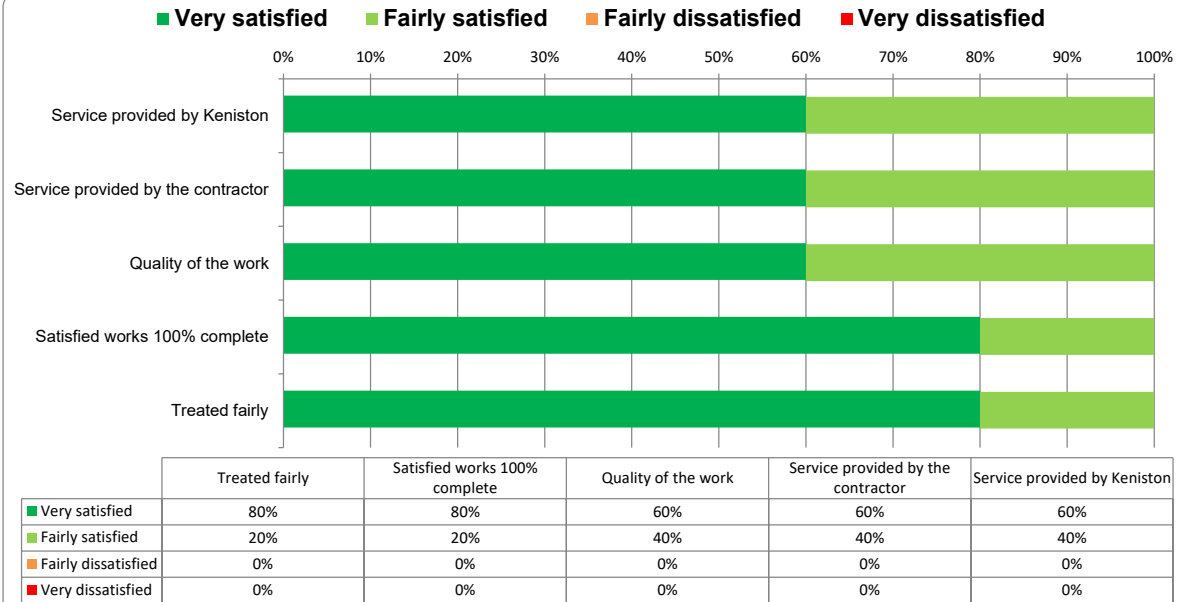
2025/2026 Lyham Road Cyclical Decoration Contractor: Korr Construction (ref:336)

Response Method

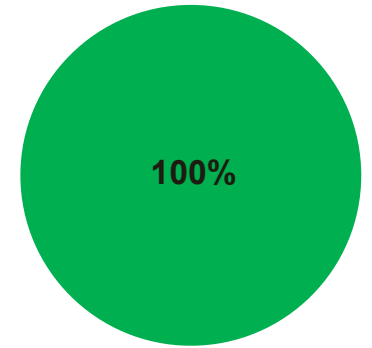
Number of homes: 10
Number of responses: 5
Percentage received: 50%



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



Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied
■ Overall dissatisfied

Keniston's Comments

The work included: □

- Repainting all previously painted surfaces to communal areas, including (where applicable) painted corridors, walkways, stairwells, cupboard doors, door frames, balustrades, balcony and garden railings, gates and handrails.
- Clearing all gutter outlets and application of a solar reflective paint to any previously painted asphalt
- Wash-down of windows

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

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

Continue reviewing how we manage all contracts so we can build on this success.

RESIDENT SATISFACTION SURVEY RESULTS

2025/2026 Lyham Road Cyclical Decoration
Contractor: Korr Construction (ref:336)

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: Decorations to communal area re-done

What needs to change to be satisfied next time? The window surround colour is fading and drainpipes paint is peeling in some parts. KHA note: these are pre-finished powder coated in red items and as they reach the end of their life are beginning to fade. We note that window replacement at Lyham Road will be reviewed ahead of the next cyclical decoration programme.

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 gentleman who painted my door was very considerate and did a good job.

Friendly and helpful.

Umm maybe not paint our plants.

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?

Looks nice.

Overall a job well done.

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?

White gate on main road has not been blocked. KHA note: the comment refers to a small lower section of the railing that has historically not included vertical rails. The contractor has since fitted a board, which blends neatly with the rest of the railings.

**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?**

I feel every one is treated the same, fairly and equally.

Q6: Any further comments to add?

Only downside was the scaffolding being up as long as it was.

Overall they did a good clean job were considerate and approachable.

End of summary