

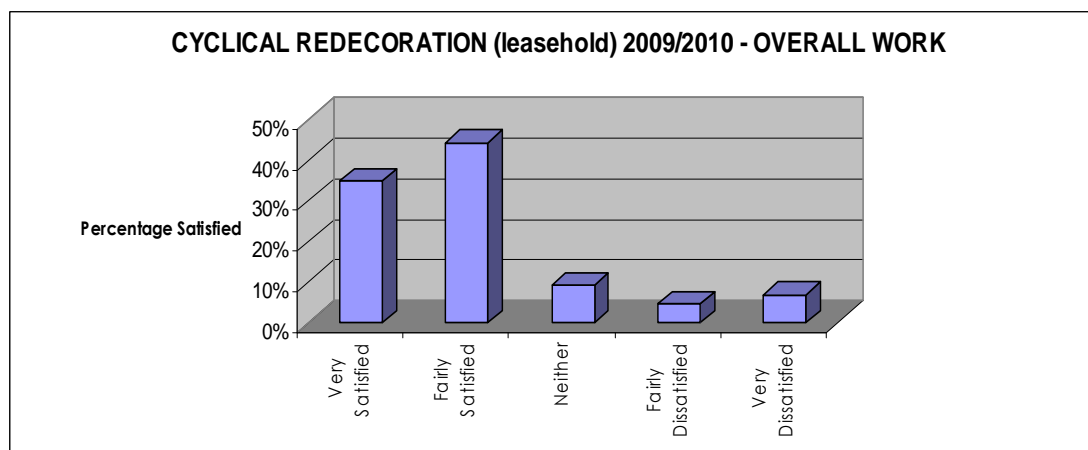


Cyclical Redecoration Survey Results

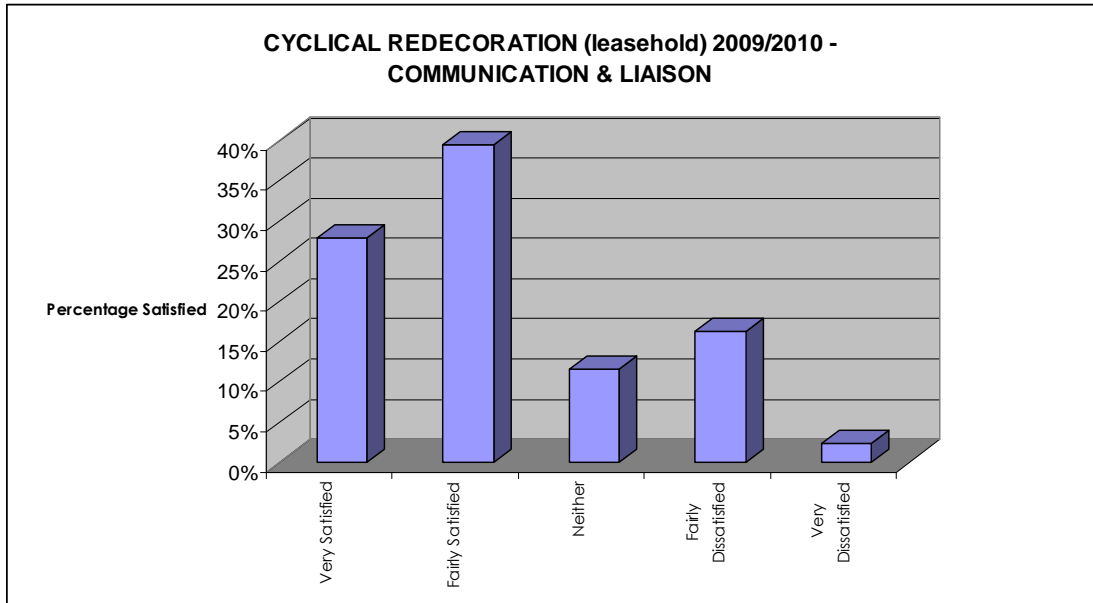
Last year we decorated 19 estates through our Leasehold Cyclical Redecoration programme. We sent out 365 satisfaction questionnaires, and received 43 responses. This equates to a response rate of around 11.8%.

We asked you how satisfied you were with the **overall work** that had been carried out in your home.

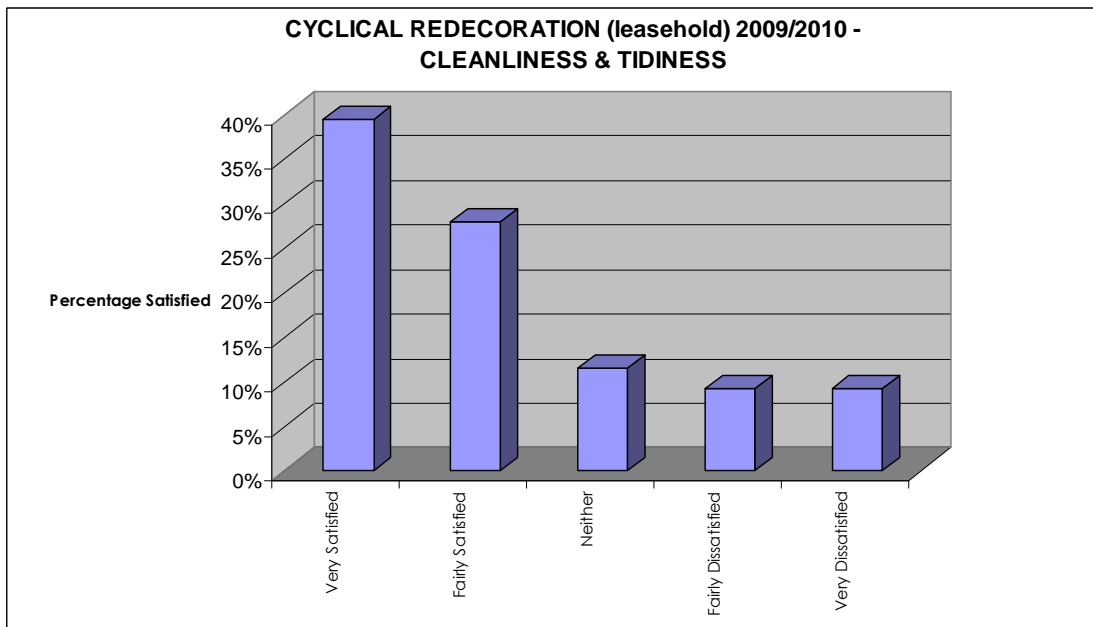
We received a range of responses, with 15 of you saying you are very satisfied; 19 are fairly satisfied, 4 are neither satisfied nor dissatisfied; 2 are fairly dissatisfied and 3 are very dissatisfied.



We realise that **communication and liaison** are important to you. 12 of you said you are very satisfied; with 17 of you being fairly satisfied; 5 of you are neither satisfied nor dissatisfied; 7 of you are fairly dissatisfied and 1 is very dissatisfied.



Our contractors aim to cause the minimum disruption to our residents, and to work in a clean and tidy manner. We asked for your feedback regarding **cleanliness and tidiness**, and again received a wide range of responses with 17 of you being very satisfied; 12 are fairly satisfied; 5 of you are neither satisfied nor dissatisfied, 4 are fairly dissatisfied, and 4 are very dissatisfied.



Thames Valley Housing takes your feedback very seriously, and we have looked into your comments regarding how we can improve our

service to you. The comments were mainly regarding the quality of the painting, protection of the floor coverings and communications regarding how the work will progress and appointment times.

All these comments and the compliments that were also provided have been passed to our contractor. Where comments have related to processes that can improve the service, these will be included in our future work.