

Resident satisfaction

Resident satisfaction with the works is a key performance indicator (KPI) of the contractor's work.

To measure resident satisfaction, with the ability of the contractor in minimising disruption and inconvenience whilst completing in communal works. This KPI will measure resident satisfaction with works carried out externally, including Lifts, boilers and other mechanical & electrical works to blocks as opposed to individual dwellings.

METHOD: - At the end of the programme, the contractor will arrange for all residents living in dwellings affected by the works to be sent an external works questionnaire to complete and return.

The contractors will co-ordinate the collection of completed resident questionnaires and compile the results obtained. The contractor will be responsible for collecting completed questionnaires from each resident and calculating the satisfaction scores.

Once the results have been compiled, the contractor will send the programme manager or the consultant in charge of the project, copies of the completed questionnaires signed by the resident and a spreadsheet providing a record of the results and how these have been calculated.

The programme manager or the consultant in charge of the project will be responsible for verifying the satisfaction scores. Scores for each question are measured against a five point scale ranging from very satisfied to very dissatisfied