Resident Satisfaction Survey Results

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| **Works Carried Out:** | **Wet Room/Shower Room** |
| **Properties:** | **Perryfield House** |
| **Consultant:** | **N/A** |
| **Contractor:** | **B & L Construction** |

**Total Number of questionnaires received: 12/16**

**Percentage of questionnaires received: 75%**

Based on a scale of 1-10, residents were asked how they would rate certain areas of service provided by Keniston, the contractors and also the end product. KPIs (key performance indicators) have been set from which our aim for year **2016/2017** was to score an average level of 8/10.

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| **Average Level of Satisfaction** | **Breakdown of responses** | **Average Score** |
| Section A **Service from Keniston** | Resident Meetings | 8.0 |
| Letters | 8.3 |
| Visits | 8.2 |
| KHA’s response to queries/problems | 9.3 |
| Rate way in which KHA kept informed | 8.2 |
| Accuracy of information provided | 8.1 |
| Average score for this section | **8.4** |
| Service from Contractor | Attitude to resident | 9.0 |
| Attitude to work itself | 8.9 |
| Response to problems | 8.9 |
| Time keeping throughout | 9.3 |
| Contractor communication | 9.1 |
| Average score for this section | **9.0** |
| Section BProduct | How satisfied with choices offered | 8.7 |
| Sanitary ware – bath, basin WC & shower tray if applicable | 8.7 |
| Basin taps, shower & shower controls | 9.1 |
| Floor covering | 9.2 |
| Tiling | 9.4 |
| Decoration | 9.0 |
| Extractor fan | 9.0 |
| Satisfied that works complete | 9.3 |
| Quality of works | 9.5 |
|  | Average score for this section | **9.1** |
| **Section C**  **General Matters** | Happy overall | 9.0 |
| Fairly treated | 9.4 |
| Average score for this section | **9.2** |
|  | Average score overall | **8.9** |

##### **Resident Comments**

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| 1. The bathroom was installed before I arrived however extremely pleased with workmanship and the way Keniston acted to install a seat and grab rail for my use. |
| 1. They carried out the work very well and hard-working people. It is hard to control the water as it can spill onto the floor. |
| 1. They missed something where the boiler is but Paul came and fixed it. Ask Paul as I do not know what it is. |
| 1. Shower screws big. Plaster coming away from tiles. |
| 1. Water from shower goes all over the floor. |
| 1. Very very happy, they did a wonderful job. Very nice guys, nothing was too much trouble. |
| 1. I expected a complete walk-in shower with a sliding glass closure. Using a shower curtain is not appropriate when showering. |

**Resident Liaison Officer’s Comments**

The contract included 9 shower room installations, 6 wet room installations and some minor works to 1 existing bathroom. In total 4 residents opted out of having the work carried out in their home either because they preferred to keep their bath or due to the potential disruption and the feeling that they would be unable to cope with the works. These residents have been advised to contact Keniston should they change their mind in the future.

Where there have been comments regarding water spilling from the shower tray, please be advised that these have been followed up with the residents concerned resulting in the flow rate to the shower being reduced or recommendations to the resident to reduce the flow rate with their shower controls.

During my visits, a few residents expressed their dislike for the ½ glazed screen and shower curtain and some have since opted to buy their own sliding shower door. I have received feedback from these residents and they generally feel that their own shower door offers a far more practical solution and is more pleasing to the eye compared to Keniston’s design.

Despite the above, these are still a fantastic set of results. Thank you to B & L Construction for your attention to detail and for the high level of service you continually offer our residents.

Results collated by Jane Westpfel