

RESIDENT SATISFACTION SURVEY RESULTS

2018/19 KITCHEN & BATHROOM REFURBISHMENT CONTRACT - B & L CONSTRUCTION

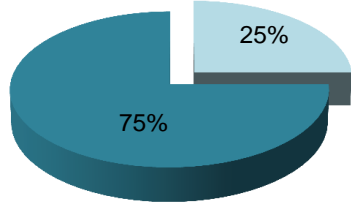
WORK CARRIED OUT TO 23 PROPERTIES IN TOTAL

Perryfield House - 18 Kitchens & 1 Shower Room Conversion

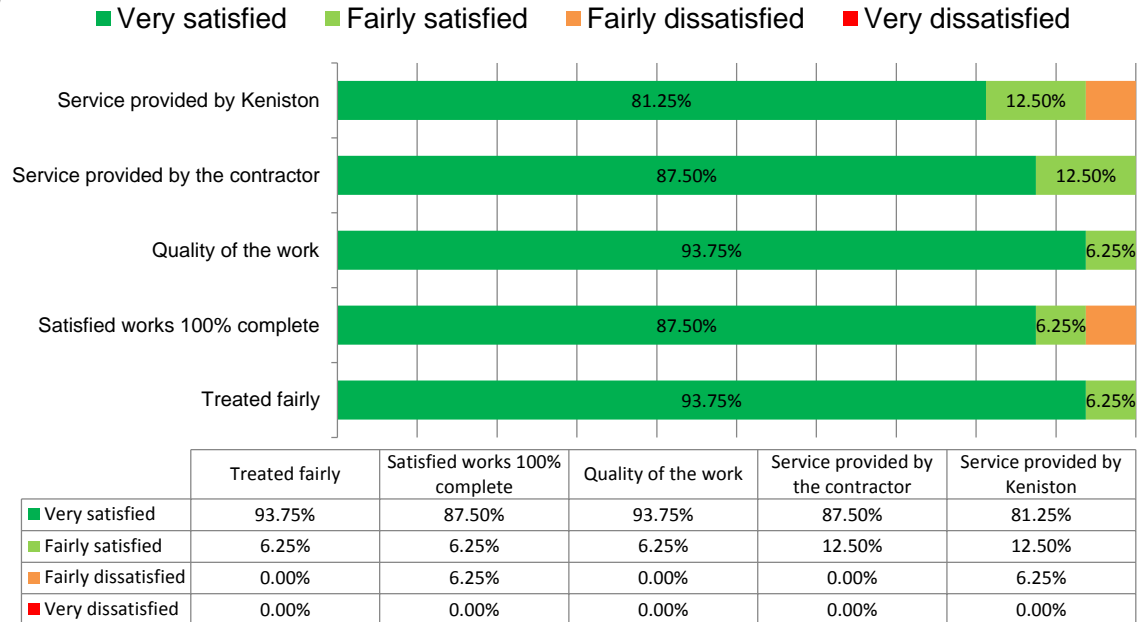
Darrick Wood - 3 Bathroom Refurbishments & 1 Shower Room Conversion

No. of properties: 23
No: of responses: 16
Percentage received: 70%

Response Method

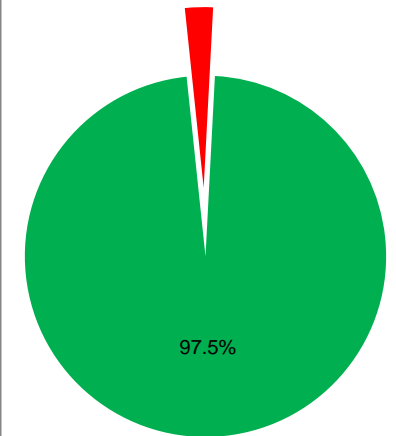


■ Survey Monkey
■ Paper survey



	Treated fairly	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	93.75%	87.50%	93.75%	87.50%	81.25%
Fairly satisfied	6.25%	6.25%	6.25%	12.50%	12.50%
Fairly dissatisfied	0.00%	6.25%	0.00%	0.00%	6.25%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%

Overall Satisfaction



■ Overall satisfied
■ Overall dissatisfied

Keniston's Comments

Another fantastic set of results with works carried out by B & L Construction. Having not long finished the shower room and wet room conversions at Perryfield House (2016/2017) residents there were delighted to have the familiar faces of Barry and Luke working in their home once more. Any negative comments (see next page) relate to the bathroom refurbishment at Darrick Wood all of which have been followed up with the residents concerned and either already resolved or they are in the process of being resolved. For instance, where motion sensor lights were fitted, these will be changed.

A massive thanks to B & L Construction yet again! Residents are consistently pleased with not only the quality of work produced by them but also their friendly and personal approach. From Keniston's perspective, the contract ran so smoothly that, once the contract was up and running, very little input was required and it was also very close to achieving zero defects at snagging too! We look forward to working with B & L Construction on future contracts and for many years to come.

Please turn over for resident's comments.....

Resident's Comments

Q1: How satisfied are you with the service provided by Keniston? What needs to be changed to make you VERY satisfied next time?

A choice of involvement, explanation as to what is being replaced with what and a choice if you wanted to use better / high quality products.
 Toilets don't flush properly. Light broke after a week. Floor is very hard to clean. Walls not painted the right colour.
 Nothing

Q2: How satisfied are you with the service provided by the contractor? What needs to be changed to make you VERY satisfied next time?

Right colour on walls-we told the contractor grey and he got blue.
 Nothing

They were great when here, work would have taken a lot less time if Barry was here more. I understand that his wife wasn't well so maybe wasn't normal for him to come late and leave early every day.

Q3:How satisfied are you with the quality of the work carried out? What needs to be changed to make you VERY satisfied next time?

No Comment made

Q4: How satisfied are you that works are 100% complete? What needs to be changed to make you VERY satisfied next time?

I'm unsure if my bath has a chip in it and the lights drive us crazy. These energy saving lights are just silly, they come on bright then dim, then go bright.
 Makes no sense.
 Toilet flush
 All complete

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?

The contractors are excellent nothing is to much trouble. They have made a beautiful job I am very pleased it looks stunning. I would like to thank Keniston for doing the kitchen.

Q6: Any further comments to add?

Brilliant work carried out
 Very Nice! Thank you very much

All the works were carried out with minimum disruption and everywhere clear and tidy at the end of each working day. Very professional and a great friendly two man team! Thank you.

Summary completed by Jane Westpfel