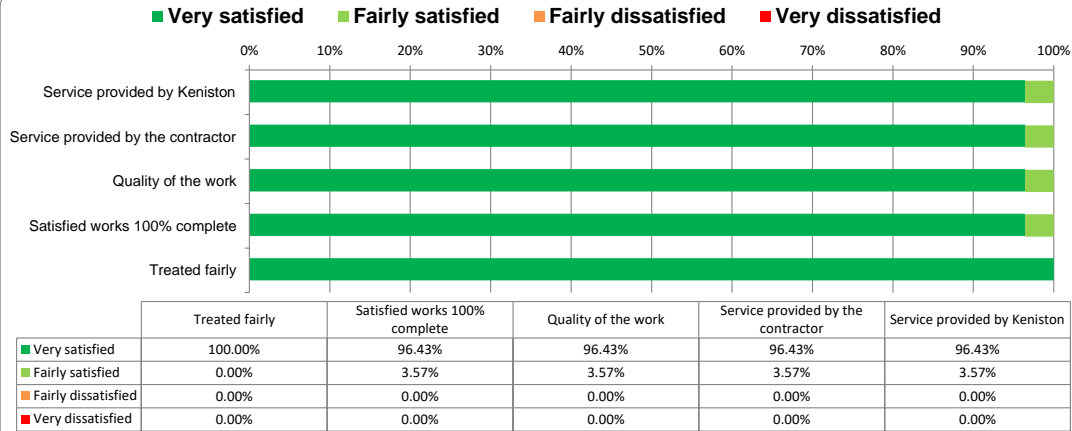
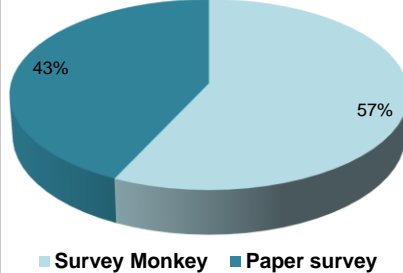


RESIDENT SATISFACTION SURVEY RESULTS

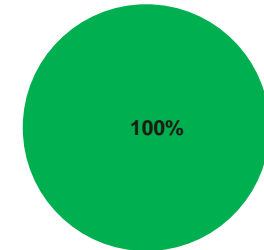
2019/20 KITCHEN REFURBISHMENT CONTRACTOR - B & L CONSTRUCTION LIMITED KITCHEN UNIT SUPPLIER / PLANNER - HOWDENS JOINERY

No. of properties: 38
No. of responses: 28
Percentage received: 74%

Response Method



Overall Satisfaction



■ Overall satisfied
■ Overall dissatisfied
 KHA target is 95% satisfied

Keniston's Comments

The contract originally consisted of 46 properties but, due to various reasons, 4 of these were omitted and 4 deferred to the next financial year (2020/21); 2 of which were a result of COVID-19 stay at home restrictions being put into place at the very end of the contract, and 2 were due to residents' personal circumstances.

Out of the 38 properties completed, we're delighted to report that residents are 100% satisfied with every aspect and to read so many positive comments too. Contrary to the results, it is hard to believe that we were presented with quite a few problems along the way; for example there were discrepancies with kitchen measurements during the kitchen planning process and, as a result, last minute adjustments to kitchen plans were required. However, with B & L Construction's flexible approach and Howdens' willingness to resolve these issues quickly (with resident involvement and agreement), these problems were, as these results prove, very efficiently resolved, with all kitchens completed within the timescale set out and, therefore, with minimal impact to residents.

B & L Construction and Howdens (kitchen unit supplier) have been involved with Keniston's kitchen refurbishment programme for a number of years now and these latest results are testament to the good working relationship and trust which has been built over time and our ability to all work so well together as one team in delivering an excellent service.

A huge thanks to Barry and Luke at B & L Construction. It's always a pleasure speaking to residents after your work is done and to hear such high praise. Thank you!

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

During the kitchen planning stage, raise awareness of previous planning problems to avoid last minute adjustments.

Please turn over for residents' comments.....

RESIDENT SATISFACTION SURVEY RESULTS

2019/20 KITCHEN REFURBISHMENT CONTRACTOR - B & L CONSTRUCTION LIMITED KITCHEN UNIT SUPPLIER / PLANNER - HOWDENS JOINERY

Residents' Comments

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

No changes, service is perfect

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

Contractor is very good

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?

Amazing, such good workmanship

We got a smaller sink, some plastering wasn't complete. KHA RESPONSE: Whilst it is true that the overall dimension of the new sink (incidentally used on previous contracts) does vary compared to the old - the new sink is a standard size (not a compact version) and is considered to be suitable. The contractor returned to make-good a small section of unfinished plasterwork behind one of the wall units and we apologised to the resident for this oversight.

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

blown glass in kitchen - KHA contacted the resident and it was agreed that this was not directly related to the kitchen refurbishment work and so we arranged for a separate repair to be carried out.

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?

Use the same contractor!

Very people's people - so friendly

Q6: Any further comments to add?

A little disappointed with quality of sink as it scratched day after installation - KHA RESPONSE - contractor to return and assess once COVID-19 stay at home restrictions relax

Job well done in short time and extra work was done quickly and to a good standard. Thanks

The two builders were very polite at all times, very fast, efficient, clean and tidy

Contractors very punctual, clean and tidy, whatever I asked of them they did without hesitation. Quality of work is of highest standard and we are extremely pleased with final result. 10 out of 10.

Work & Services second to none - well done

Brilliant job, very happy with the work carried out!

Barry and co were brilliant, efficient and very clean and tidy

Thank you for our lovely kitchen

Thank you Jane and Paul and the rest of staff for the lovely kitchen. The contractor was very nice. Left the kitchen clean every night. Thank you again.

Barry & Luke were great, so much better having multi-skilled contractors, very efficient.

Very happy with my new kitchen, Keniston were very helpful and quick to respond to my questions. The contractors were clean and tidy, polite and helpful. I love everything about the kitchen, being given lots of choices was brilliant and re fitting old/new appliances was great. Thank you so much to everyone

Workman worked to a high standard and kept disruption to a minimal

Tony & Barry were very helpful and professional . I am extremely pleased with my new kitchen thank you

Jane Westpfel at Keniston was wonderful, and extremely helpful and accommodating as were Barry and Luke the contractors and the new kitchen looks beautiful. I'm very grateful for the refurbishment, thank you