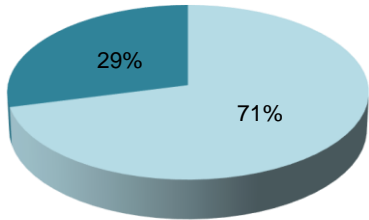


RESIDENT SATISFACTION SURVEY RESULTS

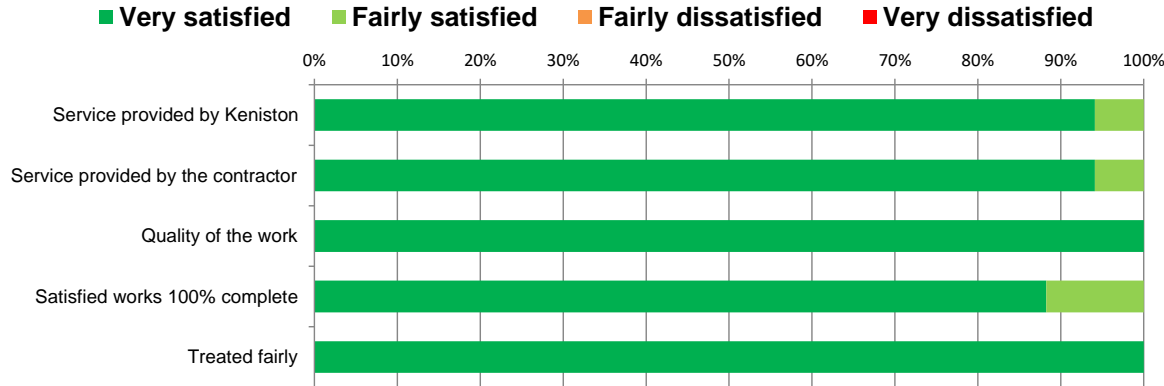
2019/20 SILVER COURT KITCHEN REFURBISHMENT CONTRACT - LEVEL CONSTRUCTION

No. of properties: 32
 No: of responses: 17
 Percentage received: 53%

Response Method

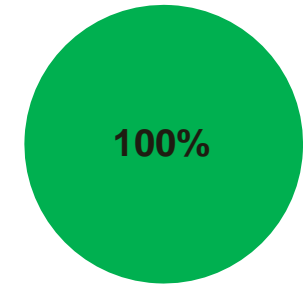


■ Survey Monkey
 ■ Paper survey



	Treated fairly	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	100.00%	88.24%	100.00%	94.12%	94.12%
Fairly satisfied	0.00%	11.76%	0.00%	5.88%	5.88%
Fairly dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%

Overall Satisfaction



■ Overall satisfied
 ■ Overall dissatisfied

Keniston's Comments

We are delighted that residents are overall 100% satisfied with their new kitchens and with the service they received from Keniston and the contractor. This is particularly pleasing as the contract itself did present various challenges; for instance, parking restrictions in the area, limited space available within the grounds of Silver Court for contractor facilities (thinking of the logistics of receiving and storing deliveries) and also the historic problems with the shared waste pipe system which interconnects two properties. This meant that paired properties had to be organised to be worked on at the same time allowing us to strip back as much of the old copper waste pipes in each property as possible. Resident's comments below and the satisfaction rate is well deserved proof that Level Construction took on these challenges with great ease and professionalism. Thank you Ramunas and Ramunas's team for your hard work throughout the contract!

Please turn over for residents' comments

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?

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?

Had to ask for cooker to be connected a week after commenment

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?

Nothing

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

They said that they will come back to finish little things left behind (KHA NOTE-now completed)

The shelf under the kitchen sink needs to be cut to fit around the pipes (KHA NOTE-now completed)

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?

Nothing

Q6: Any further comments to add?

Communication was good. The workers were hard working and friendly. There was some good attention to detail. The workers were very accommodating with schedules and worked around the client's routines without much disruption. But above all Jane Westpfel and Paul Miller made sure that things ran smoothly. They liaised very effectively with the head on-site manager Ramunas, who was the site agent representing the contractors; and in doing so gave a cast iron confidence that whatever the problem, or obstacles, the job would get done to a very high spec. Jane and Paul's coordination, help, reliability and patience throughout this refurbishment campaign really made a potentially stressful situation, into a pleasant one, (especially with the end result). They made you feel as a client and tenant that your interests and well-being comes first, which was a vital component to this customer friendly and highly professional team. So in conclusion, I'd just like to say a big thank you to Keniston, Jane, Paul, Ramunas and all those involved. And It would be remise of me not to give a special thanks to Jane, she has been exceptional! With her tireless work-ethic, warmth, sincerity and outstanding professionalism; from the start of this Herculean makeover project to the end. What a genuinely amazing women, we are all very lucky. The new kitchen is stunning and very much appreciated. Now I can finally enter 'The Great British Bake off'

Ramunas and his team were very professional, curtious, friendly and went above and beyond the requirements. Very helpful and pleasant

I would like to say that Jane and Paul were very helpful with information about the kitchen works and always up to date with information. The kitchen fitters painters and all the builders were so helpful and very tidy and polite every day they worked in my home. Ramunas (Level Construction) was so organised and always on time. I would like to say Jane was so helpful with everything that went on with the works. A big thank you and well done to keniston. Best builders that have worked here in the 36 years I have lived here

Overall, I am happy with the completion of the work carried out in my kitchen by the contractors. They were very friendly, helpful and kept me up to date with the work done on a daily basis. Everything was done as planned. The kitchen looks amazing.

Contractors were very friendly and helpful.Jane from keniston has been more then helpful explaining and sorting out my electrical problem and getting my bathroom sorted out with damp as she said she would . What a lovely person . I have had no problems with the work or workmen who attended the property as they have always been polite . Thank you Jane you're a star.

I love my new kitchen. The contactors were very nice

Brilliant

Summary completed by Jane Westpfel