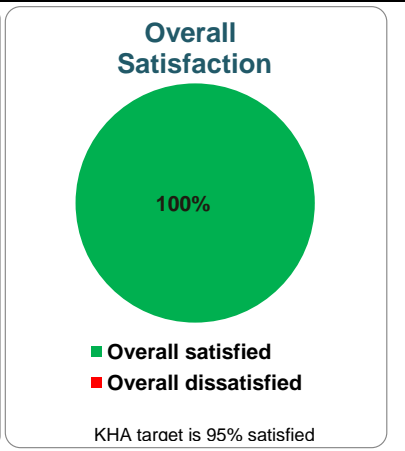
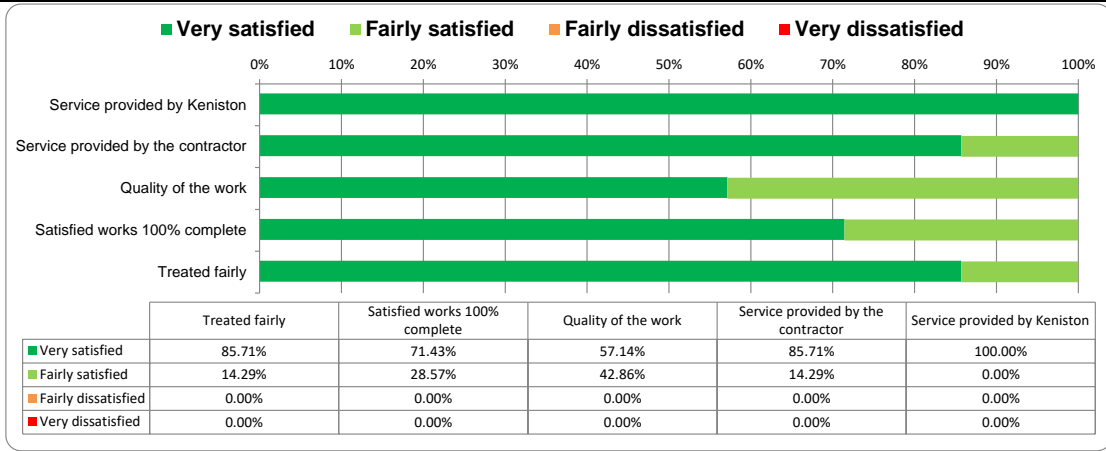
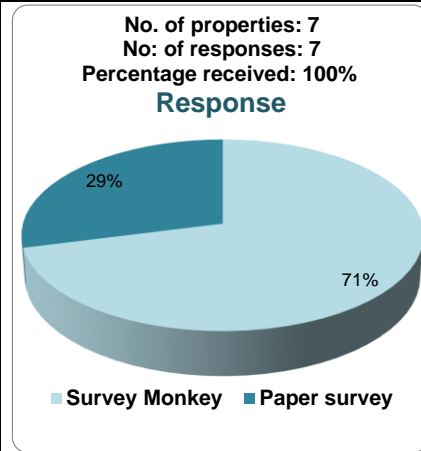


RESIDENT SATISFACTION SURVEY RESULTS

2020/21 KITCHEN REFURBISHMENT AT POUND GREEN COURT

CONTRACTOR - LEVEL CONSTRUCTION



Keniston's Comments

We are delighted to share these fantastic results proving that despite the challenges of the pandemic and with residents' approval to continue with the work in their home, we were able to rise to the challenge by successfully putting in place new procedures and working practises to enable us to complete this contract. A very good result in difficult circumstances.

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

Communication with residents once work has started in their home e.g. keeping informed on access requirements and progress in general

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?

Teach me how to cook

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

Lack of cooking facilities during the works and contractor plugging in power tool battery for use in another property

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?

Stainless steel drainer. Scratches on it. Plug not in right place

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

Very happy overall. Minor issue but noticed small section of decoration behind fridge freezer and under boiler not great finish. KENISTON RESPONSE: Agreed to return once COVID lockdown eased

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?

No comments received

Q6: Any further comments to add?

Overall very happy

Thank you!