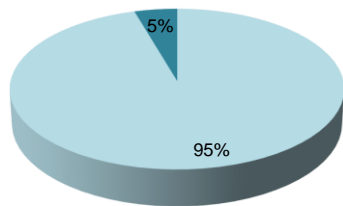


RESIDENT SATISFACTION SURVEY RESULTS

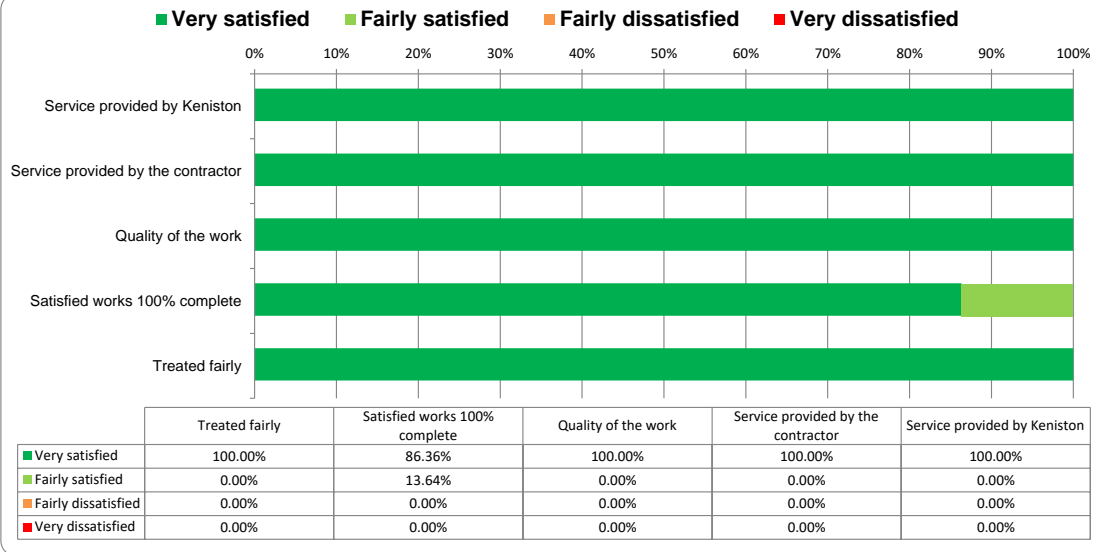
2020/21 KITCHEN REFURBISHMENT - DARRICK WOOD CONTRACTOR - B & L CONSTRUCTION

No of properties included: 49
 No. of properties completed: 32
 No. of properties omitted: 2
 On hold due to the pandemic: 15
 No. of responses: 22
 Percentage received: 69%

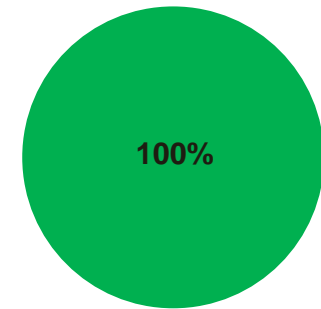
Response Method



■ Survey Monkey ■ Paper survey



Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied

■ Overall dissatisfied

Keniston's Comments

Our planned maintenance programme for 2020/21 ambitiously included 49 kitchen refurbishments on our Darrick Wood Estate. Although work did not start until July, 3 months later than we had hoped, we are extremely proud to have completed the work to 32 homes and with 100% satisfaction before the decision was made to put any further installations on hold, due to the pandemic.

Looking at the successes of previous contracts carried out by B & L Construction and our team approach to 'fine tune' what was already a very high standard of service, it is not too surprising that residents are, once again, 100% satisfied.

An amazing result for B & L Construction and Keniston in what has been an incredibly challenging year.

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

We will continue to build on this and past successes by ensuring we carry on 'fine tuning' all processes from the early planning stages right through to our final inspection of the completed works.

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

RESIDENT SATISFACTION SURVEY RESULTS

2020/21 KITCHEN REFURBISHMENT - DARRICK WOOD CONTRACTOR - B & L CONSTRUCTION

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?

Nowt I probably won't be here 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?

Nothing, they were great - punctual and answered all of my question.

To listen a bit closer to our wants and needs and us to listen a bit closer if those things are not feasible.

Please keep Barry and Luke for all further work on our properties.

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?

Very high standard.

You pay for new oven .. washing machine and fridge freezer as well as kitchen!! 😊😊

The work looks great! Very impressed.

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

One soft drawer closer needs changing - KHA FOLLOW UP NOTE: Contractor returned and resolved this issue.

White strip showing through on closed cupboard and drawers ... Not sure if anything can be done about that? KHA FOLLOW UP NOTE: Discussed with resident concerned - this is a small section of the white carcass noticeable due to the contrast against dark grey doors. Agreed all units set out correctly and no further action required.

I think everything was complete- it would have been better though if they were able to paint the other side of the kitchen door. KHA FOLLOW UP NOTE: Decoration is only carried out within the kitchen area and would not include the hallway side for instance. Discussed with resident concerned.

**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.

Q6: Any further comments to add?

They were very helpful moving heavy appliances.

Both workers were polite and left everything clean and tidy each day. Any odd bits that needed sorting were done quickly and efficiently. Really pleased with end result.

I can't thank Barry and Luke for all they have done, excellent finish as always no problems were encountered.

Luke was an excellent worker.

Summary collated by Jane Westpfel