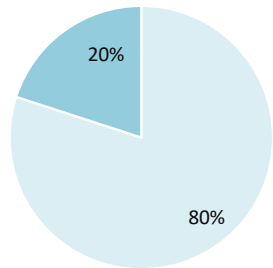


RESIDENT SATISFACTION SURVEY RESULTS

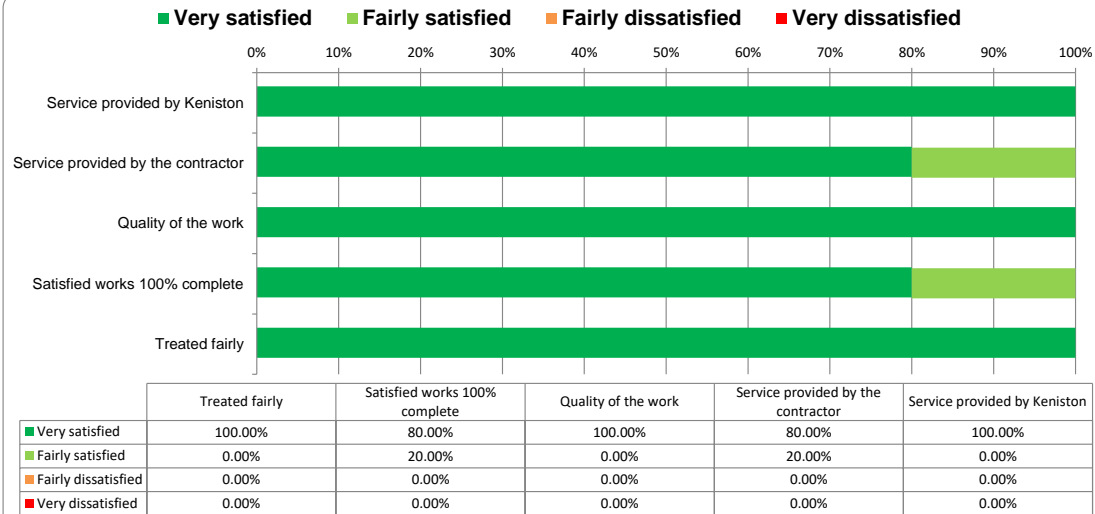
2020/21 KITCHEN REFURBISHMENT 4 PROPERTIES AT WHITES MEADOW (BICKLEY) 2 PROPERTIES DROMORE (SIDCUP) CONTRACTOR - LEVEL CONSTRUCTION

No. of properties: 6
No: of responses: 5
Percentage received: 83%

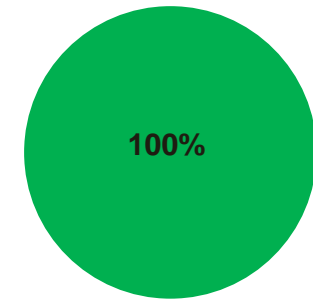
Response Method



Survey Monkey Paper survey Telephone



Overall Satisfaction



KHA target is 95% satisfied

Overall satisfied
Overall dissatisfied

Keniston's Comments

This is the second kitchen refurbishment contract completed by Level Construction during this financial year. As with the first contract (Pound Green Court) we are delighted to see that residents are once again 100% overall satisfied - confirming Keniston's team and Level Construction work well together and are consistently providing a high standard of customer service and workmanship, as reflected in the residents' comments below.

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

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

RESIDENT SATISFACTION SURVEY RESULTS

2020/21 KITCHEN REFURBISHMENT 4 PROPERTIES AT WHITES MEADOW (BICKLEY) 2 PROPERTIES DROMORE (SIDCUP) CONTRACTOR - LEVEL 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?

Everything was spot on !!

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

The team were all excellent, friendly and very professional.

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?

Paintwork was patchy but contractor returned and was very thorough at putting it right.

The work was at a very high standard.

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

Possible problem with drawer runner. KHA FOLLOW UP NOTE: Discussed with resident and confirmed Keniston to investigate at later date (once Lockdown 3 restrictions lifted)

Wall in bathroom damaged during the work. KHA FOLLOW UP NOTE: Discussed with resident and confirmed Keniston to investigate at later date (once Lockdown 3 restrictions lifted)

Superb finish and attention to detail. Bravo !

**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?**

All was just fine

Q6: Any further comments to add?

Done an amazing job.

New layout makes kitchen feel bigger and more open. Overall finish is really well done. Work completed in really good time. I am genuinely really really happy. I never expected it would look this good - thank you so much!

Ramunas and his team were excellent, I had a few teething problems but these very very quickly resolved. An extremely high level of craftsmanship. Totally superb !!

Thank you very much for my new kitchen.

Summary collated by Jane Westpfel