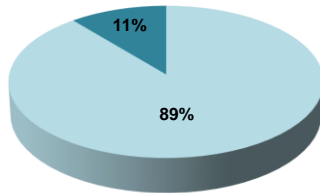


RESIDENT SATISFACTION SURVEY RESULTS

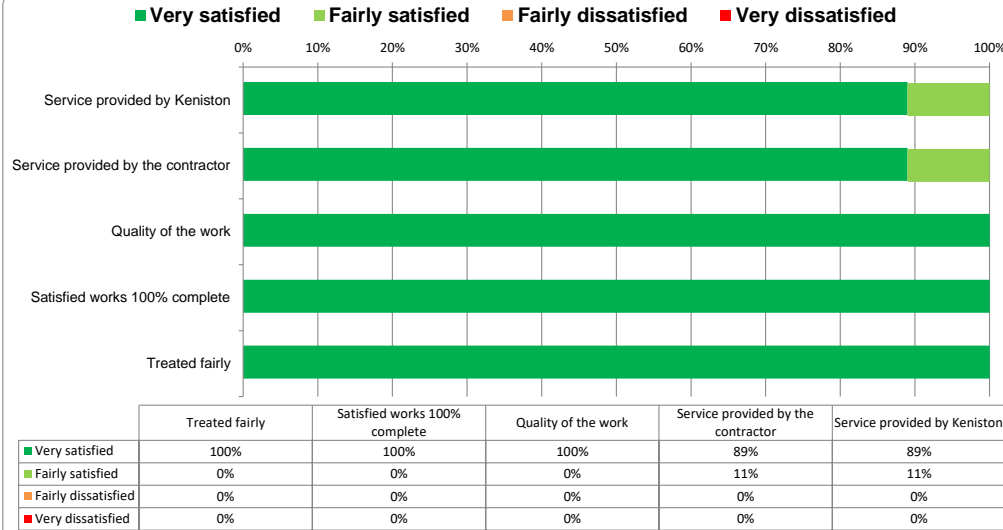
2020/21 KITCHEN REFURBISHMENT - DARRICK WOOD (ref 264) EXTENSION TO COMPLETE 11 UNITS IN 2021/22 CONTRACTOR - B & L CONSTRUCTION

Response Method

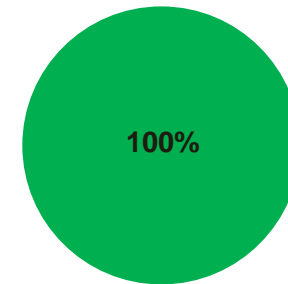
No of units completed: 11
No: of responses: 9
Percentage received: 82%



- By email or text (via Forms)
- Paper survey



Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

Unfortunately, the pandemic interrupted our 2020/21 kitchen refurbishment programme resulting in Keniston carrying over 11 kitchens to 2021/22. However, we reconvened works as soon as possible in April 2021 with residents' full support and understanding.

As with previous contracts undertaken by B & L Construction, we are delighted that, once again, residents are 100% satisfied with the services they received from start to finish.

An amazing result for B & L Construction and Keniston after an incredibly challenging year before.

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 (ref 264) EXTENSION TO COMPLETE 11 UNITS IN 2021/22 CONTRACTOR - B & L CONSTRUCTION

Residents' Comments

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

Being involved every step of the way

Was given a very big choice option

Not to be left without a cooker for 3 days

I liked the choices of kitchens that were available, the planning of the kitchen and the efficiency of the kitchen fitters

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

A brilliant team, always on time, very clean and tidy, polite and friendly excellent team

The workmen were efficient and quick and the kitchen is really lovely - I am so happy with the outcome 😊

Working hard and having a good attitude

Very professional

Fast and clean working

Their professional approach and pride in their work was amazing. Everything was explained before the works started and during and any questions answered. They worked tirelessly during the day and left at the end of the day with everything tired. I would recommend Barry and Luke very highly to anyone wanting a new kitchen

Very helpful and efficient

Q3: How satisfied are you with the quality of the work carried out? What did you particularly like or what needs to be changed to make you VERY satisfied next time?

The finished result is excellent

Soft closing doors and the tiling is done really well. Also they were both helpful and friendly.

Work is of a high standard considering my old kitchen was over 15 years old

Quality of the materials used

No problems at all and all fitted to a high standard

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

0 comments received

Q5: Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly?

0 comments received

Q6: Any further comments to add?

Was all done very well

Very pleased with the works carried out and the communication from Keniston around planning, designing and fitting

Great guys 😊👍

Summary collated by Jane Westpfel