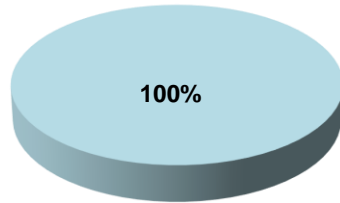


RESIDENT SATISFACTION SURVEY RESULTS

2021/22 KITCHEN REFURBISHMENT - DROMORE CONTRACTOR - CLAIRGLOW (ref 280)

Response Method

No of homes included: 7
No: of responses: 6
Percentage received: 86%

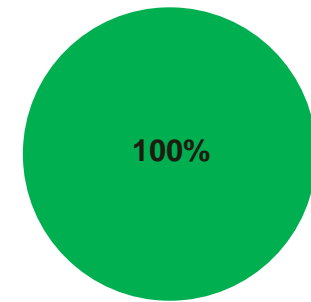


- By email or text (via Forms)
- Paper survey

■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

Although this was a relatively small contract including just 7 homes, it was a complex one due to the presence of asbestos within the block - with residents having to facilitate a variety of appointments for surveys and subsequent asbestos removal works where they would be required to vacate their property for one day - all of which had to be coordinated in such a way to ensure minimal inconvenience to residents before any kitchen works could commence. Therefore, we are delighted that, with Keniston and Clairglow's cohesive approach on delivering a high level of service and residents' much appreciated cooperation, an overall satisfaction rate of 100% has been achieved.

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

We will take on board any observations raised by residents and consider how we can build on the successes achieved.

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

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 KITCHEN REFURBISHMENT - DROMORE CONTRACTOR - CLAIRGLOW (ref 280)

Residents' Comments

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

Just about everything, the new kitchen is really nice and I am very happy with it, thank you very much.

The design of the kitchen.

The fitting was not as I had expected. I hoped for the cooker to have a more fitted appearance **Keniston comment: The works were carried out as per the Associations standard specification and as per kitchen provided to resident prior to the works starting.**

We got a good choice. The tiles are particularly nice and the flooring is very good quality and should last for a long time.

Contractors and Jane were very helpful with any problems that arose.

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

There was a mistake with my wall tiles and the contractor was annoyed about having to change them. **Keniston comment: we discussed this with the contractor at the time who quickly acknowledged their error and resolved the matter by replacing the tiles.**

The finishing details were rushed.

Contractors were very friendly and helpful nothing was too much trouble.

Just pleased it is finished. It looks really nice and so different compared to my previous kitchen.

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

Only minor things, like the seal around the window, and it was a shame there was no paint left over as I like to keep some in case I have patch up. They did work very hard but I felt it was a little bit rushed towards the end.

Good job.

I like the new kitchen very much especially the new flooring.

Work carried out to a very high standard.

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

We got there in the end but took a lot of time **Keniston comment: unfortunately, there was additional works required in this property and it took longer than originally anticipated**

Just the window sill seal which I think they already know about **Keniston comment: Clairglow very quickly attended to this and resident confirmed pleased with finish**

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

0 comments

Q6: Any further comments to add?

Good design

Keniston staff a Clairglow staff really good throughout. Just very satisfied, again thank you very much

Overall I am very happy. There were only minor problems. The contractors did work very hard and I love my kitchen. I feel very lucky so thank you Keniston, especially Jane who worked very hard and made sure that everything was right.

I am extremely happy with my new kitchen provided by Keniston. My kitchen now has a new lease of life. Would happily have the Contractors back. Thank you Keniston