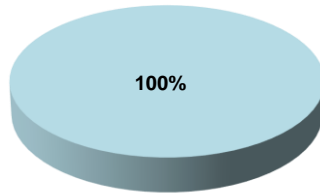


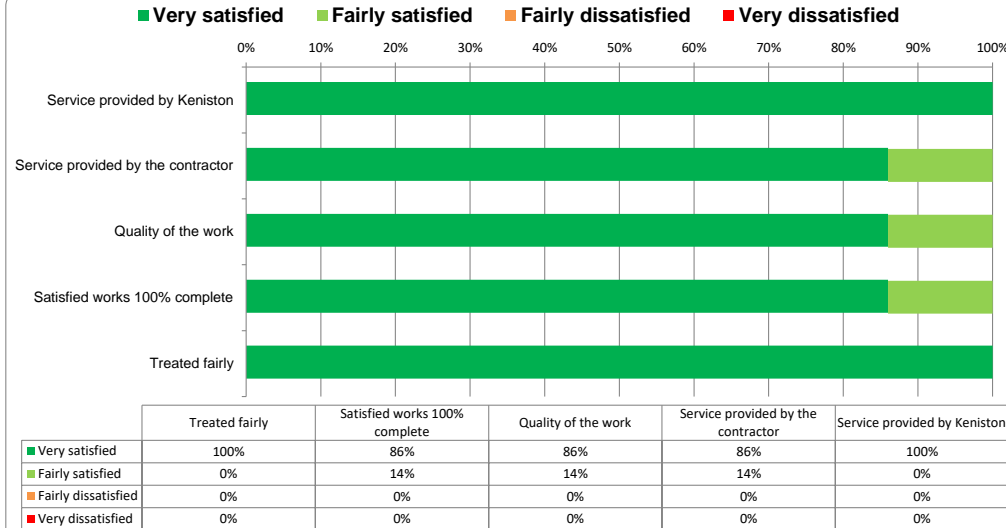
2021/22 KITCHEN REFURBISHMENT - NETHEWODE COURT (PHASE 1) CONTRACTOR - LEVEL CONSTRUCTION (ref 282)

Response Method

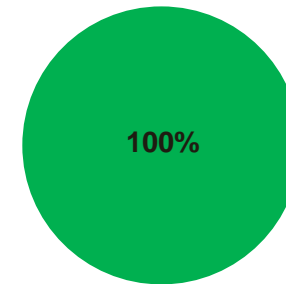
No of properties completed: 15
No: of responses: 7
Percentage received: 47%



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



Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

The kitchen refurbishment works at Nethewode Court (1-32 flats) was divided over two financial years with phase 1 (this contract including 15 homes) starting towards the end of 2021/22 and phase 2 following on directly afterwards at the beginning of 2022/23, therefore, maintaining the same workforce, site set up, and providing a continued and consistent level of service to residents. This summary relates to works carried out during 2021/22, **Phase 1** only.

An amazing set of results with 100% of residents (who responded) being satisfied with the services they received from the early planning stages right through to the completion of the works.

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

From a contract management perspective, when comparing inspection records against other contracts, it is evident that there is a higher number of 'snag' items listed on this project - while this did not appear to have a major impact on resident opinion, it does impact on the workload for Keniston in having to follow these up with residents and the necessity to re-inspecting the works. When exploring new contracts with this contractor, we will need to review the 'snag' items to avoid this reoccurring.

Please turn over for residents' comments...

**2021/22 KITCHEN REFURBISHMENT - NETHEWODE COURT (PHASE 1)
CONTRACTOR - LEVEL CONSTRUCTION (ref 282)**

Residents' Comments

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

Nice choice of kitchens, quickly and well put together

High quality of work

Very nice friendly work men , left the house clean

The kitchen looks beautiful and had great choices available

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

Good quick work

High level of work

They got on with the work , and looked after the dog as well

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

Nicely done

High quality of work

Very clean , and took all the rubbish

Doing things on time

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

Boiler and cooker switch still needs to be put on the wall. *Keniston comment: this was due to a delay with the supply chain and has now been resolved*

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 workers

Satisfactory level of work

I must say that Keniston housing has gone way past my expectations and the quality of service from all departments has been brilliant

Summary collated by Jane Westpfel