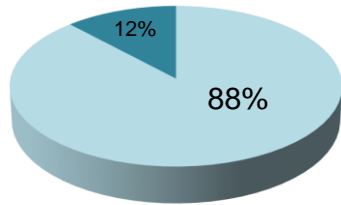


RESIDENT SATISFACTION SURVEY RESULTS

2021/22 SUNNINGDALE COURT FLATS - KITCHEN REFURBISHMENT CONTRACTOR - CLAIRGLOW (ref 283)

Response Method

No of units completed: 25
No: of responses: 17
Percentage received: 68%



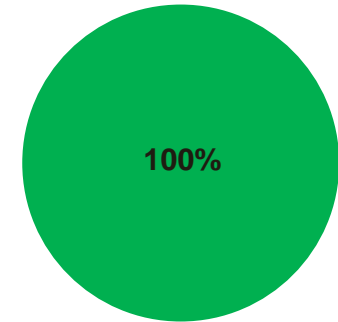
- By email or text (via Forms)
- Paper survey

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



	Treated fairly	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	94%	100%	100%	100%	100%
Fairly satisfied	6%	0%	0%	0%	0%
Fairly dissatisfied	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%

Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

Keniston's Comments

This contract was undertaken in conjunction with the boiler replacement works at Sunningdale Court, also carried out by Clairglow. Although two separate contracts, both started simultaneously, however, the installations had to be co-ordinated by Keniston and Clairglow in such a way to ensure that any new boilers (where located in the kitchen) took place before the kitchen refurbishment.

Out of the 25 kitchens completed, we are delighted to report that residents are 100% satisfied with every aspect and to read so many positive comments too. All kitchens were completed within the timescale set out with minimal impact to residents.

Although this is the first kitchen refurbishment contract to be carried out by Clairglow, these results are a great indication of how well Keniston and Clairglow worked seamlessly together delivering an excellent service for our residents. A huge thanks to Paul Hollobon, Chris and the electrical team involved at Clairglow - it has been a pleasure speaking to residents during the works and to hear such high praise throughout. Thank you!

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

We hope to work with the same team at Clairglow on similar contracts to build on these successes

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

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 SUNNINGDALE COURT FLATS - KITCHEN REFURBISHMENT CONTRACTOR - CLAIRGLOW (ref 283)

Residents' Comments

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

The overall finish to my lovely kitchen. I could not wish for more and all the people Involved I can't thank enough. To Chris a true craftsman - thank you a thousand times over

Very high quality work and great results

The end product is very good

From the high standard of goods to the very high standard of the kitchen fitter Chris. Keniston always provides excellent service

Keeping me up to date on any answers to my issues I had

A big thank you to Jane Westpfel for organizing the Kitchen refurb and keeping us all informed about everything, Thanks Jane.

Kitchen looks amazing! So happy

Being able to pick everything myself

Service provided by Jane and Chris was very good. The kitchen is immaculate. I like the colours Keniston offered. Keniston puts money into their properties. People love my kitchen.

Everything, the ceiling is so good the damp has been eradicated. Everything is perfect.

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

How fast it all happened and to such a high standard - just incredible

I say absolutely everything .

Very polite and the tradesman very good at what they do. Thank you all especially Chris the carpenter.

Excellent service by the fitter very friendly approachable yet professional cannot fault anything about it.

Good time keeper and works hard and friendly guy

Chris is amazing and works so hard. Nothing is too much for him.

Friendly and clean and tidy.

They are helpful considerate

Very good choice of contractor. Thank you to Mike the gas man, Chris the electrician and Chris the Kitchen fitter, you could not get better, nothing was too much trouble and the finish is excellent

Excellent contractors

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

Very satisfied I don't think anybody on the planet could want more

Standard of work excellent nothing was ever too much trouble always kept you informed and willing to show you as he went along

The quality of work is very high and I am very happy - glad I had it done

All work was carried out to a very high standard

Please turn over for more comments....

RESIDENT SATISFACTION SURVEY RESULTS

2021/22 SUNNINGDALE COURT FLATS - KITCHEN REFURBISHMENT CONTRACTOR - CLAIRGLOW (ref 283)

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

0 comments

Q5: Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly? What did you particularly like or what needs to change to make you VERY satisfied next time?

0 comments

Q6: Any further comments to add?

To Keniston Property Services and all the people involved in this project a very very big thank you

The kitchen is really lovely and my life will now be easier. Jane and Romy were great in helping me choose things. Clairglow were very good and Chris (fitter) has done a superb job. He is a real grafter.

First class work from contractor

Thank you!

I could not have been happier with the way my kitchen turned out and that was all down to Chris the contractor
Every contractor we had did a brilliant job. We couldn't be more pleased with the kitchen and the quality of the work.

Kind people

As I said at the start a big thank you to Jane and every one that was involved,

Thank you so much for the new kitchen, it is beautiful!

Summary collated by Jane Westpfel