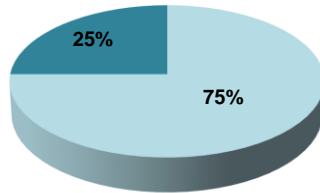


RESIDENT SATISFACTION SURVEY RESULTS

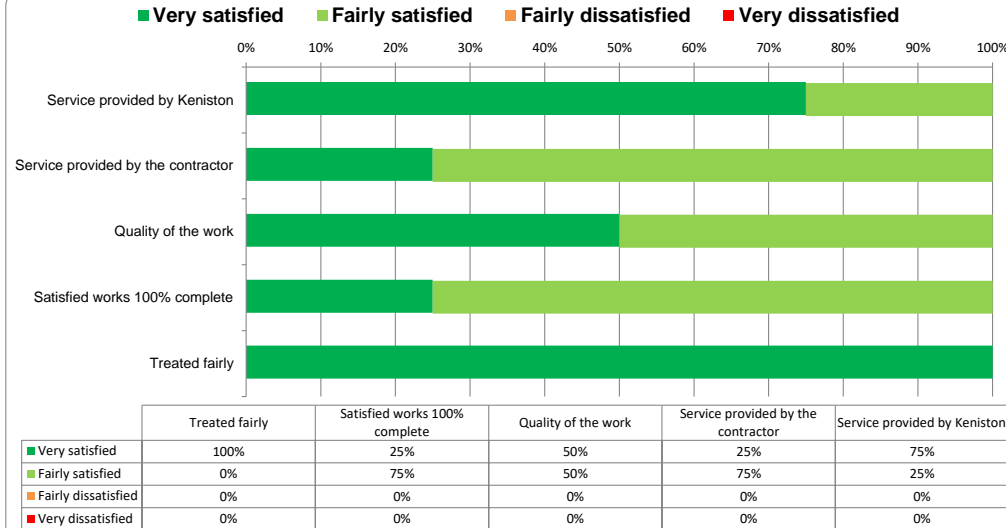
2022/23 KITCHEN REFURBISHMENT - NETHEWODE COURT (PHASE 2) CONTRACTOR - LEVEL CONSTRUCTION (ref 298)

Response Method

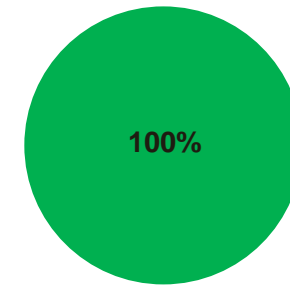
No of properties completed: 6
(includes 1 void property)
No of surveys sent: 5
No: of responses: 4
Percentage received: 67%



- By email or text (via Forms)
- Via telephone call



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 split over two financial years with, phase 1, being completed in 2021/22 and, phase 2, following on directly afterwards, in 2022/23 - this allowed the contractor to use the same workforce and site set up, thereby, providing a continued and consistent level of service to residents. This summary relates to works undertaken in 2022/23, **Phase 2**.

As with phase 1, we are pleased to report that 100% of residents (who responded) were 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 next time?

1. Review residents' comments and consider how to improve communication between Level Construction's operatives and residents whilst work is underway.
2. Aim for zero snag items before handing over to Keniston for inspection.

Please turn over for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

2022/23 KITCHEN REFURBISHMENT - NETHEWODE COURT (PHASE 2) CONTRACTOR - LEVEL CONSTRUCTION (ref 298)

Residents' Comments

Q1: How satisfied are you with the service provided by Keniston?

The colours all look so nice

Just double checking the work and communication from builders

I like everything about the new kitchen

Jane Westpfel was very helpful and assisted me with various adjustments and changes. I knew I would have her support in case anything went wrong. It gave me some confidence in the project

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?

Communication could have been better

Just need my cardboard caps **Keniston comment: These were identified during the snag inspection by Keniston and later supplied by the Kitchen supplier.**

Some adjustments could have been done quicker

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?

Checking of work completed i.e. wonky plug sockets, paint work

The work required some supervision to achieve better quality

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?

Plug sockets **Keniston comment: Keniston to follow up with resident**

Just the cap for cupboards then is finished **Keniston comment: see above**

Everything is complete, but I wish I could have some drawers in bottom cabinets - **Keniston comment: We provide residents with a drawing of the proposed kitchen layout for checking and invite them to put forward any requests for changes to be considered. We carried out a variety of amendments to this particular kitchen and we would have been very happy to consider including additional drawer space too had it have been brought to our attention. It is worth noting that the new kitchen was fitted with 6 drawers in total.**

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?

Overall very please with the result of the kitchen, looks really nice.

All in all I'm happy with my choice of kitchen design

The new kitchen is perfect.

Summary collated by Jane Westpfel