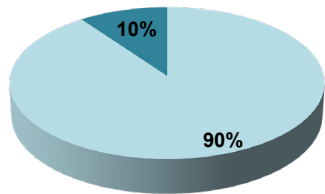


## RESIDENT SATISFACTION SURVEY RESULTS

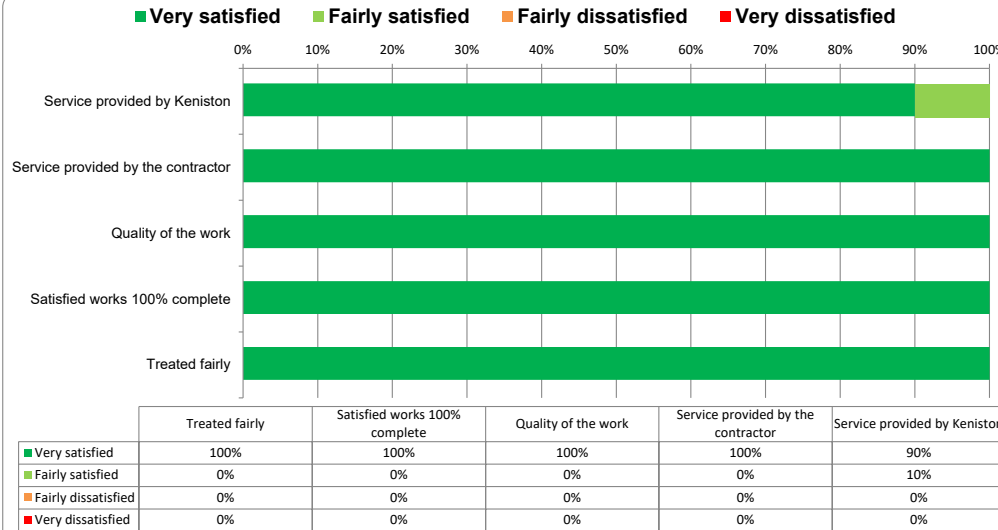
### 2022/23 DARRICK WOOD KITCHEN REFURBISHMENT CONTRACTOR - B & L CONSTRUCTION (ref 294)

#### Response Method

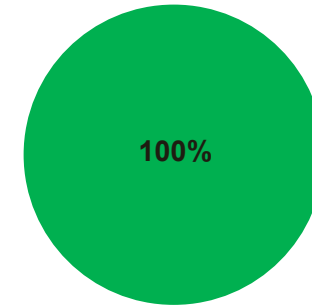
No of properties completed: 36  
No. of responses: 20  
Percentage received: 56%



- By email / text (via Forms)
- By Post



#### Overall Satisfaction



KHA target is 95% satisfied

- Overall satisfied
- Overall dissatisfied

#### Keniston's Comments

A great set of results achieving 100% satisfaction with the majority of residents being **VERY** satisfied in all aspects.

The early stage of a kitchen refurbishment contract (kitchen planning stage) such as this involves Keniston's project team working very closely with residents and the kitchen supplier. This includes, inviting residents to a kitchen selection appointment where they are able to view samples and make their choice for: kitchen unit door style, worktop, wall tile, flooring and paint colour. The kitchen unit supplier, Howdens' Joinery, then carries out a kitchen planning appointment to measure and provide a kitchen plan unique to each property. A 'Kitchen Pack' (as illustrated on the last page) is then circulated to residents - it includes their unique kitchen plan, a copy of their resident selection form, confirmation of their start date and an information leaflet explaining what to expect during the work, before forwarding details to the contractor, B & L Construction, in preparation of their start date.

Keniston has worked with B & L Construction on a variety of contracts over the years, always achieving extremely high levels of resident satisfaction. Their organisation skills is second to none, resulting in the work and ultimately Keniston's "sign-off" inspection flowing seamlessly from home to home throughout each contract. As captured in the residents' comments overleaf, they really do form a great rapport with residents, are incredibly customer focused, complete the work to a high standard and all within a very short timeframe of five days.

Many thanks to B & L Construction who we hope to work with on many more contracts to come.

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

Continue to look at ways of how we can enhance what is already a very good service.

Please turn over for residents' comments...

## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 DARRICK WOOD KITCHEN REFURBISHMENT CONTRACTOR - B & L CONSTRUCTION (ref 294)

#### 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?**

Great quality replacement kitchen offered and a nice range of colours and finishes.  
Kept informed all the time very helpful when questions were asked had a answer straight away.  
How professional they were.  
love the final outlook of kitchen.  
Always reliable, quick in responding to emails or repairs always very helpful.  
All of it.  
Communication was great, and they listened to what I wanted.  
Very helpful and accommodating and were patient letting us choose our units/colour scheme etc.  
Informed throughout with appointments, kitchen planner, picking kitchen, and start date.  
The choice of kitchen and the precise planning.  
Everything .it exceeded our expectations.

**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?**

The efficiency of Luke, he worked very hard! Asked if I had a cooker hood to go up, said he would have put that up for me also same with a light for the kitchen! I didn't on both. Nothing was too much  
Friendly workers and kept everything clean.  
Building works very professionally done.  
Contractors were very quick and accommodating.  
Both Barry and Luke were polite, clean and tidy. They had respect for our home and our children and the work was finished to a beautiful standard. Nothing was too much trouble.  
The professionalism of the tradesman Luke. He was on time everyday, worked very neatly with noise level almost non-existent.  
Everything, very neat and well fitted.  
Very friendly, punctual and very respectful of our home. Expertly carried out a great refurbishment within the timeframe promised.  
Very quick and efficient always clean up end of day always on time very pleased with their work. All round great workmen nice to have around.  
Very quick, tidy and professional.  
Very friendly and tidy.  
Very helpful, always clean and tidy in their work, very good at what they do can only praise their work.  
The tiling was very good.  
Very tidy after each day and work was done to a high standard  
Good job and on time.  
Love Barry & Luke they are so helpful and friendly and complete the work professionally and so productively. They made the entire experience a breeze.  
Fantastic.  
Everything the tradesman Luke did was to a high standard.  
Great quality of work, always on time, kept us up to date day by day. Very polite.  
Very professional.  
Extremely pleased with the work nothing was too much trouble, cleaned up every day.10/10

**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?**

The quality is great, it's a neat job  
All aspects of the work was carried out professionally and everything was left clean and tidy at the end of each day.  
Great workmanship.  
There is nothing I can fault - very pleased.  
High standard.  
Our kitchen has been completely transformed and looks amazing  
Fitted beautifully.  
Everything done to a high spec.

## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 DARRICK WOOD KITCHEN REFURBISHMENT CONTRACTOR - B & L CONSTRUCTION (ref 294)

Great transformation.

The dust level was minimal. So was the noise too.

Everything.

**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?**

Unfortunately the radiator isn't working! **(Keniston note: reported to heating contractor, and remedied)**

**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?**

The workers were very good, respectful and friendly, they are focused and keep to deadline.

Our kitchen was refitted above and beyond our expectations, a marvellous job, many thanks!

Hope you use B&L Construction in the future - great workman.

Contractors kept everything clean.

The builders were exceptionally good, can't complain.

Very professional, worked hard and the standard of work was excellent.

Nobody has been round to check the work **(Keniston note: inspection arranged-no follow up work required in relation to Keniston's work)**

I cannot thank Barry and Luke enough.

100% to the tradesman, Luke. I hope he is the one that does the work whenever it is due for renewal.

Very very pleased with the kitchen and the contractors who carried out the work

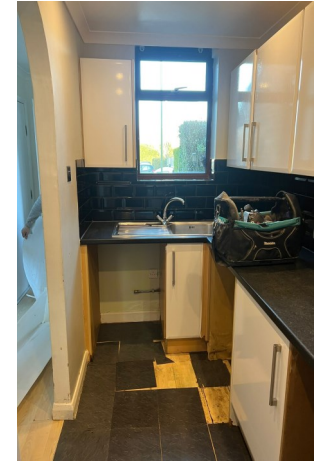
Our kitchen looks amazing and we are so happy. The service from start to finish was really good.

Really pleased.

Summary collated by Jane Westpfel

**2022/23 DARRICK WOOD KITCHEN REFURBISHMENT  
CONTRACTOR - B & L CONSTRUCTION (ref 294)  
BEFORE AND AFTER PHOTOGRAPHS**

**BEFORE**



**AFTER**



# 2022/23 DARRICK WOOD KITCHEN REFURBISHMENT CONTRACTOR - B & L CONSTRUCTION (ref 294) EXAMPLE OF A KITCHEN PACK



Address: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Website: \_\_\_\_\_



### KITCHEN REFURBISHMENT 2022/23 INFORMATION LEAFLET - WORKING IN YOUR HOME

**DOOR STYLE**

White	Light Grey	Dark Grey	Black
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**WORKTOP - (See radius, half balustrade)**

White	Light Grey	Dark Grey	Black
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional form fields for contact details and terms.

### KITCHEN REFURBISHMENT 2022/23 INFORMATION LEAFLET - WORKING IN YOUR HOME

**WORKTOP - (See radius, half balustrade)**

White	Light Grey	Dark Grey	Black
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional form fields for contact details and terms.

### KITCHEN REFURBISHMENT 2022/23 INFORMATION LEAFLET - WORKING IN YOUR HOME

**CONTRACTOR**

**NAME AND ADDRESS**

**CONTACT DETAILS**

**TERMS AND CONDITIONS**

**AGREEMENT**

**WORKING IN YOUR HOME**

**PLEASE CONTACT US**

### KITCHEN REFURBISHMENT 2022/23 INFORMATION LEAFLET - WORKING IN YOUR HOME

**CONTRACTOR**

**NAME AND ADDRESS**

**CONTACT DETAILS**

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