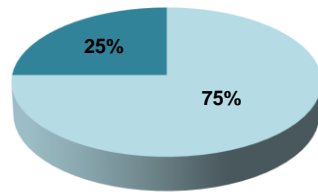


## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 SOUTHWOOD CLOSE KITCHEN REFURBISHMENT CONTRACTOR - CLAIRGLOW (ref 292)

#### Response Method

No of properties completed: 27  
(including a shower room)  
No of surveys sent: 27  
No: of responses: 16  
Percentage received: 59%



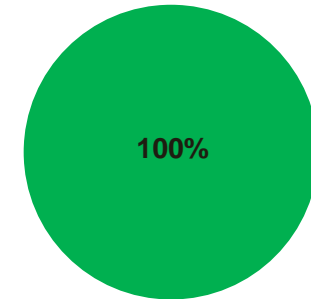
- By email / text (via Forms)
- By Post

#### 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      | 100%           | 81%                           | 94%                 | 88%                                | 94%                          |
| Fairly satisfied    | 0%             | 19%                           | 6%                  | 12%                                | 6%                           |
| 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

We were pleased for the opportunity to work with Clairglow's kitchen refurbishment team for a second consecutive year enabling us to build on previous successes and once again achieving excellent resident feedback with an overall satisfaction rate of 100%

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

Both Keniston and Clairglow acknowledge that there were delays in completing snag items. For future contracts, whilst still working towards a target of zero snags at handover, we would like to aim to ensure that should there be any items listed, they are completed within 7 days from the date of inspection.

Please turn over for residents' comments...

## RESIDENT SATISFACTION SURVEY RESULTS

### 2022/23 SOUTHWOOD CLOSE KITCHEN REFURBISHMENT CONTRACTOR - CLAIRGLOW (ref 292)

#### 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?**

Loved the fact that I had a choice of everything.

The application & finish were excellent

We have been kept informed of the process for the refurbishment and given a good choice of units etc. The work has been carried out on time and very efficiently.

As long as keep up the good work, nothing to change

I was always very much informed by Jane and also asked how everything was - very pleased

Helpful

Everything - communication was amazing from the start

Communication with project team

**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?**

Respectful to ourselves and our home.

Workmanship was excellent but I needed to intervene on a couple of times about my own personal requirements.

Contract should work within timeframe and notice should be given when running behind.

I particularly liked the materials used.

The work was carried out speedily and efficiently, by professional and pleasant staff.

Nice guys.

The contractor who worked here was excellent could not have asked for any one better top of the range.

Polite and helpful.

The work man Chris worked extremely hard worked with out breaks kept it as clean as possible , very impressed.

**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?**

All works carried out professionally.

I thought the work was of the highest order.

The work was carried out with efficiency and care, and the units are of a high standard.

Everything done competently.

Everything.

All of it.

Finish was good.

**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?**

Still a bit of snagging to complete - **(Keniston note: discussed with contractor and can confirm items now complete)**.

I think there are still some small bits to finish off - **(Keniston note: discussed with contractor and can confirm items now complete)**.

My kitchen ceiling is not 100% satisfactory - **(Keniston note: following an inspection of the work, the kitchen ceiling finish is considered to be a good standard but resident concerned that historic flaking would reappear. Agreed that this would be checked again at Keniston's 12-month end of defect inspection)**.

**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?**

No complaints whatsoever and love my new kitchen thank you.

I found the work was done very well & with the minimum of fuss. The courtesy shown to me personally was excellent

When I raised an issue it was considered and resolved.

Thanks for the work done. It would please me very much to continue receiving the level of support provided by Keniston, as we are on a low budget.

Quality.

Thank u for my new kitchen I'm very happy with it.

Thank you all and for assisting us for getting the eye level oven for our daughter.

I feel I have an attractive and high standard kitchen.

**2022/23 SOUTHWOOD CLOSE - KITCHEN REFURBISHMENT  
CONTRACTOR - CLAIRGLOW (ref 292)  
BEFORE AND AFTER PHOTOGRAPHS**

**BEFORE**



**AFTER**

