

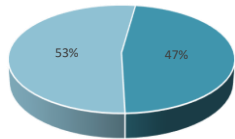
RESIDENT SATISFACTION SURVEY RESULTS

2024/25 WHITES MEADOW - HEATING (phase 1), KITCHENS (phase 2) AND BATHROOMS (phase 3)
CONTRACTOR: CLAIRGLOW (ref: 323)

WHOLE CONTRACT SUMMARY (phase 1, phase 2, phase 3)

Response Method

Whole Contract Summary
Number of homes included: 19
Number of responses: 14
Percentage received: 74%



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

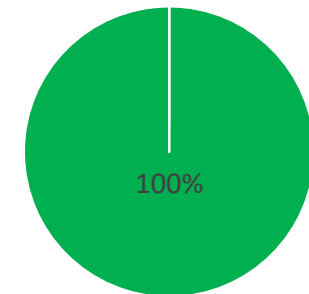
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



	Treated fairly	Satisfied works 100% complete	Quality of the work	Service provided by the contractor	Service provided by Keniston
Very satisfied	100%	92%	100%	100%	100%
Fairly satisfied	0%	8%	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 involved: -
heating upgrades to 9 homes (phase 1)
changing over from water tank to mains water supply to 7 homes (phase 1)
kitchen refurbishment to 5 homes (phase 2)
bathroom refurbishment to 5 homes (phase 3)

Due to the varied works involved, the contract was divided into different phases and managed by different teams at Clairglow.

We are delighted to note that residents were overall 100% satisfied with the work carried out in their home - this is a true testament to just how well Keniston and Clairglow teams have, once again, worked so well together to deliver such a high standard of customer service.

This contract involved: -

Continually review how we manage all of our contracts.

please see next page for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS	
2024/25 WHITES MEADOW - HEATING (phase 1), KITCHENS (phase 2) AND BATHROOMS (phase 3) CONTRACTOR: CLAIRGLOW (ref: 323)	
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?	
HEATING UPGRADE: I feel Keniston go over and above with everything I have experienced, the help Jane gave me was so appreciated, I cannot praise enough.	
HEATING UPGRADE: The work was carried out within the timeframe set by the contractor. The flat was left neat and tidy and the new boiler system works wonderfully well.	
KITCHEN REFURBISHMENT: Kept fully informed throughout the kitchen refit, from the planning stage, through to completion. Clear advice and advance notice of the schedule of works. Prompt replies to any questions and queries.	
KITCHEN RFEURBISHMENT: I was kept informed and updated at every step	
BATHROOM REFURBISHMENT: I particularly liked the choice of colours.	
BATHROOM REFURBISHMENT: Paul and Jane were great in helping me.	
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?	
HEATING UPGRADE: They just get on and do the job, I trust them and left my key so they have access when I'm working.	
HEATING UPGRADE: It all works well and the new boiler and radiator system were installed with the minimum of disruption inside the flat	
KITCHEN REFURBISHMENT: Apart from a lot of dust!! which I suppose is to be expected, the fitters were very helpful and pulled the stops out when they were behind schedule and had to get the kitchen completed for my son to move back in. They were professional in the work that they did and the kitchen is very nice.	
KITCHEN REFURBISHMENT: Great bunch of workers, clean, helpful and nice.	
KITCHEN REFURBISHMENT: Kept informed and they were friendly and understanding of my asthma and kept the dust to the absolute minimum. For which I'm very thankful for.	
BATHROOM REFURBISHMENT: Did a thorough job	
BATHROOM REFURBISHMENT: Great work. Lovely shower room. So pleased.	
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?	
HEATING UPGRADE: Excellent	
HEATING UPGRADE: The new boiler and radiators were installed to a good standard.	
KITCHEN REFURBISHMENT: The new kitchen is finished to a very high standard.	
KITCHEN REFURBISHMENT: I can't fault the work done	
BATHROOM REFURBISHMENT: Very neat job and much improved	
BATHROOM REFURBISHMENT: Great shower tray and padded shower seat.	
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?	
HEATING UPGRADE: It all works well and the new electronic timer is straightforward to use.	
KITCHEN REFURBISHMENT: All work completed now.	
Q5:Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly? What needs to be changed to make you VERY satisfied next time?	
0 comments	
Q6: Any further comments to add?	
HEATING UPGRADE: I just want to stress that Keniston do a fantastic job, everyone is pleasant and very helpful, I am very grateful.	
KITCHEN REFURBISHMENT: Everything is lovely, thank you!	
KITCHEN REFURBISHMENT: I have got a lovely kitchen. I am so pleased and very happy with it.	
BATHROOM REFURBISHMENT: Much improved bathroom thanks so much	
BATHROOM REFURBISHMENT: Have a great shower room. Easy to use and clean. Very well treated by all concerned.	
Please see next page for summary of individual phases...	

RESIDENT SATISFACTION SURVEY RESULTS

2024/25 WHITES MEADOW - HEATING (phase 1), KITCHENS (phase 2) AND BATHROOMS (phase 3)
CONTRACTOR: CLAIRGLOW (ref: 323)

Breakdown of phases

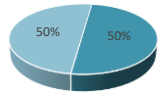
Phase 1: Heating Upgrade

Response Method-Heating Upgrade

Number of homes included: 9

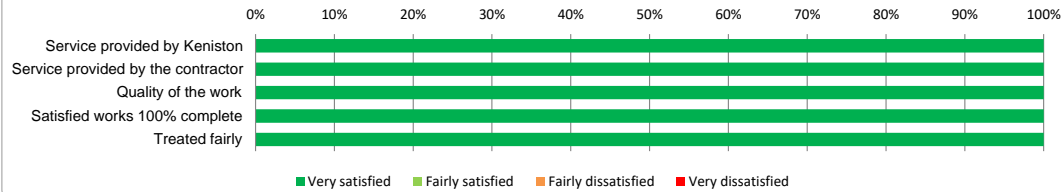
Number of responses: 6

Percentage received: 67%



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

Heating Upgrade



Overall Satisfaction

KHA target is 95% satisfied



■ Overall satisfied ■ Overall dissatisfied

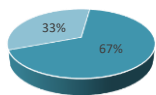
Phase 2: Kitchen Refurbishment

Response Method

Number of homes included: 5

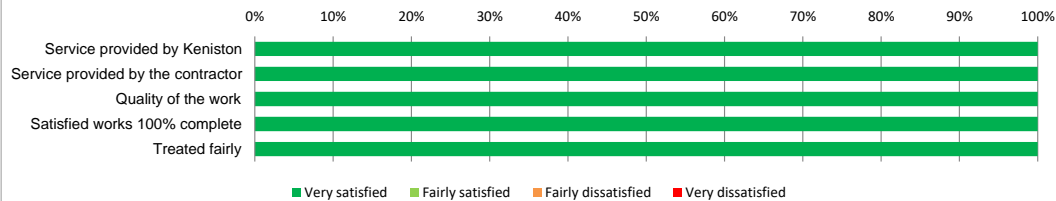
Number of responses: 4

Percentage received: 80%



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

Kitchen Refurbishment



Overall Satisfaction

KHA target is 95% satisfied



■ Overall satisfied ■ Overall dissatisfied

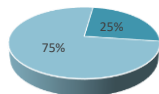
Phase 3: Bathroom Refurbishment

Response Method

Number of homes included: 5

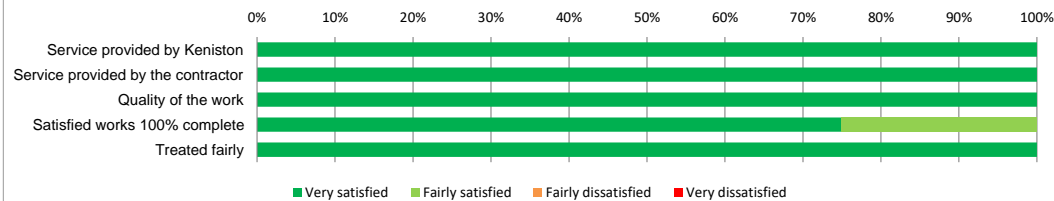
Number of responses: 4

Percentage received: 80%



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

Bathroom Refurbishment



Overall Satisfaction

KHA target is 95% satisfied



■ Overall satisfied ■ Overall dissatisfied

Please see last page for before and after photos...

**2024/25 WHITES MEADOW
HEATING UPGRADE, KITCHEN AND BATHROOM REFURBISHMENT
CONTRACTOR: CLAIRGLOW (ref:323)**

KITCHEN 1 BEFORE AND AFTER



KITCHEN 2 BEFORE AND AFTER



BATHROOM BEFORE



BATHROOM AFTER



BOILER BEFORE



BOILER AFTER

