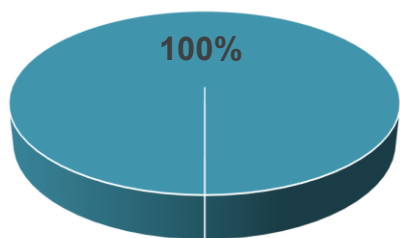


RESIDENT SATISFACTION SURVEY RESULTS

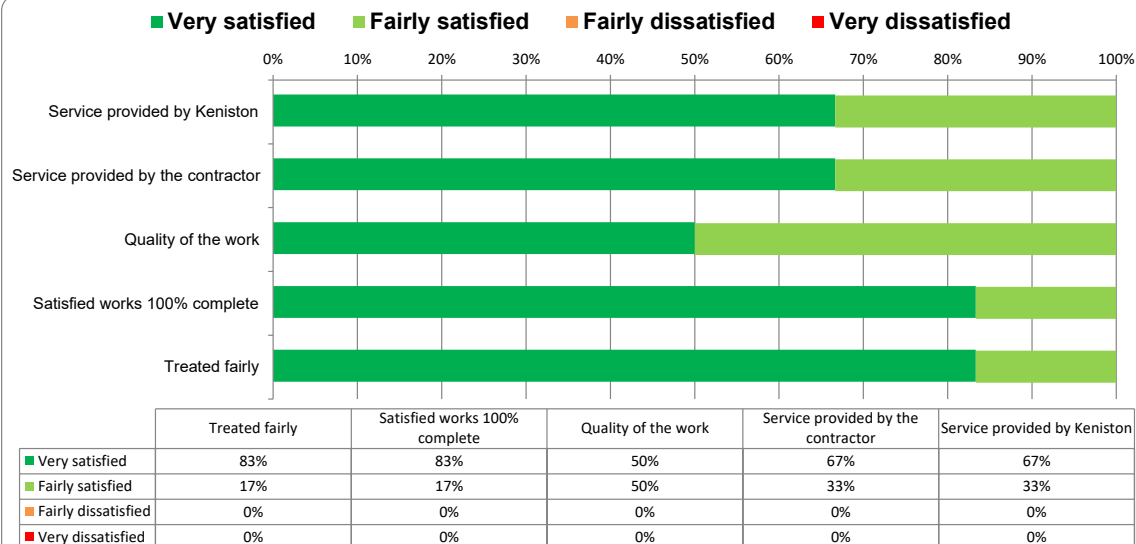
2025/2026 Various Kitchen and Bathroom Replacement Contractor: Clairglow Heating Ltd (ref:331)

Response Method

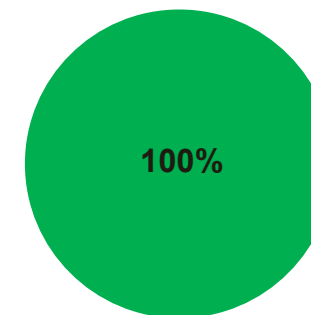
Number of homes: 7
Number of responses: 6
Percentage received: 86%



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



Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied
■ Overall dissatisfied

Keniston's Comments

This contract involved replacing three kitchens and two bathrooms at Bickley, followed by two kitchens at Merrow Street.

We are pleased to have achieved an overall resident satisfaction score of 100% with resident feedback being very positive.

Keniston and Clairglow's project teams worked closely with residents to ensure individual needs and preferences were met within the agreed specification, and selection appointments and home visits were arranged to discuss the scope of works with each resident.

Keniston has delivered several kitchen and bathroom refurbishment programmes with Clairglow, consistently achieving high levels of resident satisfaction and looks forward to the opportunity to work together on future contracts.

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

Although resident feedback was generally very positive, some comments highlighted the need for more thorough final snagging checks and written communication. This feedback will be used to inform service improvements in future programmes.

Please see the next page for residents' comments...

RESIDENT SATISFACTION SURVEY RESULTS

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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?

The overall design which was chosen with Jane's help - I am very satisfied

The attention to detail.

Felt more technical checks for finish could have been arranged to check for snags. *KHA comment: we note that several site visits were undertaken throughout the works but regrettably there was a delay in completing the final sign off inspection. We confirm that after the final snag inspection was completed any outstanding matters were resolved.*

Both Jane and the installers were absolutely brilliant. I can't praise them enough. I am over the moon

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?

Not making errors in tiles, redecorating and poor quality vinyl floor fitting. Kitchen fitter excellent. *KHA comments: unfortunately the wrong tile was ordered but this was promptly resolved by Clairglow*

The men looked after the flat & just got on with the job. They worked hard for magnificent results. We're really pleased.

Everything.

Very professional.

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?

I was very satisfied with quality. Although the paint gets a bit damp and incurs slight peeling when scraped with a nail. It does not appear too much of a problem when handled with care. *KHA note that this was inspected and remedied.*

Overall great. Though snags such as 1. Chain in bath not secure and fell off, 2 - Plumbing - power of water not adequate compared to what I had before, when I mentioned it, I was told that's the best it could be. 3. Slight chip on tiling by shower screen. As explained earlier, a final overview by someone to check the work should not be left to just me. *KHA comment: as noted on Q1, we note that several site visits were undertaken throughout the works but regrettably there was a delay in completing the final sign off inspection. We confirm that after the final sign off inspection was completed most items were resolved, or discussed further with the resident, such as the water pressure was checked but this was found to be satisfactory, and replacing the chipped tile risked further damage, so it was agreed to leave it in place and record it as noted.*

Kitchen fitting was good, decorating appalling.

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?

See question 7. As explained earlier - these may just be snags that could have been picked up earlier 1. Chain in bath not secure and fell off, 2 - Plumbing - power of water not adequate compared to what I had before, when I mentioned it, I was told that's the best it could be. 3. Slight chip on tiling by shower screen. *KHA comment: please refer to comments to Q1 and Q3.*

**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?**

No comments to report.

Q6: Any further comments to add?

All round good job done. Thanks for a new bathroom as the old one was getting a bit shabby.

The process could have been explained in advance. A lack of accurate information on site. A proper written list of work to be done would have been prudent. *KHA comment: We provided information and responded to early queries in writing. However, while items agreed during the subsequent pre-start visit were confirmed verbally, we acknowledge it would have been better to also confirm these in writing for the benefit of all parties, in line with standard practice.*

Thank you very much for my new kitchen.

I am extremely happy.

Please see the next page for before and after photographs.

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