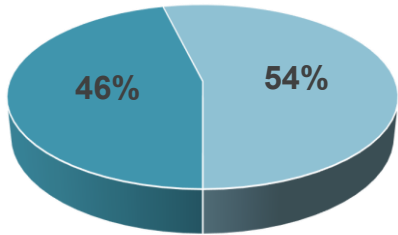


# RESIDENT SATISFACTION SURVEY RESULTS

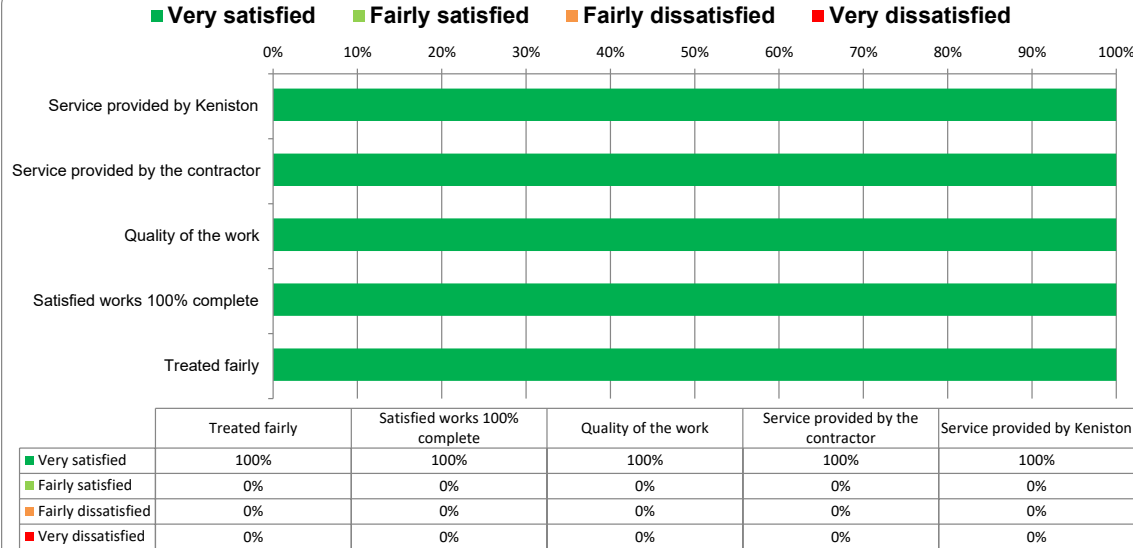
## 2025/2026 Darrick Wood Kitchen Replacement Contractor: B & L Construction LTD (ref:330)

### Response Method

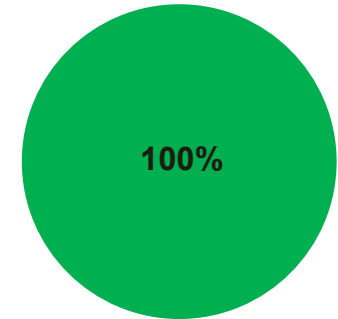
Number of homes: 42  
Number of responses: 26  
Percentage received: 62%



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



### Overall Satisfaction



KHA target is 95% satisfied

■ Overall satisfied  
■ Overall dissatisfied

### Keniston's Comments

The contract comprised the replacement of 42 kitchens at the Darrick Wood Sheltered Scheme and achieved 100% satisfaction rate, with all residents reporting they were **very satisfied** across all aspects of the works.

At the early planning stage, Keniston's project team worked very closely with residents and the kitchen supplier, Howdens Joinery Ltd, to ensure that individual needs and personal preferences were accommodated within the requirements of the specification of works. Residents were invited to attend kitchen selection appointments, where they were able to choose their preferred unit door style, worktop, wall tiles, flooring and paint colour. Following this, Howdens Joinery carried out individual kitchen planning appointments to measure each kitchen and produce a kitchen design. A personalised Kitchen Pack was then issued to each resident including their kitchen plan, completed selection form, confirmed start date and an information leaflet explaining what to expect during the works. These details were subsequently issued to the contractor, B & L Construction Ltd.

Keniston has worked with B & L Construction Ltd on multiple contracts, consistently achieving extremely high levels of resident satisfaction. Their strong organisational approach and commitment to minimising disruption to residents ensured that installation works and Keniston's post completion inspections progressed smoothly from property to property throughout the programme. As reflected in the residents' feedback, they really do form a great rapport with residents, are incredibly customer focused and complete the work to a very high standard, all within a very short timeframe of five days per property.

Keniston would like to thank B & L Construction Ltd for their continued excellent performance and looks forward to working with them on future contracts.

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

Continually review how we manage all contracts to build on this success.

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

## RESIDENT SATISFACTION SURVEY RESULTS

### 2025/2026 Darrick Wood Kitchen Replacement Contractor: B & L Construction LTD (ref:330)

#### 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?

We would like to thank Jane and Paul for always having a positive attitude and a genuine willingness to help. They consistently look for solutions and are always happy to assist whenever needed. They provided amazing support in completing the required adjustments for our beautiful kitchen.

We are more than happy with the result.

Thanks to everyone's hard work.

From start (with Jane and Paul) to finish (with Barry and Luke) everything went to meticulous planning, overall care and an excellent end result.

I like all of it.

Jane was very patient with me as kept changing my mind

Very polite , efficient and very well planned.

Everything.

Finished result, organisation and being well informed.

I love it absolutely love it. Thank you. And the workman was brilliant.

Being kept up to date with works on the kitchen.

##### 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?

Barry and Luke were very efficient and accommodating. Very helpful tidy and just great people.

Worked really hard, respected my home, tidy work.

The workmen were brilliant.

The guys were amazing friendly and efficient. Tidy informative and very good at what they do.

The teamwork between Jane, Paul, and the contractor, along with the contractor's additional team member, was truly great. They worked quickly and efficiently.

Everything is perfect, cannot believe they achieved it all in one week and left it spotless!

They were no problem were very tidy with their work and worked very hard.

Very quick and thorough left everything clean and tidy.

Very professional, friendly and the workmanship and the finishes were done to perfection.

Excellent in every way.

Howdens were very professional.

He was brilliant really good.

Very happy with their work, even tiling the box around gas pipes to blend in with kitchen.

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

## RESIDENT SATISFACTION SURVEY RESULTS

### 2025/2026 Darrick Wood Kitchen Replacement Contractor: B & L Construction LTD (ref:330)

**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 finish was sharp and with attention to detail.

We really liked the result!

The whole lot!!!

The tidiness of their work and how polite they were.

Luke (B & L Construction) is a perfectionist. I could not find any fault with the finishes.

Lovely tiling and cupboards.

Everything.

First class.

**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?**

No comments received.

**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 received.

**Q6: Any further comments to add?**

Perfect kitchen by a perfect team. Thankyou to Jane, Paul and of course Barry and Luke.  
Amazing and thank you Keniston for such a lovely kitchen.

Thank you very much for everything!

Would just like to say a big THANKS to you all.

They could have used dust sheets as it's a studio flat as my bed, books, and vinyl record sleeves everything was covered in brown dust that's why I was away the week it was done as I have lung condition COPD. **KHA comment:** while the contractor closes off the kitchen area and provides protection to floor coverings, some dust associated with kitchen replacement works is unfortunately unavoidable. This can be more noticeable in studio or bedsit properties, or where kitchens adjoin dining or living rooms, as dust is more difficult to fully contain in these circumstances. Regrettably, this was not brought to Keniston's attention at the time for the project team to consider additional support both during the works and upon completion.

Would highly recommend them, my kitchen is better than expected (and I am fussy)!

At last the kitchen I have always wanted just like Prue Leith's, thankyou.

First class. Love my new kitchen.

I thought Barry and Luke showed a lot of respect and consideration whilst doing their work. And Jane was very helpful with everything I asked if I wanted to know something. All in all everything went smoothly and I just love the kitchen 😊

Very happy with my new kitchen completed in 1week and it looks amazing 🙌

Please see the next page for before and after photographs.

# 2025/26 DARRICK WOOD KITCHEN REFURBISHMENT CONTRACTOR: B & L CONSTRUCTION (ref :330) BEFORE AND AFTER PHOTOGRAPHS

