

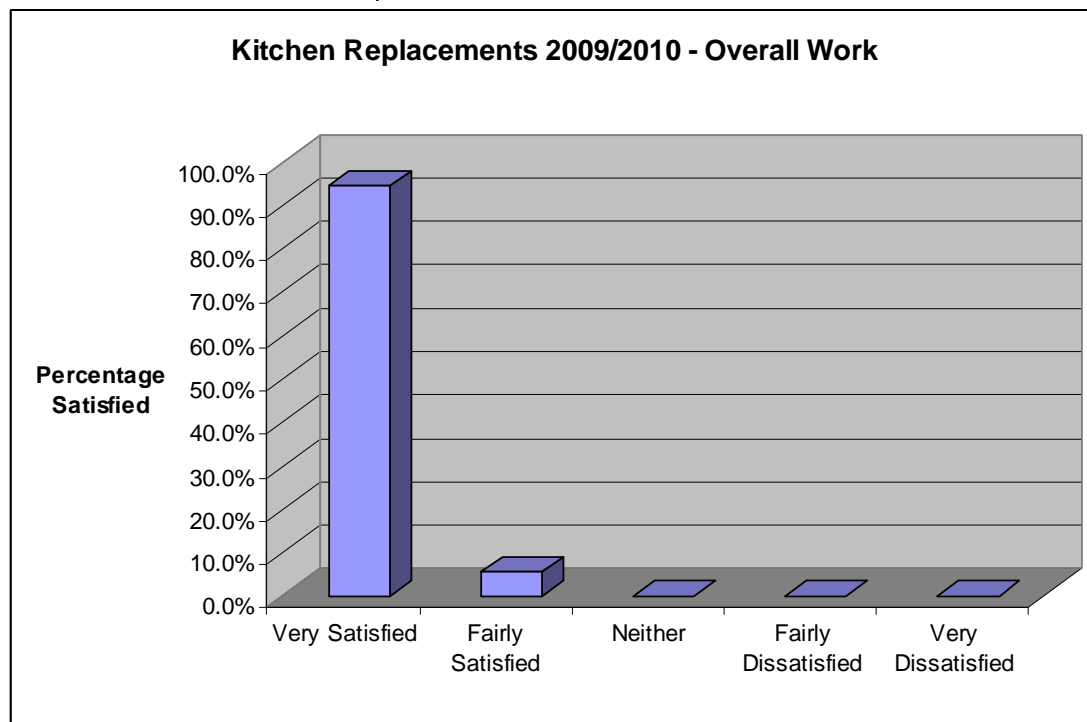


Kitchen Replacements Survey Results

So far this year we have replaced 146 kitchens through our Planned Maintenance Programme.

We asked you how satisfied you were with the **overall work** that had been carried out in your home.

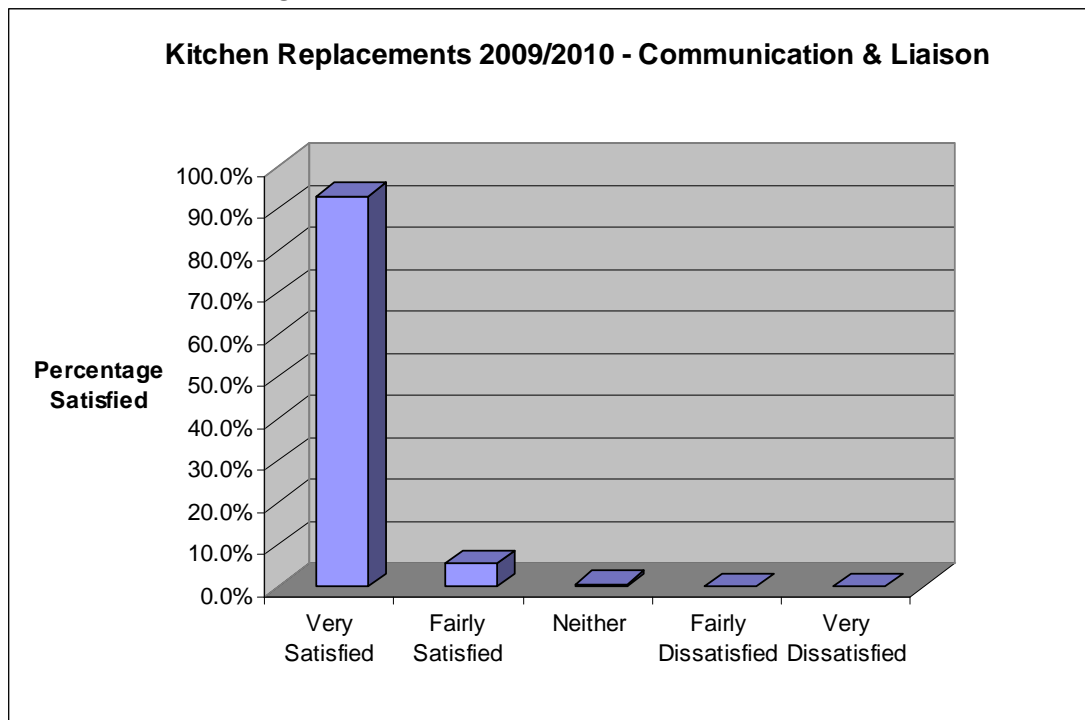
We received 145 responses from you, and 137 said you were very satisfied; but 8 were fairly satisfied.



Your comments are important to us and we have looked closely at what you have said. One issue that was raised is why we do not decorate the kitchens when the work is finished.

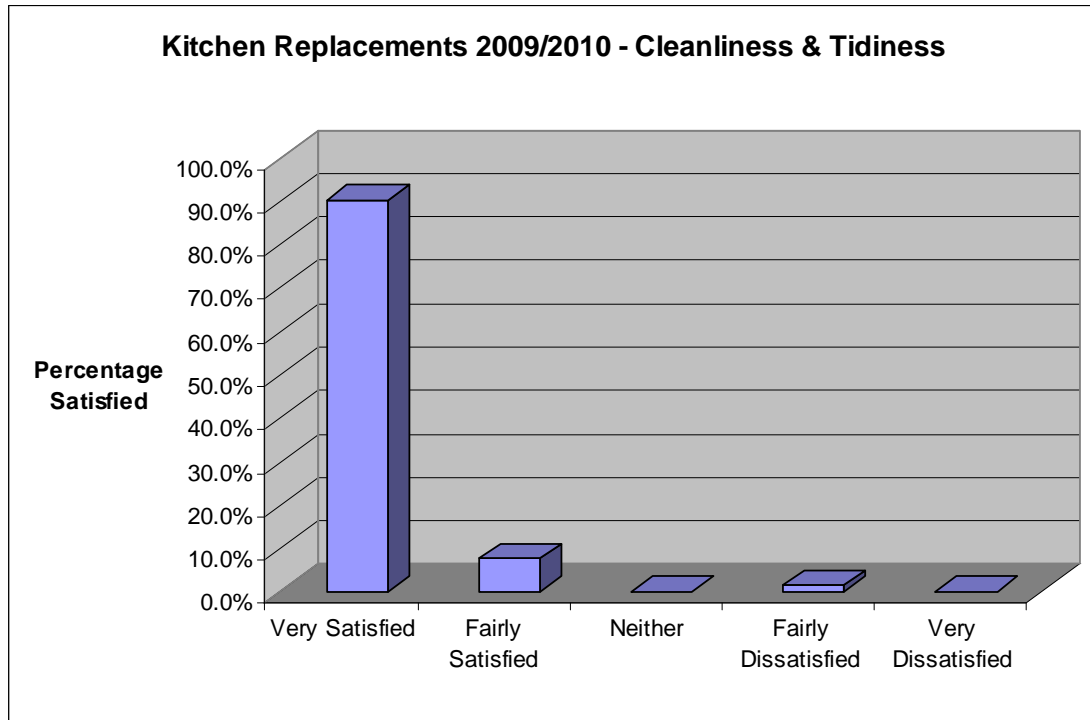
The reason we provide decorating vouchers instead of carrying out the painting is so that we can include more homes for improvement on an annual basis and to allow you to choose your own colour scheme to create an individual home.

We realise that **communication and liaison** are important to you. 135 of you said you are very satisfied; with 8 of you being fairly satisfied; and 1 of you being neither satisfied nor dissatisfied.



Your feedback included trying to reduce the time the work takes and working around residents needs. We have raised this with our contractors for implementation in next year's programme.

Cleanliness and tidiness are also of paramount importance when we are working in your home. 131 of you are very satisfied; 11 of you are fairly satisfied; and 2 of you are fairly dissatisfied.



We talked to you about why you were fairly dissatisfied with cleanliness and tidiness, and have been able to resolve the issues and provide customer satisfaction to our residents.