

Properties 548 : Complaints 1

Kenyon refurbished 548 street properties, receiving just one complaint while doing so.

The project was undertaken in partnership with Origin Group. It involved cyclical redecorations and repairs to the external fabric of residential properties in North London, including works to timber windows, fascias, soffits, front and rear doors and frames, and related painting.

The resident's complaint concerned the paint finish to their front door. The top and bottom rails had been painted with horizontal brush strokes, while the middle had been finished with vertical strokes.

The Quantity Surveyor for the project, Paul Sando, explains; "Decorators usually paint with the grain, which is what had happened here. We willingly accommodated the resident and carried out the exact changes they wanted . Apart from that one, we received no other complaints from the 548 properties we refurbished".

Kenyon continues to meet its commitment to deliver projects in line with customer needs.