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| **Resident Satisfaction Survey at Burnhill House** |
| **Item** | **% Satisfaction**  | **Improvement from 2014** | **Comments** |
| Cleaning | 62% |  | Satisfaction with cleaning has improved, but we are disappointed that it doesn’t reach the required standard of 80%; Cleanliness of the lift has improved but could be better; rubbish chutes could be disinfected more often. We will take those comments on board.  |
| Gardening | 86% |  | The survey was carried out when the Caretaker was on long term leave and the garden was not attended to We apologise for not arranging suitable cover at that time. It was suggested that we plant some colourful plants in the planters at the rear.  |
| Communal Lighting | 72% |  | A resident asked if the communal lighting could be on a timer appropriate to the season to save energy; Keniston’s response is they are on a timer, and we have adjusted the timings to reflect the winter season. We are considering new lighting systems within our upgrade programs that include sensors that reduce the power consumed when movement is undetected increasing to full light when needed. Calculations estimate that a the capital cost of replacement could potentially pay for itself over a 5/6 year period with a reduction in electricity consumption. We have taken the decision to pilot a sheltered scheme in Sidcup which has fallen due for replacement lighting in 2017 and shall be monitoring the success of that before taking a wider view of replacements on our estates    |
| Door Entry System | 72% |  | Some reports about the inaudible door entry; Keniston’s response is we have taken a generic approach to the installations of door entry systems throughout our stock and found that the system is generally suitable for residents needs however given the number of references to it in this survey we have taken on board residents comments in relation to the door entry system and shall consider for 2017 the installation of an additional handset for those residents that experience difficulties with hearing the handset   |
| TV Aerials | 90% |  |  |
| Lift | 84% |  | We are pleased with the significant improvement in satisfaction in the lift since the new lifts were installed. |
| Value for money | 85% |  |  |
| Overall satisfaction | 95% |  |  |