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| **Resident Satisfaction Survey at Lyham Road** |
| **Item** | **% Satisfaction**  | **Improvement from 2014** | **Comments** |
| Cleaning | 51% |  | Satisfaction with cleaning has improved slightly with the new cleaners, but we are disappointed that it doesn’t reach the required standard of 80%. The Housing Officer has asked the Cleaners to attend to litter picking behind the block no.s 266-270. It was reported that the garage area smells so the cleaner is asked to check the area. The canopy to the same block was last cleaned in November 2016. The cleaning and gardening specification is attached, to clarify the frequency of visits and duties.  |
| Gardening | 88% |  | The satisfaction has improved with the gardening, although it is acknowledged that residents are disappointed with the actual garden rather than the gardening, in that there are not enough colours. The grounds contractor will be planting bulbs soon to create more colours. We are also seeking a quote to clear and replant the main central bed.  |
| Communal Lighting | 75% |  | Some residents reported that at night it seems quite dark, although it couldn’t be ascertained if there is no lighting, dim lighting or some bulbs were out. We understand that the bulbs go quite frequently although they are replaced quite quickly. Property services have been asked to look into this.  |
| TV Aerials | 88% |  |  |
| Value for money | 85% | No comparison as it wasn’t carried out in 2014 |  |
| Overall satisfaction | 95% |  |

Other comments included that delivery drivers block the driveway regularly. Keniston’s response is that this is difficult to resolve but appreciate how annoying and inconvenient this can be.

In summary, it appears that the cleaning could be better, although it is acknowledged that a lot of litter accumulates on the estate, and it was commented that some people have been seen dumping rubbish.

It was acknowledged that the work the Gardeners carry out is satisfactory i.e. it is kept tidy, but the garden could be better, for example more colour and to improve an area in the middle would improve the look of the estate.