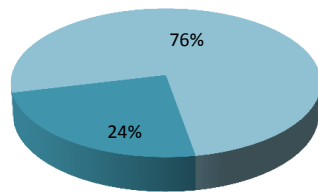




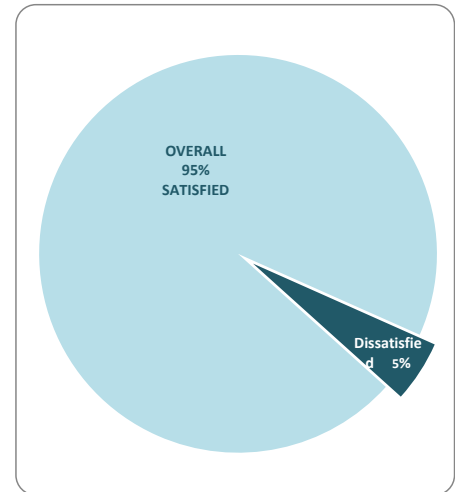
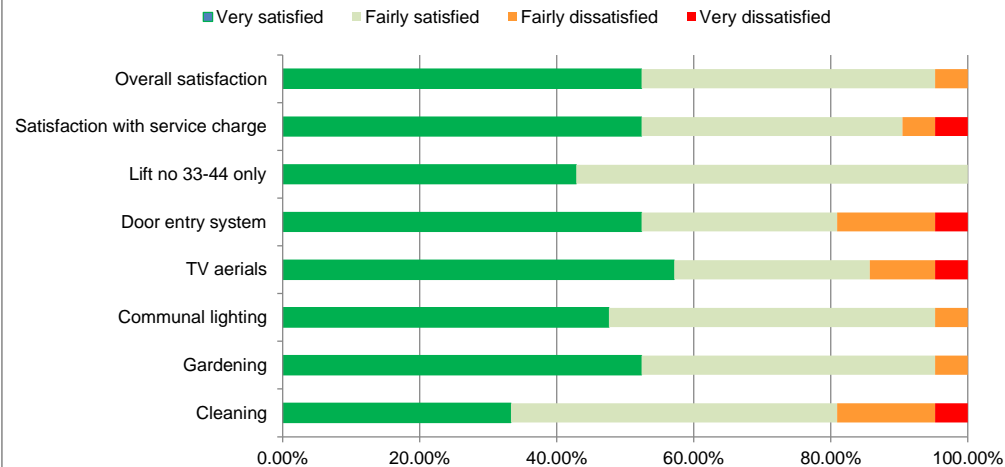
Resident satisfaction survey results

November 2018 Nethewode Court - Estate services

No. of properties included: 44
No. of surveys received: 21
48% of residents responded



■ Online survey ■ Paper Survey



Operations Director's comments

Thank you to everyone who took the time to complete the survey, whether it be online or via post. We encourage all residents to participate in our surveys, as your feedback is always scrutinised and used to improve how things are done in future. **Overall residents are 95% satisfied with the estate services that Keniston provides**, however there are some comments that need further investigation and follow up. I will explain what we have been doing so far to respond to these and you will find some of the comments from residents on the other side of this document.

Waste collection services - We are disappointed that the Council has missed up to 50% of collections during 2018. We are liaising with the Council, but to date there has been no improvement. We continue to find new routes by which we can complain. **Rubbish on balconies** - We continually write to residents to ask them to dispose of their waste responsibly. **Front of scheme** - Rubbish has collected in the bushes at the front. The Caretaker has started work on this area so you should see an improvement.

Communal gardens - We have not planted anything new in the communal areas because plants get destroyed by children on the estate. We have agreed to remove the large plant at the front of the scheme and replace it with some rose bushes to add some colour.

Door entry system - It was not closing properly in the sheltered block, but we have since remedied this. For the main entrance, it was reported that it takes a very long time for it to be fixed. We do respond as quickly as we can, but fault occurrences are rare and sometimes they need to be referred to an engineer to order parts which can cause delay.

Residents' comments

Free cleaning of windows.

Collection of refuse to be timely, effective and constant.

Landing on balcony never broomed down. I know that as I am the one picking up the kid's sweet wrappers from my front door where kids are chucking them.

Caretaker never collects rubbish from bushes outside next to bus stop.

Do away with the monstrosity at the front for a start!

Not the housing's fault, they are trying to make improvements, but kids being left day and night without adults watching are destroying plants, digging up dirt and throwing rubbish outside people's door.

Sheltered entry needs to shut properly.

A few times the sensor for the security gate has stopped working and it takes a very long time for it to be fixed.

Smokers should be advised against smoking in the lift as it has adverse affects on non-smokers and medically e.g. asthma

Think Brendan does a really good job and is always up for a challenge. Cleans Nethewode really well, keeping it maintained. Next day he has returned witnessing heavy rubbish being left by bins after he has done his work.

I think the people who dump rubbish should be made to pay (put a camera by the dustbin).

Overall, very happy here.

Brendan does a great job.

If you have any comments or queries about these results, please contact your Housing Officer Sharon Hobbs on 01689 889700 or sharonhobbs@kenistonha.co.uk