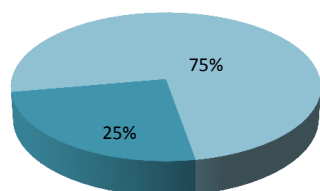




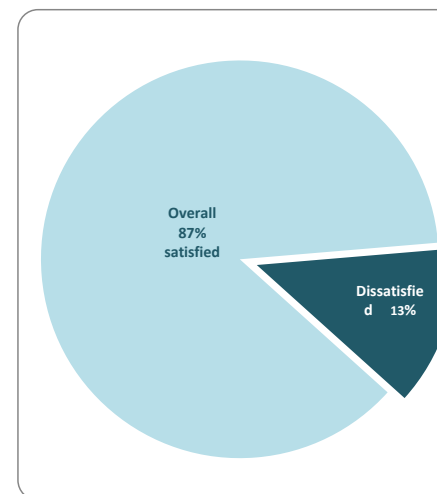
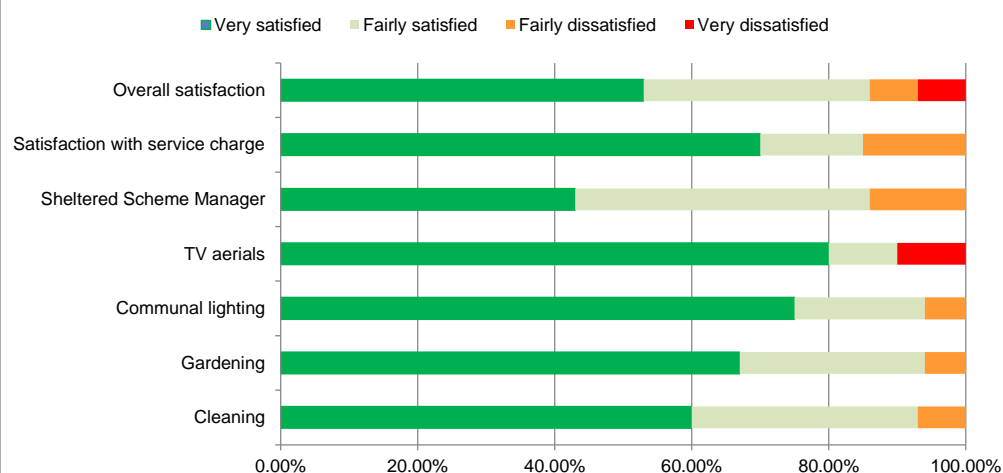
Resident satisfaction survey results

March 2019 Sunningdale Court - Estate services

No. of properties included: 48
No. of surveys received: 16
33% 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 87% 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 second page of this document.

With regards to a comment about fencing, every resident has the responsibility of replacing fencing between gardens. It would affect Keniston's budget considerably if we were to undertake this and we wouldn't have enough money to attend to all the repairs and the upgrades that we do such as kitchens and bathrooms.

We have had four cases of anti-social behaviour (ASB) reported to us in the last 12 months. Three cases are now closed due to successful resolution and one remains open. We encourage all residents to report ASB giving us specific details.

We will offer a translation service at any future tenant meetings. Please let your Housing Officer know in advance if this is something you require.

Residents' comments

"To do the jobs Keniston asked them to do and not skip them when other jobs elsewhere come up!"

"Never cuts grass, gets resident to do it. Needs to do all you ask as above!"

"Needs some brighter lighting."

"When our usual Manager Shona is here very satisfied, temporary Manager I find pleasant and there!!"

"Don't have morning call any more so don't have a lot to do with her but seems ok place not fallen down yet!"

"Garden fencing should not be down to tenants to pay the fencing between most houses is broken, rotted and very old this should be upgraded by the housing association."

"Unsociable behaviour is a problem on this estate, needs more doing."

"Cleaning and gardening not attended to as often as it used to be. Need a full time service manager. Present Scheme Manager is quite good."

"I would like to thank the team for all your help, especially the Sheltered Manager when we have a meeting and I would like to have translation."

"I am not satisfied with repairs. Bathroom fan inspected but nothing done since before Christmas. Toilet upstairs and downstairs both have small leak inspected three times but still the same."

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