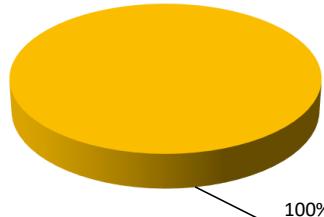




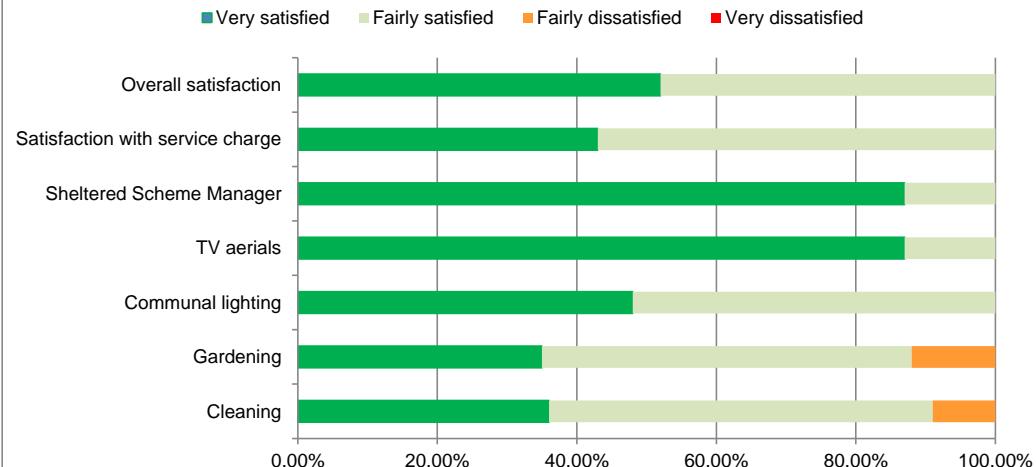
Resident satisfaction survey results

2019 Tarling Close - Estate services

No. of properties included: 39
No. of surveys received: 23
59% of residents responded



■ Online survey ■ Paper Survey



OVERALL
100%
SATISFIED

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 100% satisfied with the estate services that Keniston provides**, however there are some comments that need further investigation and follow up. You will find some of the comments from residents on the other side of this document.

"There are some negative comments about the cleaning as we were in an interim period after Jonathan left and before Sean started. We hope cleaning has improved since then. Gardening: A couple comments raised were when a flat becomes vacant which was previously occupied by someone who managed their own garden, it tends to get neglected if the new person doesn't take it on. Keniston's response to this is that we hadn't previously notified Phil the Gardener of the changeover so he didn't get asked to take it on, but we will do so in future. Rubbish: Some tenants just dump their rubbish in the bin cupboards. The Housing Officer was made aware of this at the time and has hopefully addressed the situation."

Residents' comments

TV Aerial – I've just had an engineer from Keniston attend this morning as reception signal not been at all good since moving in August 2017; I've put up with it for a long time! Now I hope the matter is resolved.

The gardener needs to be asked so many times before he remembers to do what you want. He can spend too much time chatting! Even when you write your request in his gardening book – he forgets to read it!!

The cleaner is good but its more to do with some of our residents who 'dump' their rubbish in all the bin cupboards with no thought of who actually has to clean up & dispose of stuff that should have been taken to a council tip.

The gardener does make the site look very tidy, but he doesn't always do all the flower beds. I know time is of the essence but some areas are never touched.

If a flat becomes empty and the resident did a bit of gardening of that patch, it then becomes over grown and nobody seems to care. Could the gardener not tidy it up?

Ground floor corridor not cleaned for a few weeks, probably due to a vacant cleaning position, hope situation improves now vacancy is filled.

Cleaning – at the moment only bins are being emptied, there has been no floors swept or cleaned.

Great Service.

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