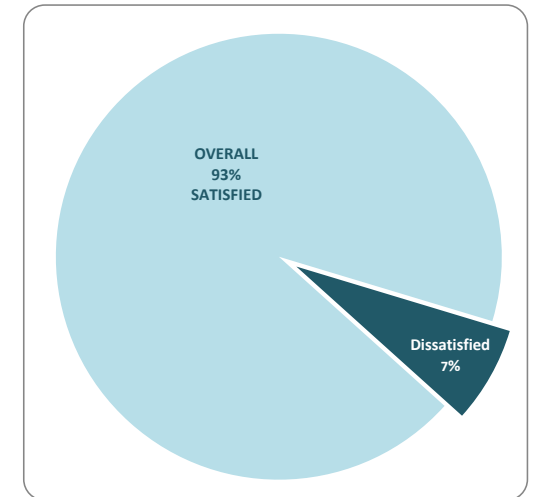
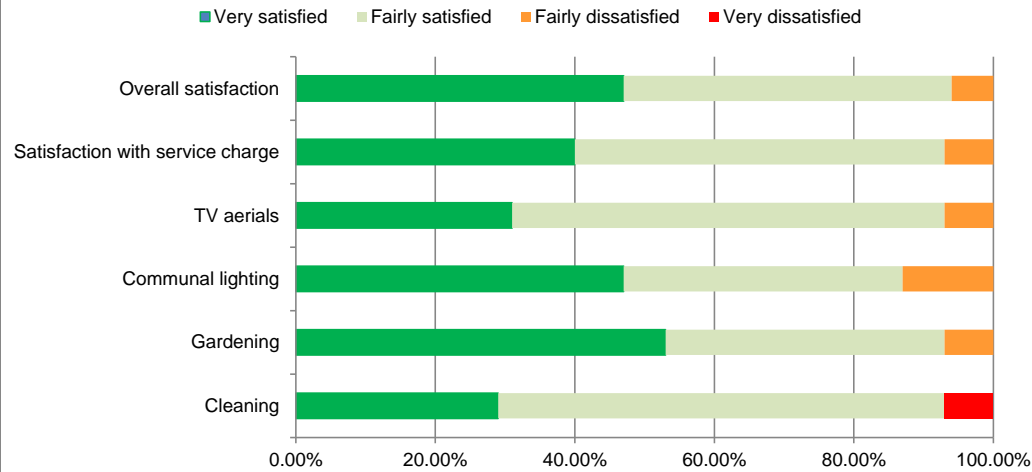
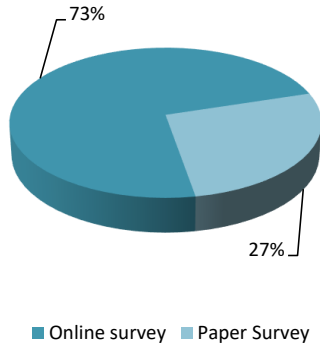




Resident satisfaction survey results

2019 Foxley Hall - Estate services

No. of properties included: 36
No. of surveys received: 15
42% of residents responded



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 93% 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.

We tender for the cleaning and grounds maintenance approximately every 5 years to ensure we get the best price and value for money. There are some issues raised that we cannot resolve, however, at the next resident meeting, your concerns can be discussed in more detail.

Residents' comments

"Broken windows handles, dirty floors and windows on a regular basis. I have been living in Foxley Hall for 18 years and the maintenance of communal areas is very poor. Keniston needs to replace floors and doors and modernise the look of communal areas, as it looks like the worse council state in the area."

"Windows and door frames cleaned more often."

"For the outside of the main entrance door, porch and electricity cupboard to be cleaned."

"I don't ever remember our windows [as opposed to the communal ones] being cleaned, presumably because it our responsibility to clean our own windows. That's ok for those of us on the ground floor [not that I ever have cleaned them], but I don't know how those on the two floors above manage it."

"Plant fruit trees and perennial vegetables instead of wasting money on flowers that die in two weeks. The compost bin is an eye sore and it is not creating real compost as people put the wrong things inside."

"More plants and flowers planted by the front flats."

"More attention paid to the flood and path lights in the parking area - lights frequently aren't burning in the evening, especially those near 14-21."

"The lighting has improved in the corridors and poor lighting remains around the car park and garden area. It is very creepy if you walk in the estate at night."

"Light comes on as soon as you approach your front door from inside your flat. Sensor too sensitive."

"Quicker response to occasional (but regular) car park or pathway lighting failures."

"I'm not yet convinced that KHA had sought out the best cost / service value contractors to attend to the works undertaken while I've been in residence at Foxley Hall. My opinion will likely change in the future, coupled with closer scrutiny of future works undertaken."

"Not having a lift in the building in bad enough but what is worse is having really reduced passage on the stairwell making it impossible to deliver furniture and large items. Supermarket deliveries refuse to bring the shopping upstairs. Keniston has not improved the parking area in 18 years."

"I've heard from various of my neighbours at various points in the past, that in their opinion, KHA texts slowly to tenant or leaseholder requests or requirements. Perhaps that should be a focus of future improvement efforts. Additionally, the inability to deal effectively with issues relating to the residents of 26 Higher Drive, abuse of the recycling bin area by fly-tippers, and seeming lack of interest / priority in the increasing need to accommodate the increasing number of electric vehicles has my attention at present."

"Anyone can come to this estate and dump rubbish and that is another eye sore around the bins."

"Texting residents to tell us when a member of staff is going to be on site is an excellent idea and encourages [at least for those here during the day] direct contact with staff."

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