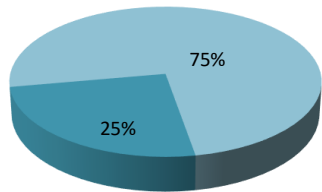




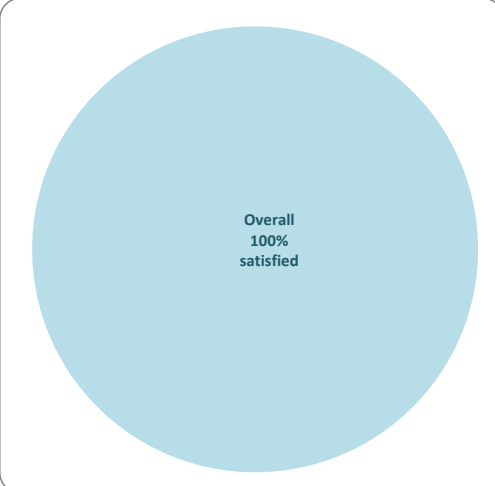
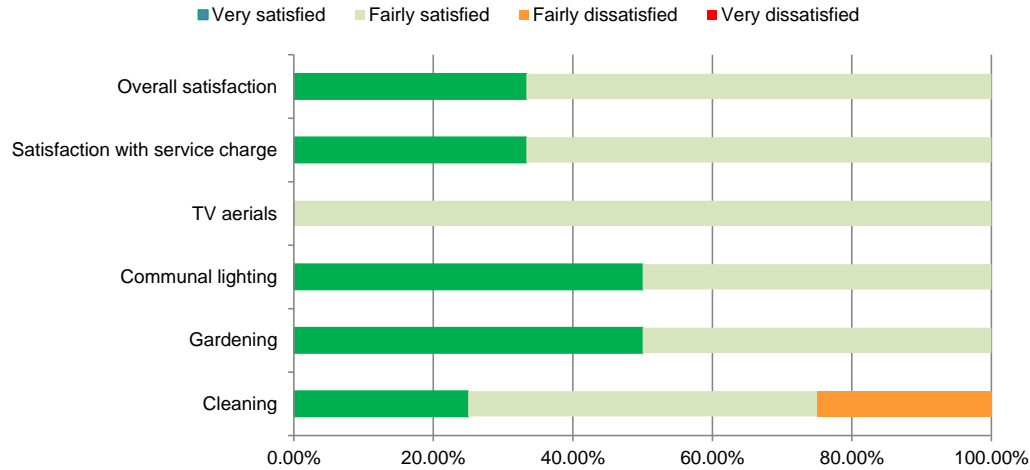
Resident satisfaction survey results

2019 Lyham Road - Estate services

No. of properties included: 10
No. of surveys received: 4
40% 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 100% satisfied with the estate services that Keniston provides**, however there are some comments regarding the garage. Here is our response below:

Clearing of rubbish is a service chargeable item regardless of where on the estate the rubbish is cleared from. All residents will contribute towards the charge. If we are made aware of who is dumping the rubbish and they are a resident, we will be able to recharge them for the cost of clearance. The gardening contract covers the sweeping of the garage. Sharon the Housing Officer has spoken to the contractor several times previously about the rubbish. If this is still an on-going issue, please let Sharon know.

Residents' comments

Sorry, but I don't think every house should have the charge for removing the rubbish in the garage. I don't even have a car, so I don't use the garage.

Does not sweep the garage.

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