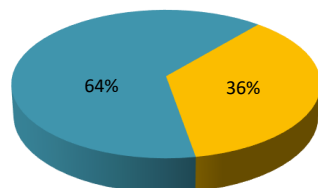




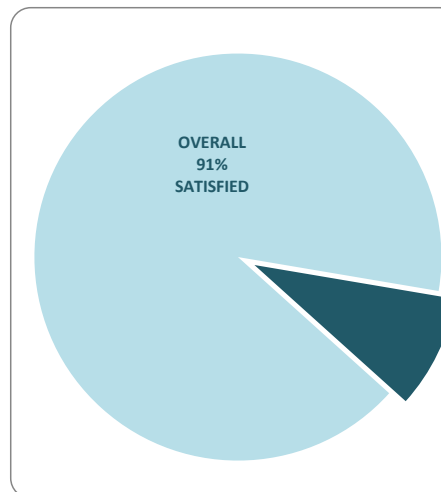
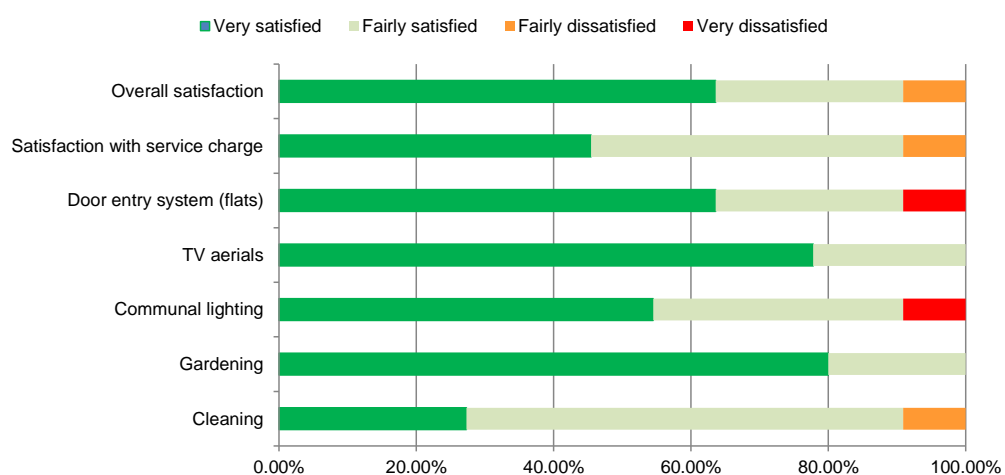
## Resident satisfaction survey results

### 2019 Hornsey Road & Tollington Park - Estate services

No. of properties included: 27  
No. of surveys received: 11  
41% 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 91% 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.

**Rubbish** - The misuse of the bin chutes is an issue we are aware of. Residents need to be taking responsibility for the correct disposal of rubbish and keeping the chutes clear. If you identify who is misusing the chutes, please report this to the Housing Officer. **Communal lighting** - Tony Coward Property Services Director has confirmed that we are upgrading to LED lighting at all our schemes. This is a planned programme of works which should be completed in 1-3 years. LED lighting will offer improved function and be more energy efficient. We ask residents to please report to us if a light is not working. Sometimes there is a delay getting these working again, as we may need to book an electrician to attend. **Health & safety** - we are concerned about the comments made about the stairs and flooring and have reported this to the Property Services Team to look into further. **Flower boxes at Hornsey Road** - Apologies that these were not replanted this year. We plan to do this in Spring 2020. **Door entry** - We have asked the Property Services Team to look into the comments made about the front entrance at Hornsey Road. **Caretaker** - we would like to confirm that our Caretaker attends two hours per day three times a week.

## Residents' comments

"Mostly fine. But still seeing the occasional build-up of rubbish bags around the chutes, causing large numbers of flies in hot weather."

"Whilst residents continue to dump bags of rubbish and other items by the rubbish chute & adjacent walkways it is not possible for the cleaner to do a proper job of cleaning."

"Since the blue plastic floor surface was laid the floor always looks filthy even after cleaning. Also, when it is wet from being washed or when it rains (due to continued water ingress which still needs attention) it is a serious slip hazard depending what shoes/soles one is wearing."

"The flower boxes were not attended to this year."

"Mostly fine although some lights are not replaced for long periods."

"The lighting on our walkways on top floor is rarely checked and always has some lights not working for indefinite periods of time. It used to be that the cleaner would check the lighting daily and change lamps as required. I do not know what the current system is for maintaining lamps now."

"The back entrance can be intimidating and worrying for older people and women."

"Since the original system was installed way back I said that there should be an entryphone keypad at rear gate in addition to front gate as many residents/visitors/tradespeople use the rear gate. Although it has been discussed it never came to anything."

"Regular cleaning even if that is weekly. I have considered doing some upkeep of the bins and stairwell myself."

"One of the common comments one hears is that people cannot be bothered to fill out surveys because nothing ever changes."

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](mailto:sharonhobbs@kenistonha.co.uk)