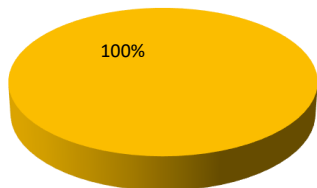




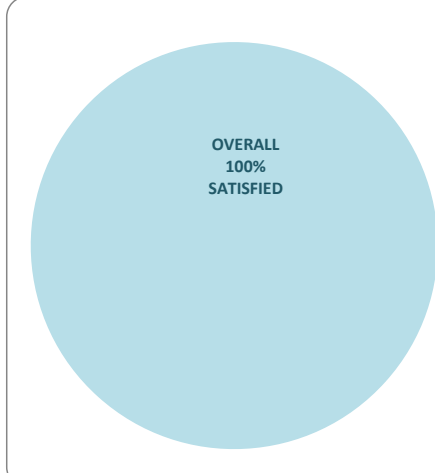
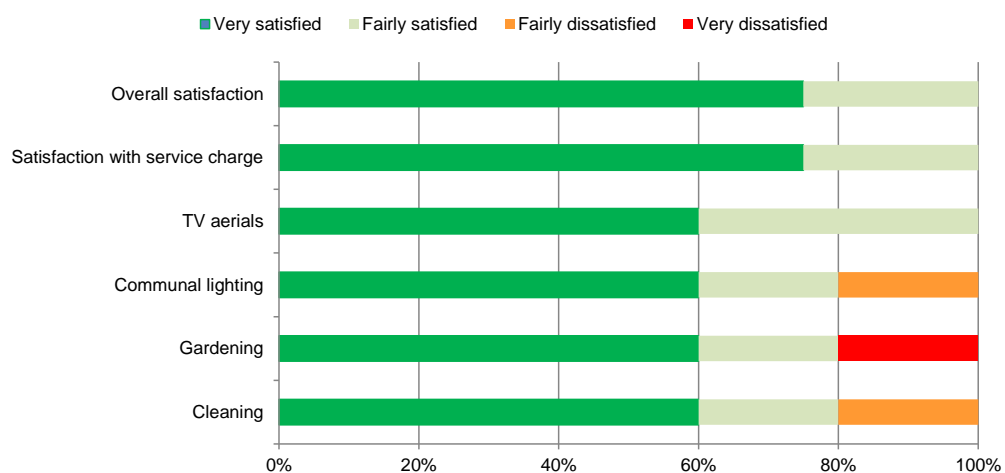
# Resident satisfaction survey results

## 2019 Pound Green Court - Estate services

No. of properties included: 10  
No. of surveys received: 5  
50% 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 to follow up as explained below. You will find comments from residents on the other side of this document.

**Grounds maintenance** - We confirm that Phil the gardener does visit the scheme more than once a month and does do clearance of leaves, however during Autumn this is difficult to manage due to level of leaf fall. **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.

## Residents' comments

Cleaning - "Once a month is not enough in Autumn."

Gardening - "We have a carpet of leaves."

Communal lighting - "Needs upgrading."

Overall satisfaction - "Excellent."

Overall satisfaction - "If Keniston took a bit more interest, it would be a nicer place. Leaves on stairs makes them very slippery especially in the rain."

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)