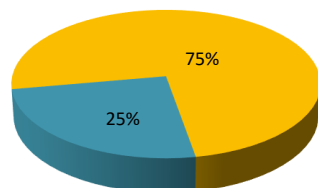




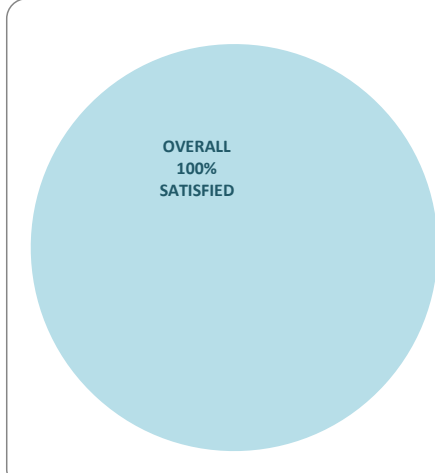
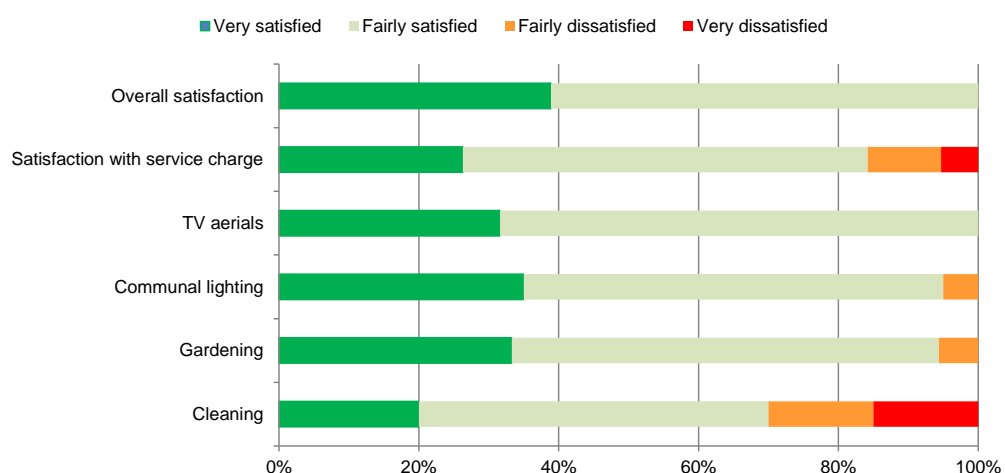
Resident satisfaction survey results

2019 Merrow Street - Estate services

No. of properties included: 48
No. of surveys received: 20
41.7% 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 that need further investigation and follow up. You will find some of the comments from residents on the other side of this document.

Cleaning - We will address the comments made about cleaning by speaking further with the Caretaker. We hope you will see an improvement. **Dog mess** - We will also speak to the Caretaker to find out if the issue of dog mess is a persistent issue. **Rubbish** - The misuse of the bin areas and fly-tipping is an issue we are aware of. Residents need to be taking responsibility for the correct disposal of rubbish and keeping the areas clear. If you identify who is misusing the bin areas, 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. **Flower planters** - When we installed planters on the railings, we had agreed with residents that these needed to be maintained by resident volunteers. Sadly some of these were not maintained long term and we have no plans to provide any more planters as our Caretaker cannot maintain them. We are however providing raised beds in the converted play area for residents use.

Residents' comments

"Need some sort of deterrence from people dumping bulk items in the bin areas and it being there for ages!!!"

"Overall, the block is fine but the cleaning of the communal area i.e. (hall way and the stairs) are always filthy and smelly, especially my block. Residents of the block spit on the floor and on the stairs is also the immense amount of dog poo."

"The bin area is regularly overloaded with rubbish on the pavement in front."

"Rubbish bins overflowing area around bins. Used as rubbish tip."

"Cleaners are really doing their best but still struggling with people coming & smoking, eating and not cleaning their mess."

"The stairs are disgusting, landing not cleaned."

"Our concern is the rubbish chute."

"The place is currently overgrown and in needs of attention.... also how about some beds or pots for front gardens at Arnside and Queens house. Queens house received plant troughs but Arnside received nothing."

"Excellent range of flowers and plants."

"Very poorly lit grounds."

"Overall satisfied apart from rubbish bins."

"Very satisfied, very good service to me. I can't find any fault, you are so helpful to me."

"Apart from the bin area/landing and the stairs, everything else is good. The bin area and stairs are a major problem."

"It could have been very satisfied if the rubbish chute is cleaned every day. There are at times, it is an eyesore. The rubbish is overflowing and all over the pavement. Very embarrassing for us who live at Merrow Street."

"It will be great if ways are found to help us deal with mess people are causing on the stairs such as vomit, cigarettes, leftover food etc. Services are good in general, I am satisfied. Other issues mentioned are not caused by Keniston, but are anti-social behaviours."

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