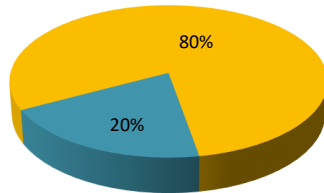




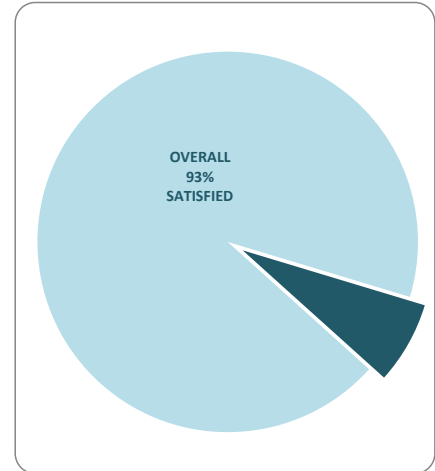
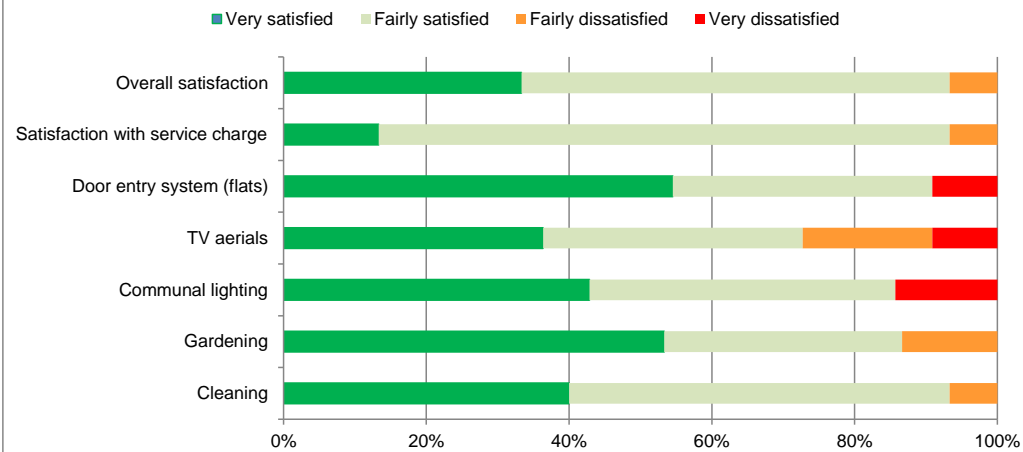
Resident satisfaction survey results

2019 Darrick Wood general needs - Estate services (flats only)

No. of properties included: 64
No. of surveys received: 15
23% 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 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.

Mobile phone signal - we are working with a company to try and look at options to improve this. **Gardening** - we note that there is some dissatisfaction with gardening mainly around hedges. We outsource the hedge cutting. Once year a contractor cuts these and in between visits our gardeners keep them trimmed. **Cleaning** - due to feedback about the cleaning, we are monitoring this more regularly and hope to see an improvement. **Street lighting** - we are concerned to hear that some of the street lighting is not working, and would ask that residents report this via property services as we cannot always check them, particularly in the summer months. There are many comments regarding the lack of lighting on the estate. We have no immediate plans to install more lighting, however, as part of our plans to make improvements on the estate, we will be looking at all the options. There is the issue of where we would take the electrical supply from. Ideally it would come from existing lampposts, but these belong to London Borough of Bromley, so it is not a straightforward process. **TV signal** - if you have problems with your TV aerials please report these to Property Services, however they have confirmed that in 2012 all communal aerials were upgraded to digital and you may need to purchase a booster to improve the reception.

Residents' comments

“The attention to detail is not as it was a couple of years ago and still lots of cobwebs in communal areas.”

“Hedges need attention where they could be lowered instead of just trimming over the top.”

“Area looks nice summer and winter.”

“Has been patchy at times this year and no regular checks / maintenance to ensure working at all times.”

“Signal is not 100% with occasional cut outs. Needs a booster.”

“We are the only block on the estate that still has analogue aerials.”

“Still relatively good value but attention to detail not as good.”

“Is digital aerial going to be installed in this block as I have a digital TV and don't get all the channels?”

“Dear Keniston members, thank you so much for all your services. In my opinion you come on the top of the list when compared with other places. Thank you all so much.”

If you have any comments or queries about these results, please contact your Housing Officer Andrea or Susan on 01689 889700 or andrea.susan@kenistonha.co.uk