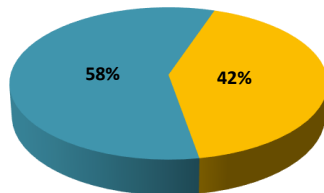




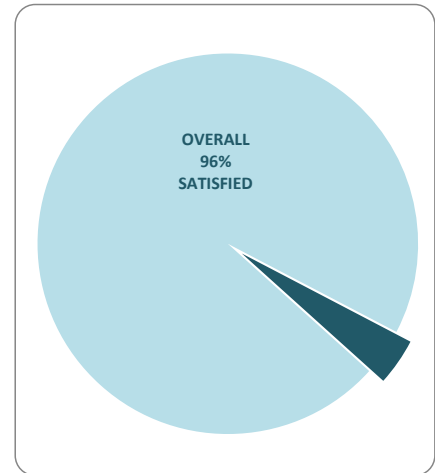
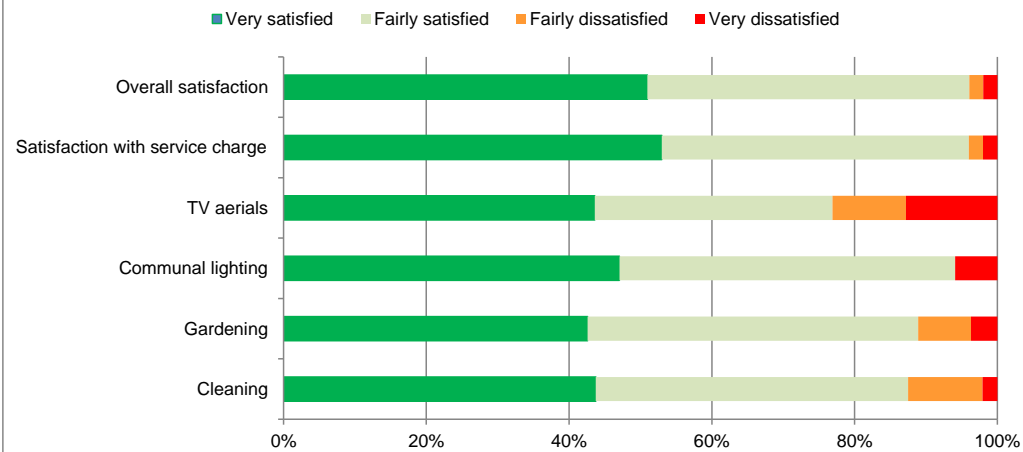
## Resident satisfaction survey results

### 2019 Darrick Wood general needs - Estate services (houses only)

No. of properties included: 305  
No. of surveys received: 55  
18% 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 96% 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. **Weed killing** - Our two gardeners are now fully licenced to conduct weed killing. We acknowledge that there were issues during an interim period between the previous caretaker leaving and our gardeners taking on the role of the weedkilling instead. We hope to see an improvement going forward. **Rubbish** - The misuse of the bin stores and continual fly-tipping is an issue we are aware of. Residents need to be taking responsibility for the correct disposal of rubbish ensuring it is placed in the paladin bins and disposing of their own bulky rubbish. **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

"I live opposite a bin cupboard and I don't think the cleaning is as good as it used to be also, do those bins ever get cleaned inside."

"There is always a bit of a build up near and after bin day."

"General standard has declined over last couple of months. Public bin overflowing, rubbish on pathway outside front door."

"It's a large estate to look after I'm sure they do their best."

"I think the estate has gone downhill loads of weeds also unkept areas that could easily be resolved just a simple bit of elbow grease and broom keep it all looking nice and cosmetically pleasing."

"My hedge etc to side of house overgrown, not cut yet."

"More lighting around the alleys around the estate."

"Lighting not maintained. Bin light has not worked for months."

"I don't seem to get any reception on free view."

"Had to buy own booster aerial."

"Overall, good service which is good value for money."

"The waste collection by LBB on the estate creates rubbish being left on paths and pavements."

"It is a pleasure to live here. Every attempt is made to keep the surroundings pleasant."

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](mailto:andrea.susan@kenistonha.co.uk)