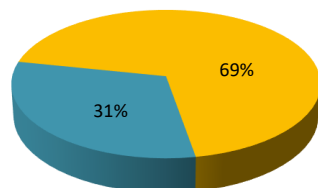




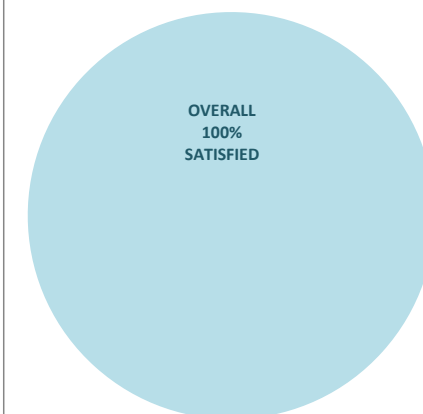
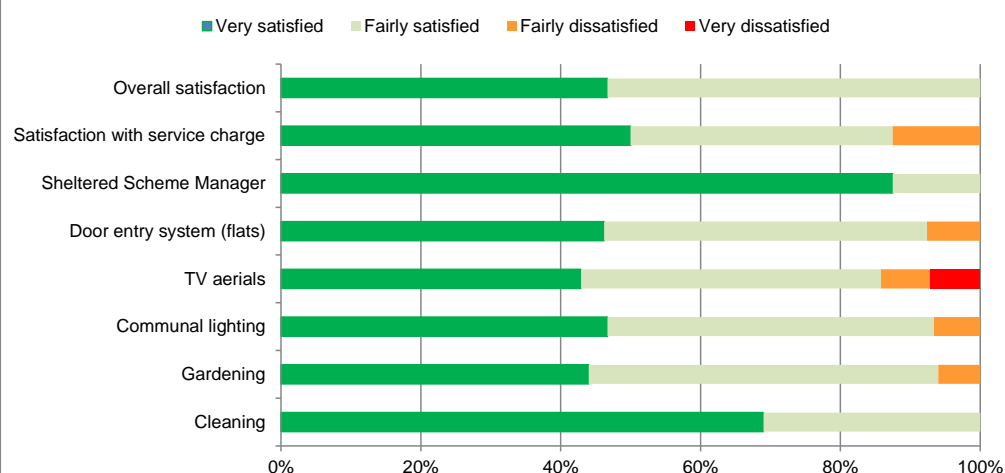
Resident satisfaction survey results

2019 Darrick Wood sheltered scheme - Estate services

No. of properties included: 50
No. of surveys received: 16
32% 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.

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** - we are delighted that the cleaning satisfaction remains at a consistently high level and we know that Jonathan takes pride in his efforts at the sheltered scheme. **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. Locks on the bins stores have also been tampered with and damaged. If you identify who is misusing the bins stores, please report this to the Scheme Manager. **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. **Fobs** - It is questionable whether fobs would improve the security at the block as previously youths had got a key from a relative, so there would be nothing stopping them from taking a fob instead. Also the excessive cost of changing the system to fobs would have to be considered. **Sheltered Scheme Manager** - We are pleased that residents find the Sheltered Scheme Manager is helpful and sorry that we are not always able to find full time cover in her absence. We prefer to use our own staff rather than agency staff who we find to be very unreliable. However, we hope to recruit bank staff people we know and trust to do a good job to provide cover in the future.

Residents' comments
"Jonathan does a marvellous job and everything else he does."
"The cutting of hedges cold be better."
"Dark outside my flat as I am behind office."
"Street lights not working."
"I get loads of trouble with my signal and reception."
"TV loses signal for a few minutes on a regular basis. Seems it's not only me but lots of neighbours experience the same problem."
"The only problem is signal for mobile phone."
"Would be better if we had fobs."
"Couldn't wish for a more helpful person."
"Very efficient and very helpful and professional in her manner."
"When manager is away a full-time replacement should be on site it is dangerous and poor that only 3 mornings a week provided. Last replacement was rude and patronising to us."
"At least half the rubbish put in the bins is put there by people not in sheltered and if they are, then they have no feeling for anyone but themselves. Selfish, ignorant people."
"I do feel that the raised ledges or steps at either end of the 1st floor passageway present a possible danger and a trip hazard and could be marked with high visibility yellow paint."
"I am very happy to have lived here for the last 15 years."
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