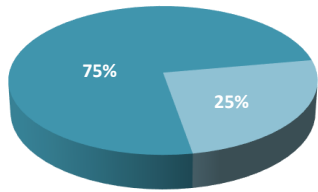




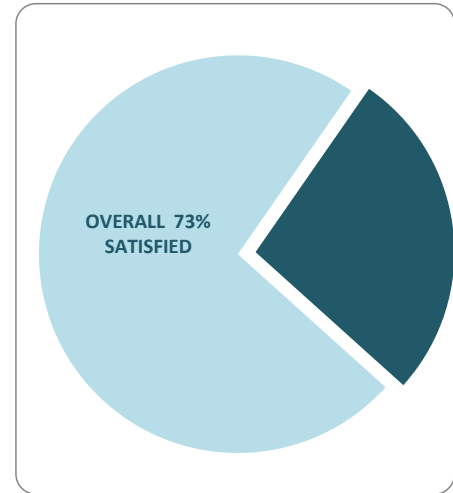
Resident satisfaction survey results

December 2020 Burnhill House - Estate services

No. of properties included: 34
No. of surveys received: 12
35% of residents responded



■ Online survey ■ Paper Survey



Keniston'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 73% satisfied with the estate services that Keniston provides** and there are some comments that need further investigation and follow up. We explain what we have been doing so far to respond to these and you will find some of the comments from residents.

Cleaning –Regular inspections to assess the standard of cleaning had been less than usual due to the pandemic, but this is now being monitored on a regular basis. We have highlighted the issues raised to the cleaner. Please note, that items should not be left in the communal landing areas, as this is a health & safety hazard and will prevent the area from being cleaned.

Gardening – There is already one raised bed for use, but this does not appear to be in use currently. If anyone wishes to make use of this, please contact us.

Communal lighting – The car park lighting was renewed with motion detection LED lighting to reduce energy consumption. The movement sensors can be sensitive to motion and air movement which, on occasion may mean the lighting will operate without any obvious reason. Unfortunately, locating an additional sensor light before the gates prior to entry would mean lighting would be triggered with detection of any movement on the ramp access. This would increase the number of times the lights would be triggered without the need for it to be on. Therefore this is not a viable option for consideration.

Door entry – New door closures have been fitted. We respond as quickly as possible when breakdowns occur, so let us know when there is an issue and we will respond.

Lift – The lift has a matt finish so would not “shine” when cleaned. Regular inspections to assess the standard of cleaning had been less than usual due to the pandemic, but this is now being monitored on a regular basis.

Further comments - We were unable to conduct resident meetings during the pandemic. As restrictions ease, it is hoped these will be able to resume. In the meantime we are considering alternatives, such as virtual meetings, possibly via Zoom.

Windows - The windows were installed in 1997 and have a lifecycle of 35 years, due for replacement under our stock reinvestment programme, scheduled for 2032. Please let us know if you have any window repair issues, so that we can attend to them.

Security – More recently we have received some reports from residents about the external security of the block and are asking residents to feedback any concerns. This issue of security was previously raised at a residents meeting in March 2019, where residents had requested gates and railings and this was considered as part of a Better Homes Better Neighbourhoods option. In a follow up meeting, we had received only one report of ASB in the area, and, in the absence of supporting information, the project was removed from consideration. If this is still a concern for residents, please contact us with a record of incidents, so that we have supporting information for any future request.

Residents' comments

Cleaning

"It always seems cleaner when the relief caretaker does it." "Lift does not feel as clean as it could."
"The floors haven't been cleaned for ages I'm not sure if this is down to COVID."

Gardening

"It would be great if the back could be utilised with more raised beds to offer tenants that wish to grow either flowers and or veg or for Keniston to plant more hardy plants like lavender and rosemary which would thrive in and help brighten up the space."

Communal lighting

"Car park is scary. Light should come on as gate opens, not once you're inside especially at night."
"The lighting comes on when it shouldn't often which is a waste of energy and money."

TV aerial

"The cables allow vermin to travel up building."

Door entry system

"Main entry Door bangs loudly, residents leave door ajar, some rattle and pull the door until it opens at night." "Needs to firmly shut all the time, but it is much better than previously."
"The door is broken often and unsafe - through much of lockdown it wasn't secure it can be pulled open as well with no fob activating it and it slams shut to those whodunit take time to close it so it doesn't slam."

Lift

"Often dirty but a robust new good lift and appreciate the style of lift mirrors help to get oneself semi presentable for outside world!"

Satisfaction with value for money

"It's ok but I am sure it could be a lot better." "Better deeper systematic cleaning would help moral and show value for money."

Further comments

"I have real issues with the general security of the property." "Due to COVID missing our tenants meetings."
"Better deeper systematic cleaning would help moral and show value for money we need new windows- even a window man came onetime and said the windows were cheap and do not insulate if tenants felt that Keniston listened more- people may respond to surveys- some have given up hope - I haven't given up hope because I think overall Keniston does have a great team and I know they do a great job."

If you have any comments or queries about these results, please contact your Housing Officer Sharon or Kelsey on 01689 889700 or sharon.kelsey@kenistonha.co.uk