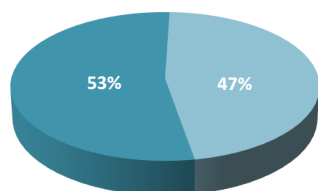




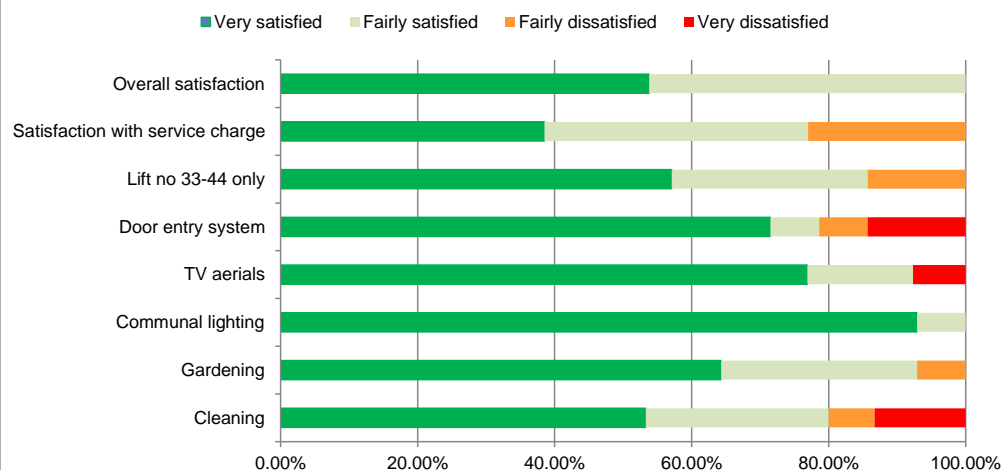
## Resident satisfaction survey results

### December 2020 Nethewode Court - Estate services

No. of properties included: 44  
No. of surveys received: 15  
34% of residents responded



■ Online survey ■ Paper Survey



OVERALL 100%  
SATISFIED

### 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 100% satisfied with the estate services that Keniston provides at Nethewode**, however 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 see some of the comments from residents.

**Lift cleaning** – 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.

**Gardening** – The hours have not changed but there were periods when some works took longer to complete due to COVID restrictions.

**Door entry system** – The pedestrian gate has had ongoing issues. However, we have placed an order for new gate mechanism and closer and to increase the magnetic locks for additional security.

**Lifts** – We respond as quickly as possible when breakdowns occur.

**Satisfaction with value for money** – CCTV issue has been resolved, but there were delays with this due to COVID.

**Rubbish and recycling** – We are unable to provide recycling facilities on site, as there is no space for the provision. There is a local borough recycling centre at Thames Road Crayford DA1 5QJ. We did provide an additional bin for 33/44 as bin areas were regularly overflowing.

## Residents' comments

### Cleaning

"For all of the above and the walls in the lift to be cleaned on a regular basis especially in light of Covid 19 the inside of the lift hasn't been cleaned at all marks on the wall have been there since Brendan left."

"The wall's in the lift to be washed and the floor as you get out of the lift in the basement needs washing."

"Brenden, the previous caretaker tend to be dedicated and there seem to be lapses now."

### Gardening

"I think that because of the reduced hours that has been a big factor not enough hours to complete the work."

"Stop No.6s dog from dumping on the front green!! Though you've clipped the monstrosity out the front, I still think it would look better gone!"

### Communal lighting

"Bring the high ones down a lot lower. They shine too brightly into my 2nd floor flat!!!"

### Door entry system

"Gate entry – satisfied - I still think the front pedestrian gate should be reversed. It would still only swing onto our frontage, not the pavement. It might stop the jobs kicking it in."

"Try to stop gate entry break downs although new parts have been fitted."

"It is mostly left open as automatic close hasn't been working for some time."

"The communal doors are frequently faulty and now wide open for intruders to walk without any form of control."

"I seen it be kicked before and It open. And seen people jump the fence."

### Lift numbers 33-44 only

"It has just broken down today i have reported it don't know if it's being seen to as i have had no feed back from you."

"When it's working!!"

"The lift wall's need cleaning and so does the floor when you get out of the lift in the basement."

### Satisfaction with value for money

"In the light of things as they are at the moment with reduced hours i can't really say i will have to wait until full working hours resume."

"Well I think it's because of the Covid-19 once this is all over we will be able to comment more truthfully."

"The gate need to be better as well and the fence and. When something happen in past no cctv coz not work Or don't know how to be used."

### Further comments

"Under very difficult circumstances, you do a very good job."

"Recycling bins would be good."

**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](mailto:sharon.kelsey@kenistonha.co.uk)**