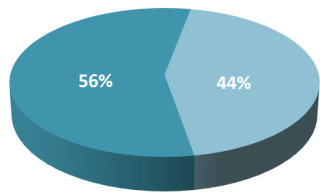




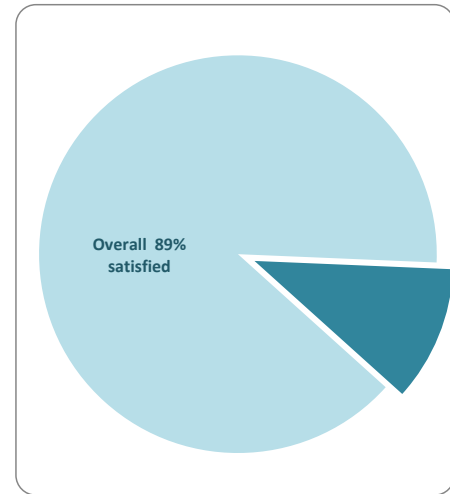
Resident satisfaction survey results

December 2020 Silver Court & Byers Court - Estate services

No. of properties included: 50
No. of surveys received: 9
18% 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 89% 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 see examples of comments from residents.

Cleaning - The products used for cleaning do not have an odour but we can assure residents it is not just water. We have however provided the caretaker with Zoflora and residents have commented on the pleasant smell. We have noted the specific comment on one window sometimes having cobwebs and will ensure this is actioned. Unfortunately Keniston are unable to provide hand sanitiser to all our blocks, as this would be cost restrictive. Our cleaners have set hours per week on site and sometimes the floors become dirty if it rains after a clean. 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 – There is a local park within 5 minutes’ walk of the scheme, as well as communal gardens on site.

Door entry – We respond as quickly as possible when breakdowns occur, so let us know when there is an issue and we will respond. The CCTV is not connected to the door entry system, so we are unable to give you access to this. A video door entry system would be more expensive and a service chargeable item. If you are unsure who is at the main entrance, please do not let them have access to the building. The current system is at its full available volume.

Lift at Silver Court – Historically, there were two lifts but, as this is a small 4 storey block it is not essential to have two lifts. This was the reason one lift was decommissioned several years ago. Installing CCTV in the lift is cost restrictive and also a service chargeable item.

Service charge value for money – Bulky items of furniture and rubbish dumped on site or by the bin area are charged to the service charge for clearance, unless we know who is responsible and then we can re-charge to the individual.

Overall satisfaction – We would ask all dog owners to be respectful and always clean up after their pets.

Residents' comments

Cleaning

"Window in the communal garden sometimes has cobwebs on it." "The use of cleaning products instead of just water."

"Not often enough. Also damaged freshly painted wall with vacuum."

"More frequent cleaning of handles and sanitiser gel provided on the entry door and on the floors next to lift."

Gardening

"The kids need a play area. There's too many kids in the flats to not have a simple play area without having to worry about people's plant."

Door entry system

"It would be nice if we can get access to the camera's as people are buzzing. A lot of people buzz and don't answer as to who they are. I've also had to let other neighbours in but can't confirm if I am letting in the right person or not. Also several times we've seen people manipulate the entrance door and let themselves in."

"People keep leaving it unlocked so strangers can walk in." "Video entry would be safer and keypad higher."

Lift at Silver Court

"One lift in the whole flat is not good enough. Several times there's a traffic in waiting for the lift and when it breaks down it's a lot of stress to get up and down the stairs with shopping and children." "Can we have a camera inside the lift to see who makes the mess?"

Service charge value for money

"The main lobby area to be kept clean." "Evidence of the actual value." "Hard to see where it is spent."

Overall satisfaction

"Better cleaning, better bin storage, better maintenance in flats."

Other comments

"To ask dog owners not to let their pets urinate outside the building." "More signs of keeping distance and 1 family household using the lift at any one time."

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