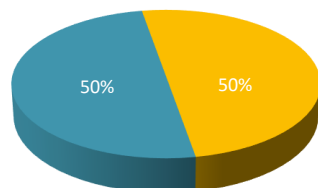




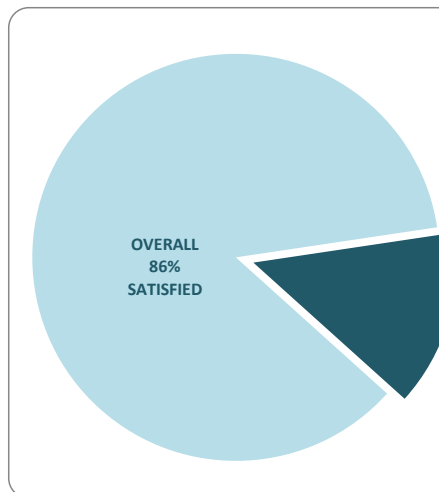
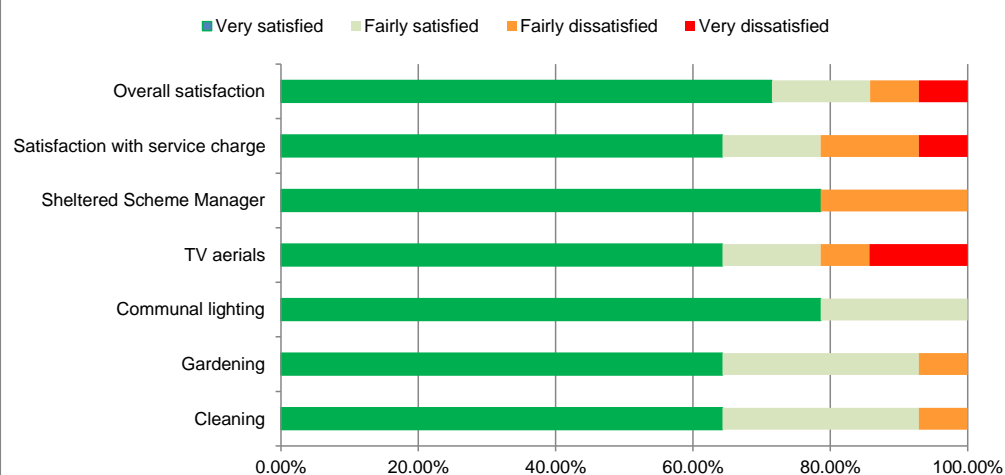
Resident satisfaction survey results

2021 Darrick Wood sheltered scheme - Estate services

No. of properties included: 50
No. of surveys received: 14
28% 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 86% 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 below.

Cleaning - The cleaning of communal windows is our responsibility, but residents are responsible for the cleaning of windows in their homes. The dustbin area is cleaned weekly using a scentless disinfectant, following concerns from residents that the scent of a previously-used disinfectant was overpowering. **Gardening** - We will highlight to the gardeners that cuttings should be cleared as soon as possible. Although not always preventable, we will do our best to minimise mess. **TV aerials** - If you are experiencing issues with your tv aerial, please report this to Keniston so that we can investigate. **Sheltered Scheme Manager** - We have noted your comments about the time frequency the scheme manager is on site, and will look into this. We respond to all enquiries from our customers. If you feel we've fallen short of the mark, please contact us to let us know. Many of the signs are the scheme at legally required, but if you feel other signage is excessive, please let Christine know. **Value for Money** - During the height of the pandemic, some of our services were reduced for the safety of customers and our staff, but are now largely back to normal. **Estate Services** - Although we recognise that the last eighteen months were drastically out of the ordinary, that doesn't mean we want to hear our customers' views any less. We value the views of our customers, which is why we carry out these surveys, but we encourage customers to contact us between if they have anything to tell us. Keniston has a budget and planned programme to replace boilers every 15 years in line with recommendations. The boilers within the sheltered units on Darrick Wood were replaced in 2009 giving a scheduled replacement date of 2024. **Any other comments** - We're pleased to confirm that the lounge is being re-carpeted and the furniture re-upholstered in mid-October. With a refreshed setting, we hope to be able to recommence activities once we have explored the safest way to do so.

Residents' comments
I think they could use disinfectant to clean the dustbin area.
Better cleaning up after hedge trimming and grass cutting.
Most of the time have no signal.
For manager to be on site more. phone calls are not good enough.
The price is going up and we are not receiving value for money. There needs to more done in the room you can never get slot all booked with permanent times not always used.
Hardly any news letters keeping us informed of what's going on.
We need new boilers, the normal estate have got theirs but us on pensions need the combi boiler to save money and give us more room upstairs studios.
Things should soon be up and running for things to happen in the lounge.
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