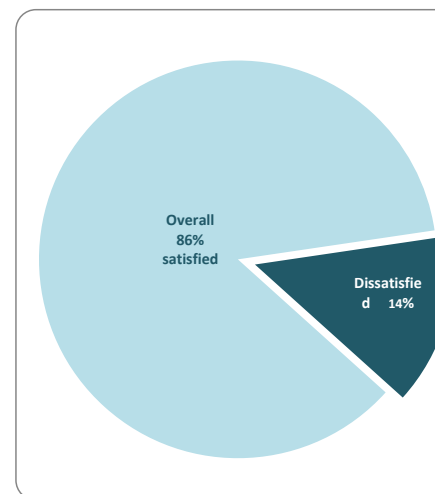
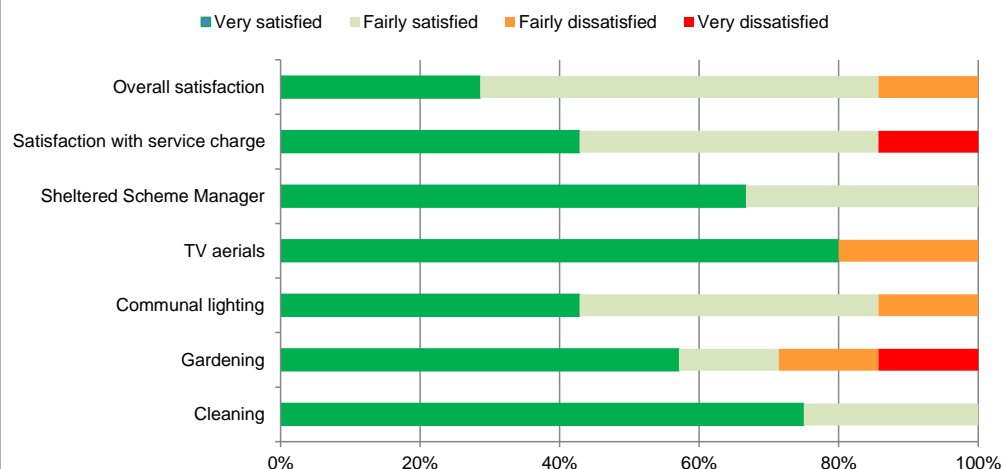
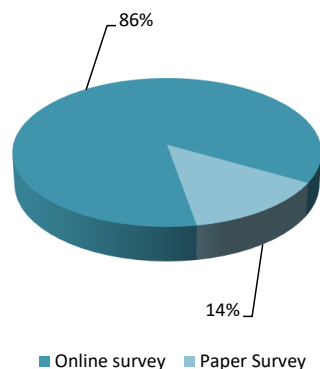




Resident satisfaction survey results

March 2021 Sunningdale Court - Estate services

No. of properties included: 48
No. of surveys received: 7
15% of residents responded



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. We explain what we have been doing so far to respond to these and you will find some of the comments from residents on the second page of this document.

Gardening - We will liaise with the gardening contractors to ensure bushes and shrubs are reduced sufficiently. Please be aware that bulky items and rubbish should not be left outside as this affects everyone on the estate, and will affect service charge levels if we have to remove them. If awaiting collection by the council, items should be put outside no earlier than the morning of collection.

Communal lighting - Lighting on the estate is on dusk to dawn sensors which work according to light levels. We will visit the estate to see whether additional lighting is required.

Value for Money - Bin collections are the responsibility of the local authority – please contact them directly if you are experiencing issues with collections.

Overall Satisfaction - It has been a difficult time for everyone with many people being at home and now more than ever we need to be good neighbours to help to make things easier for each other. Being considerate and tolerant has never been so important. Always try to resolve issues with your neighbours by talking first – most issues are easily worked out – but contact your Housing Officer if you need to. Please report any concerns directly to us or to the council if you think an animal is not being cared for.

Residents' comments
Gardening
<p>"It would be better if the bushes in front of houses 14-22 were cut down to stop rats."</p> <p>"Residents need to stop dumping rubbish furniture toys next to the bin shed as they all get moved over the green leaving a mess."</p>
Communal lighting
<p>"Need more lights around."</p> <p>"It's always on all time or not at all!"</p>
Value for money
<p>"The rubbish needs clearing more often please."</p> <p>"Check on contractors more."</p> <p>"Regular litter issues still on the green and on the roadside, but no fault of the estate caretaking. 100% very satisfied on the flats side of the road."</p>
Overall satisfaction
<p>"All of the bushes need cutting down so that there is less risk of rats."</p> <p>"Still Occasionally minor acts of anti-social behaviour around the houses side of the estate. But again 100% satisfied with the services on the flats area of the estate."</p> <p>"The guy works really hard in all weathers."</p> <p>"Residents need to be more respectful of others, dumping rubbish, smoking marijuana, having parties and running around the estate late at night shouting."</p>
Other comments
<p>"There is an ongoing issue with a constant loud barking dog on our estate. This dog often barks for several hours on many days & late into the evening which is becoming a regular nuisance."</p>
<p>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</p>