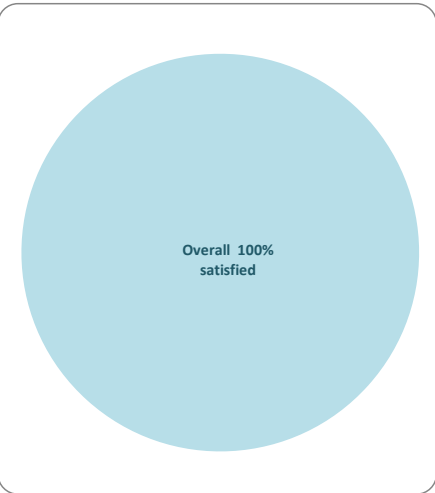
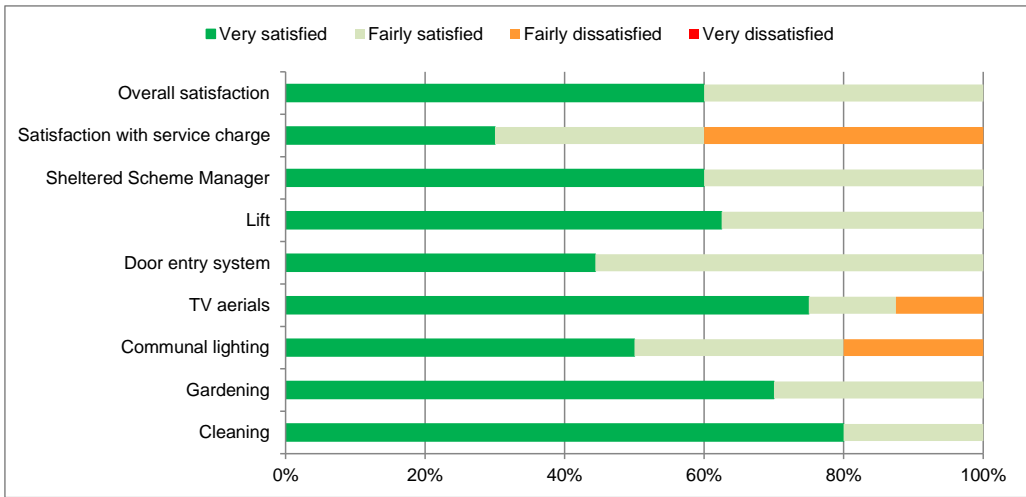
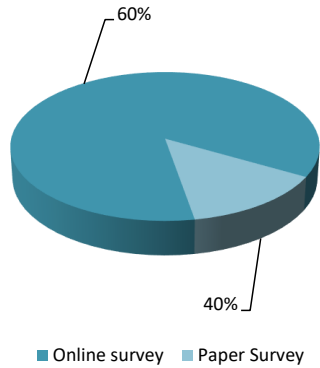




# Resident satisfaction survey results

## March 2021 Perryfield House - Estate services

No. of properties included: 19  
No. of surveys received: 10  
53% 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 100% 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 highlight to the gardeners that leaves must be taken away rather than blown to another part of the scheme. Our gardeners have set hours per week on site, and this is reflected in your service charge. If you would like more frequent visits, please highlight to your Housing Officer and we will survey residents to see if the majority would like a change to the current arrangements.

**Communal lighting** - Keniston aims to complete lighting repairs where the estate is not in complete darkness within 14 days, and it appears on this occasion we have fallen short of the service levels residents would expect to receive. Please accept our apologies on this occasion for failing to complete the repair on time. Lighting at the scheme is controlled by "dusk to dawn" sensors, which is dictated by the external light levels.

**Door entry system** - We will inspect to see if a new doormat is required. We would like to remind residents to ensure that the door closes fully behind you when entering or leaving the building. Unfortunately Keniston are unable to provide hand sanitiser to all our blocks, as this would be cost restrictive.

**Sheltered Scheme Manager** - With the easing of restrictions since the survey was carried out, Romy is now on site more frequently, spending four days per week between our two schemes in Crawley. Thank you for your positive comments about our valued member of staff.

**Value for Money** - The service charge you pay isn't specifically for access to the lounge, but the cleaning and maintenance of it is. Whilst the lounge was closed, cleaning and maintenance was required less frequently, so this will be reflected in next year's service charges. We are unable to reduce service charges as they reflect the actual cost to Keniston for works and services provided.

**Overall satisfaction** - Service charges are reviewed annually to ensure that they are reflective of the works and services provided.

## Residents' comments

### Gardening

“Could be done a bit more often.”  
“More could be done tidying up and taking away in sacks, not blowing leaves to another area where wildlife can make homes, i.e. rats & mice.”

### Communal lighting

“Lighting could have been fixed a lot quicker. I know we have covid but we have a light out for seven weeks on the first floor walkway which I feel was not good enough.”  
“We were without light at the door entrance on the first floor for at least 6 weeks It was rather dark there.”  
“Lighting repairs in communal areas should be high priority, waiting 7 weeks to change light bulbs is not good.”  
“Not sure who switches them on and when. At times the ones at the back of the building are not on.”

### Door entry system

“There are times when the door does not click shut but has always been a problem on and off. A new door mat would be nice.”  
“Sanitiser should be outside the door so that anyone delivering can sanitiser before entering the building. Covid stays on handles etc for 72 hours.”  
“At times noisy due to the proximity of my flat to the main entrance of the building.”

### Sheltered Scheme Manager

“When the current restrictions are lifted, a greater presence on site and more involvement with the residents would be a great improvement.”  
“Romy is a lovely girl she goes out of her way to help people where possible.”  
“Attends to needs when asked for help.”

### Value for money

“Covid has made life strange so I think we have not had good value for the service charge we pay.”  
“Reduce in cost.”  
“As due to covid you cannot use any of the facilities, but we are still having to pay for it.”  
“Nearly £40 per week seems high.”

### Overall satisfaction

“Overall, I think Keniston are a good landlord but being where we are, I feel we are sometimes forgotten.”  
“Overcharged for limited services. Never been able to use the communal garden or access the underground garage.”  
“Review the service charges please!”  
“Always very good. Whatever you need, you always help.”

**If you have any comments or queries about these results, please contact your Housing Officer Sharon or Kelsey 01689 889700 or [sharon.kelsey@kenistonha.co.uk](mailto:sharon.kelsey@kenistonha.co.uk)**