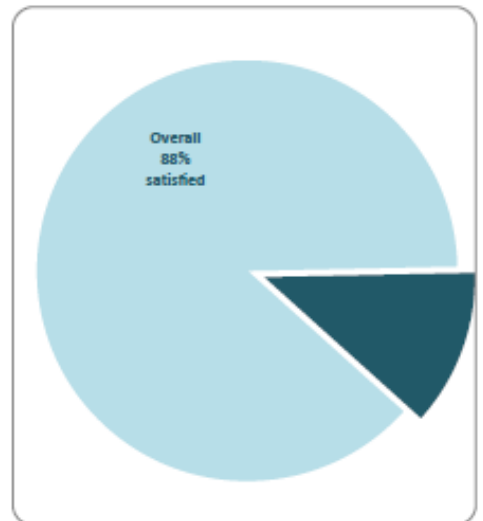
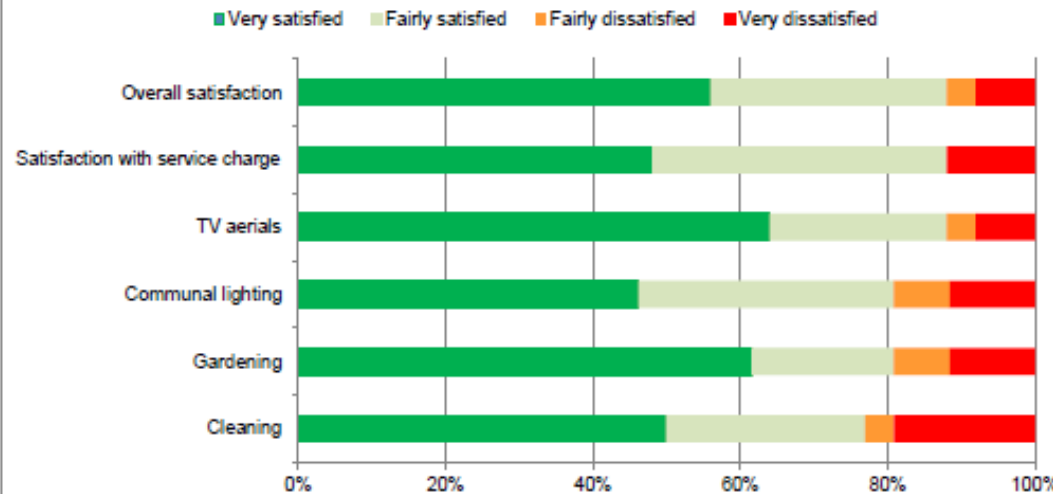
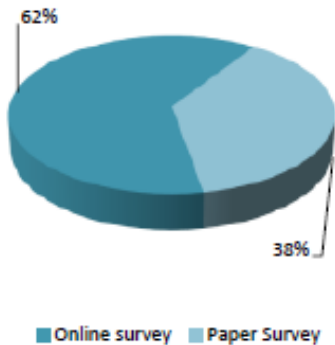




Resident satisfaction survey results

July 2021 Whites Meadow & Southwood Close - Estate services

No. of properties included: 85
No. of surveys received: 26
31% 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 88% 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 below.

Cleaning - We will remind the cleaners to ensure that floors are swept before being mopped. The cleaning of communal windows is our responsibility, but residents are responsible for the cleaning of windows in their homes. Unfortunately, flying insects are attracted to the heat and light given by light fixtures, and it is not uncommon for the trapped insects to accumulate. We will continue to monitor the quality of cleaning on the estate and raise any concerns to our cleaners. **Gardening** - 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. Your Housing Officers visit site regularly and monitor performance, raising any issues with the gardeners as necessary. The former pond is now planted with flowers. **Communal Lighting** - Fly tipping is a crime. If you witness this occurring, please record details of the vehicle responsible and let both the Police and Keniston know so that action can be taken. Communal lighting is on dusk to dawn sensors, which is controlled by light levels. We will check sensors if they appear not to have been working correctly. We will look to see if additional lighting is required on our next visit to the scheme. **TV Aerials** - Residents have responded to the questions raising concerns about poor TV reception. A replacement amplifier was installed to the communal system in July 2021 which we hope has now resolved the issue of poor reception. It can often be the case that the fly leads connecting your equipment to the aerial socket can be defective or of a poor quality and changing these could improve the reception received. Should you continue to receive poor reception, please contact the Property Services Team for further advice. **Value for Money** - We have found DotDotDot to make a positive impact on the estate. The property guardians protect the development from issues such as squatters, and many are actively involved in estate improvements such as gardening and sweeping. **Estate Services** - Keniston understands the value of residents' meetings. Covid-19 restrictions prevented us from holding these, but we are due to reinstate them. Your Housing Officer will be in touch once we have finalised our schedule. The provision of security gates would be service-chargeable so we would need to consult with all residents to see if this is something the majority would like. If this is something you would like us to consider, please contact your Housing Officer. **Any other comments** - We expect all dog owners to be responsible and pick up after them. This is a condition of our granting consent to keep a dog. If you are aware of who is not doing this, please let your Housing Officer know. We are not able to take action where the perpetrator is not known.

Residents' comments

Cleaning

"Cleaning of communal area very poor. Stairs and landings not always swept before being mopped. Cleaner takes wet mop to top floor and mops whole block without "refreshing" mop. Mat at entrance to block not taken outside and shaken and mat recess not cleaned." "Much more attention to detail in cleaning our hallways. Very shabby !!"

Gardening

"When the latest gardening contract started it was a vast improvement on the previous contractors but over the last couple of months the service has deteriorated with only one operative turning up for each visit and resulting in the standard of service dropping i.e., all grass not being cut and trimmed properly, grass cuttings not being collected, shrubs not being trimmed etc. Standard of work needs to be improved back to earlier standard. There does not seem to be adequate monitoring/inspections by the contract administrator to address potential problems." "As mentioned, the grass needs regular attention and picking of littering should be done regularly." "The communal areas are nicely kept."

Communal lighting

"Could do with two more lights at Whites Meadow on the garages there is only one and it is very dark at night when you park your car and, in the Winter, not very safe." "Communal lighting should be light sensor controlled not timer controlled as it seems there is no person responsible for changing the time clock periodically as daylight hours change, therefore wasting a lot of electricity which adds to our service charge." "Takes a long time for lights to be fixed when they are not working. Last time it was about a month."

TV aerials

"I believe this needs to be updated and all the wiring fixed as it's just left hanging and needs to be clipped up." "Bad communal aerial trouble with reception if your block is far away when it is windy too cold or too hot or raining."

Value for money

"It seems to me that the people who are responsible for cleaning especially need to up their game as they are so lax and not doing the job up to standard."

Overall satisfaction

"We need a meeting with Keniston so that residents can express their own personal views. An open and honest meeting." "All in all, I am very happy with Keniston and how they deal with calls and services."

Further comments

"I find Keniston very helpful and friendly." "I must say that dog owners from Southwood seem to use the communal lawns at Whites Meadow as a park for their dogs. This is just not acceptable as they also don't keep their dogs on leads either. Another dangerous thing is that the children are continually riding their bikes at speed." "Whenever I have phoned Keniston regarding heating issues, leaky shower, condensation problems etc, Keniston have been very helpful, acted promptly and solved the problems."

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