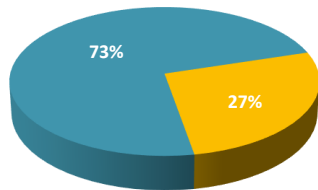




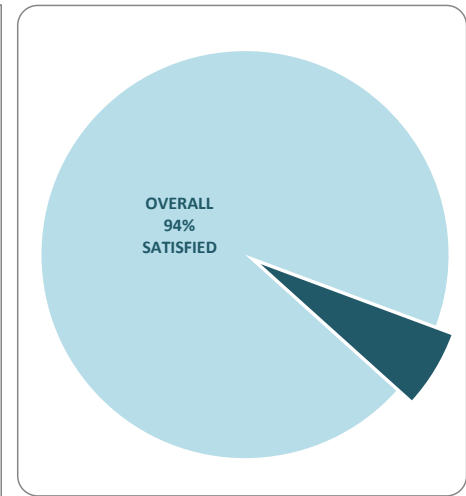
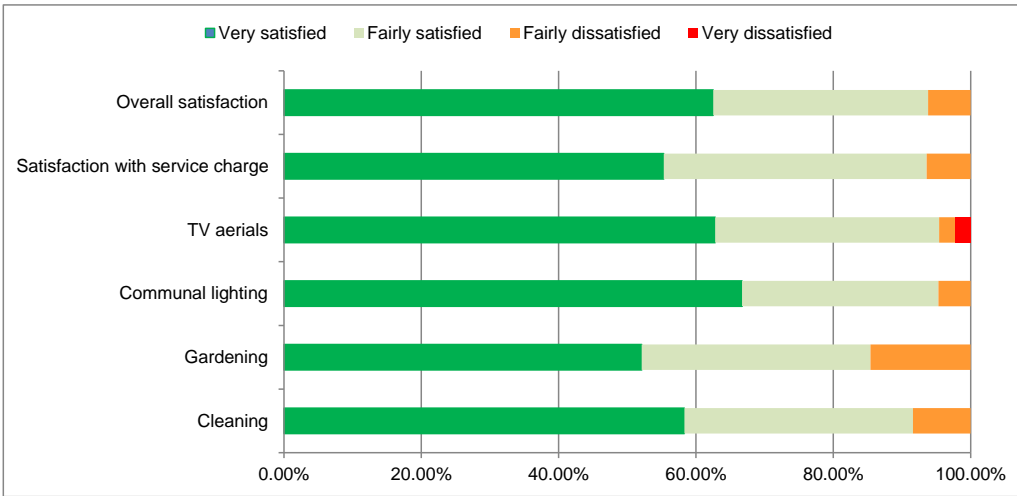
Resident satisfaction survey results

2021 Darrick Wood general needs - Estate services (houses only)

No. of properties included: 252
No. of surveys received: 48
19% 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 94% 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 - We will speak with our cleaners to ensure the standards residents and Keniston expect are upheld and that all areas of the estate receive the attention they need. **Gardening** - We will highlight to the gardeners that cuttings should not be left on paths. Although not always preventable, we will do our best to minimise this. With such a large amount of green space on the estate, there will inevitably be areas that are more overgrown than others at times, but we will ensure all areas are maintained. 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** - Street lighting does not come under the control of Keniston housing however we are happy to report defects to the local authority on your behalf to enable us to report a defective street lamp please confirm the location and the number located at eye level on the lamppost. **TV Aerials** - If you are experiencing issues with your tv aerial, please report this to Keniston so that we can investigate. **Value for Money** - 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. **Estate Services** - We are aware that not everyone maintains their private garden to the standard neighbours and Keniston would expect. This is a high priority for the Housing Management Team, which is working with individuals to tackle the issue. This includes dumped rubbish and untaxed vehicles. **Further comments** - For party fence repairs, please call Keniston or email reportingrepairs@kenistonha.co.uk Phone connections are the responsibility of your provider. Please contact them in the first instance, but do let us know if they advise there is anything we as a landlord need to do. The provision of additional dog waste bins 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. Although formal Management Team Walkabouts / inspections are not as frequent, your Housing Officers are on the estate weekly and take action as needed. Thank you for your positive comments about Keniston employees.

Residents' comments

Cleaning - "Walkways are never swept. Broken glass is left for weeks until residents clean it up. And rubbish over the estate needs to be corrected." "There is still quite a lot of dog mess on the pavements on the estate. Although you did send a letter about this."

Gardening - "Grass cuttings just left all over the grass need to be collected so it's not dragged in your homes." "More care and attention when trimming hedges - don't leave straggly bits at the back that are hard to reach. Mowed areas that aren't accessible with the 'sit on' frequently get left." "After the grass is cut, grass cuttings are left all over path and road. Needs to be cleaned up." "The young lad did an amazing job during the covid lockdown all on his own. He deserves a pat on the back and a rise."

Communal lighting - "Have had to report broken lights several times this year."

TV aerial - "Not very good don't use it anymore." "Ours is inaccessible due to overgrown hedge."

Value for money - "Bit worried about the increases as bills are going up but wages are not." "Bins on estate need emptying more often." "Parking bays could do with a regular sweep. Estate bins could do with an empty before the weekend as when full on a Friday causes mess by Monday."

Overall satisfaction - "Seems like services have been cut. They are not up to the standards they used to be." "Get some tenants to clean up there gardens back and front I've heard people say typical council estate." "I love the service that you give to us on repairs. They are so quickly done. Very satisfied." "Great as you are."

Further comments - "Residents need to be reminded that they alone are responsible for the upkeep of their front and rear gardens. Too many are left to overgrow." "Party fences are rotting and crumbling." "Can we have decent phone connection. Mine is dreadful." "Could we have a few more dog waste bins please." "When phoning to pay my rent, very helpful whoever is on the other end of the phone." "Are you doing a weekly walk round as I feel people are letting this estate go bad." "I have lived her for 39 years and Jonathan is the hardest manual worker I have known."

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