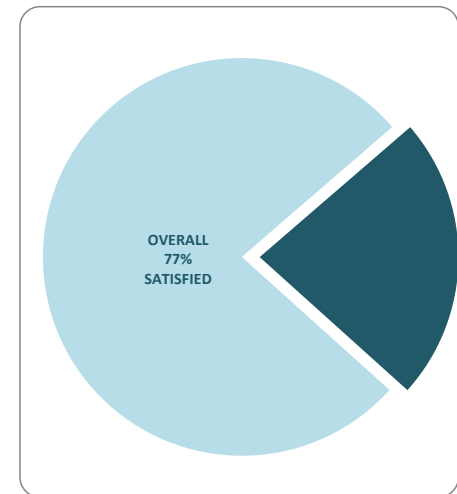
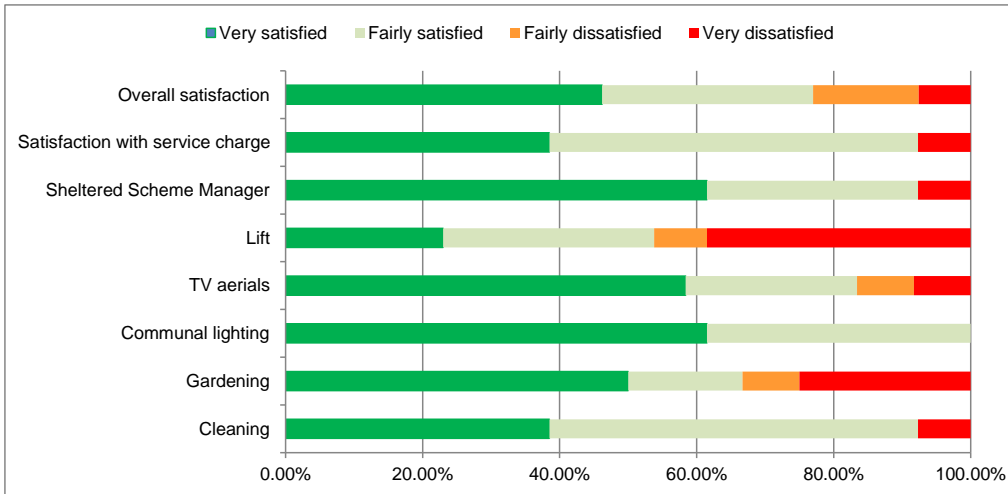
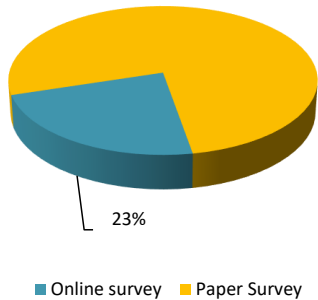




# Resident satisfaction survey results

## June 2021 Tarling Close - Estate services

No. of properties included: 39  
No. of surveys received: 13  
33% 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 77% satisfied with the estate services that Keniston provides**, and there are some comments that need further investigation and follow up. You will find some of the comments from residents on the other side of this document.

**Cleaning** - We are pleased that so many of you are happy with the new cleaner at the scheme. **Gardening** - We believe it's important that all our staff and contractors are approachable and friendly. In a scheme like Tarling Close, this means that residents will often chat to them as they go about their work. We are satisfied that the balance between work and friendliness is correct at Tarling Close. The gardener uses the appropriate equipment for each task he carries out. We have a rolling tree maintenance programme outside of the general gardening contract, and the gardener is not responsible for this task. We are exploring a project to clear the overgrown areas of the garden to replace with low-maintenance shrubs. Your Housing Officer will be arranging a residents' meeting once we are closer to finalising the project in order to explain the proposals and options. **Communal lighting** - Lighting at the scheme is on "dusk to dawn" sensors which work according to light levels. We will visit the scheme to see whether additional lighting is required. Although painting the walkway walls white would brighten them, this would be a costly task, and would likely become grubby in a short period of time. **TV aerials** - There is a communal aerial system installed at Tarling. Residents may not be aware as all they need to do is plug their TV into the hard-wired socket in the wall. **Lift** - We acknowledge that the lift to the rear block has historically been problematic, and repairs have not been resolved promptly and in line with our service standards. The lift is a specialist one, and for this reason parts may not be readily available when a specialist part is required. Unfortunately, this is often the case for lift manufacturers as most components are not made in the UK. We have worked with our lift servicing company and consultants to ensure they provide a responsive service as far as reasonably practical, and anticipate an improvement in the service provided. **Sheltered Scheme Manager** - We have listened to your views on the Sheltered Scheme Manager role. Paul joined Keniston on 1st September, and will be working at the scheme 5 days a week. **Value for money** - Residents are not charged directly for use of the communal lounge, but cleaning and maintenance. During the lockdown period when the lounge, kitchen, and public WC were out of bounds to residents and the public, usage was much reduced, meaning that less cleaning and maintenance was required. This will be reflected in next year's service charges. Some of the facilities are available to visitors to the scheme as well as residents, but residents are not charged for any facilities or services they do not have access to themselves. "Other scheme costs" for 2020/21 covered communal water; batteries; air freshener; fire door signs; toilet rolls; hand towels; fire panel repairs; and a timer switch. **Estate services** - We carry out monthly health and safety inspections at the scheme, and management attend site regularly. We would like to remind residents to ensure that the door closes fully behind you when entering or leaving the building. **Other** - The provision of a bicycle rack would be service-chargeable so we would need to consult with all residents to see if this is something the majority would like. We would ask all residents to remind their visitors (including carers) that smoking is not permitted in enclosed communal areas, and we ask that you and your visitors are considerate about where you do smoke, ensuring that others aren't affected by passive smoke, and that cigarette butts are not dropped on the floor. We will carry out an inspection of the grounds on our next visit to ensure that the standards we expect are being kept.

## Residents' comments

### Cleaning

"Having couple e bike racks to chain my bike to, I have to take the risk leaving it outside, having a rack there might just encourage more people to cycle which has got to be good."

"We now have a new cleaner after months of a contract cleaner not doing the job correctly."

"Need to do something about landings. Bad water stains. All the door mats being different looks untidy. As do the water bottles."

"The new permanent cleaner is getting to know the schedule and is doing well."

"Our new cleaner is very good. No more agency cleaners."

### Gardening

"The gardener spends too much time talking. More action required."

"Needs two gardeners working to clear weeds and prune shrubs etc more often."

"The gardens are in an awful state. The shrubs, trees, bushes are all completely overgrown. No cutting back or pruning ever done."

"Very noisy funny machines used. Gardener does not pull weeds out. Instead uses skimmer over the weeds. This appliance gives off petrol fumes resulting in having to close windows and doors. Does not cut back plants or tress."

### Communal lighting

"Some areas need toning down. Resembles a sports arena all lit up."

"On dull days, have to put light on as cannot see properly. What would help is if the walkway walls were painted white and that would reflect light. Potentially could help with cutting cost of communal lighting."

### Lift

"The lift not working for weeks. A refund should be payable for the service charges that have been paid."

"Having broken down on a few occasions can be unnerving."

"Satisfied with lift in block 1-18. The other lift not so good."

"Front block lift ok. Rear block lift always breaking down."

"History of regular breakdowns. Have been told by a lift engineer that is the lift is of foreign make they are inferior. Lift company seem to be incompetent in dealing with problems."

### Sheltered Scheme Manager

"Be here 3 or 4 times a week or better still full time."

"If scheme manager were here 5 days a week, I would feel more reassured."

"Would feel more assured if the sheltered scheme manager was here 5 days week. Outside people always looking for her."

### Value for money

"Do not pass the costs to residents because it is an easy option."

"Gardening updated. Lift checked more often. I have found out 'other scheme charges. Not very happy."

"What are 'other scheme costs'? If it is truly for toilet and hand towels, timer switch, batteries and air freshener, I think it is unfair when the lobby toilet, lounge kitchen have all been out of bounds."

"Seems residents are charged for toilet rolls etc for outside people. Wrong."

### Overall satisfaction

"A few more visits by management to check up on estate. Health and safety also visiting."

"KHA needs to take more of an interest in Tarling and sheltered housing with a high number of vulnerable residents. Health and safety seems to have been taken off priority list."

"Keep the lift working or replace it."

"One thing I would like to bring up is that the front two main security doors are left open every night and I have deliberately been downstairs late at night to see if the doors are closed. They are not closed and probably remain like that all night, and this is not good enough. What is the point of paying for security locks if they are not going to be used as such? The answer is not when last person to come into the building the make sure the doors are locked. How would anybody know if they are the last person to enter the building? I know the back of the building is open with easy access to the building and something needs to be done about that as well. There are vulnerable people here and everybody needs to feel secure in their home. Would any of you leave your front and back door unlocked at night, I think not."

### Further comments

"Carers smoking outside my front door and leaving cigarette butts in the plants!!!!"

"I would like to add that our Sheltered scheme manager is very efficient, helpful, and ready to help in every way."

"Shrubbery in car park is an eyesore. Also, shrubs back of block 1-18. Weeds are knee high in some places. Bin cupboard is horrendous. Perhaps a notice 2 foot high and a letter in red ink to residents."

"The large bin cupboard facing schemes car park needs a thorough clean, the stench in there is awful. Tenants should be made aware that there is a tip in Sidcup, Footscray for larger items. The door was reported in March as being broken and not yet replaced a promised in late June."

"Glad that we have a cleaner from Keniston, it's been a long time to get one."

**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](mailto:sharon.kelsey@kenistonha.co.uk)**