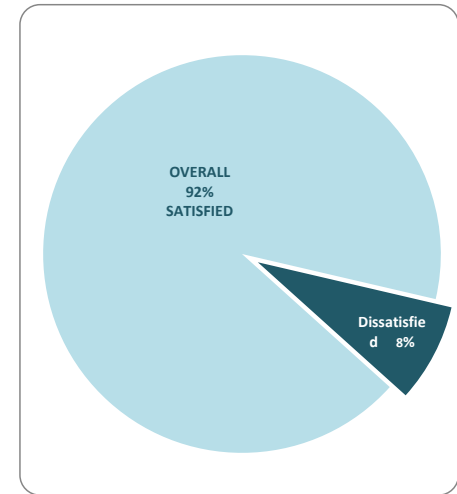
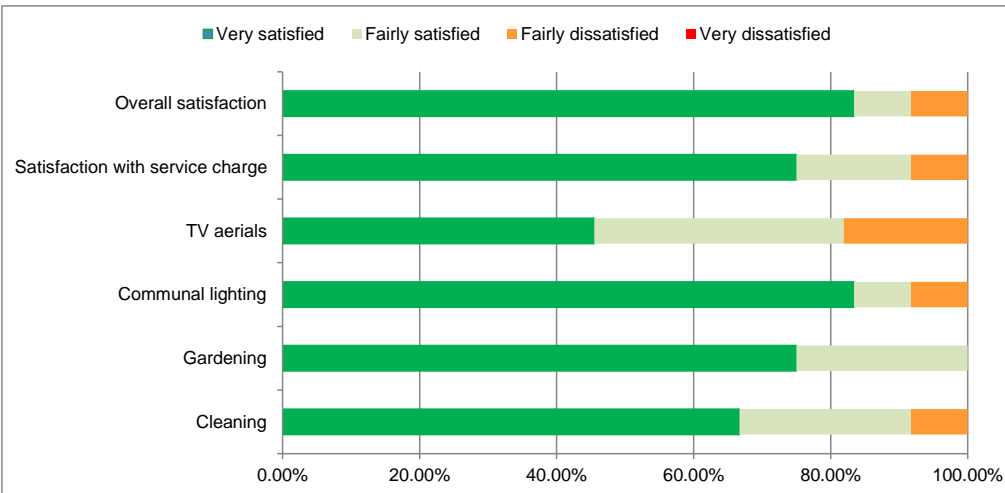
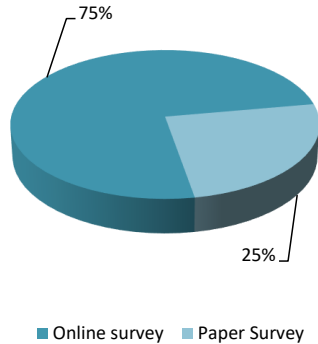




# Resident satisfaction survey results

## May 2021 Foxley Hall - Estate services

No. of properties included: 36  
No. of surveys received: 12  
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 92% 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 on the second page of this document.

**Cleaning** - Our cleaners have set hours per week on site, and this is reflected in your service charge. If additional hours are required, this will see an increase in service charges so would require the majority of residents to agree to the change. If this is something you would like us to consider, please contact your Housing Officer who will arrange a consultation with all residents. The cleaning of communal windows is our responsibility, but residents are responsible for the cleaning of windows in their homes. We will inspect the steps during the Management Team Walkabout this month.

**Gardening** - In our experience, although fruit trees are attractive, the fruit tends not to be picked by residents. This means that the fruit falls and rots during the autumn, which is unsightly and can attract vermin. **Communal lighting** - We will inspect the communal lighting during the Management Team Walkabout this month. **TV aerials** - Some residents have commented that the communal tv aerial system is providing a poor signal. We will have the communal aerial system checked to ensure the antenna is receiving an adequate signal to each block and, if necessary, explore options for improving the signal strength. If the communal aerial system is found to be working correctly, 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. **Value for money** - The cyclical redecorations of the balconies are due to be carried out this year and, at the time of writing, we await a start date from the contractor. Balconies will be inspected on completion to ensure the standard of the work meets the expectations of residents and Keniston. **Other comments** - We recognise the importance of electric vehicles, and have an ongoing project looking at the provision of charging points. For such a large project, we are looking at how best to implement this across all our estates, and will feed back to all our customers as soon as we have reached a conclusion.

## Residents' comments

### Cleaning

"I feel that the cleaning needs to be at least twice a week."  
"Clean regularly stairs and replace broken steps."  
"Windows need cleaning."

### Gardening

"Plant vegetables and fruit trees."

### Communal lighting

"It is very dark around estate so more lights."

### TV aerial

"Can't access over half the freeview channels available via my pc TV dongle, connected to the communal aerial. No idea how that could be changed."  
"We can only get about 20 or so of the multitude of Freeview channels using our digital tv dongle for our pc which connects to the communal aerial. I don't know why it doesn't work well, or what can be done about it."

### Value for money

"Balcony painting is a disgrace. Entrance is very bad with so many doors. Terrible access for people."

### Overall satisfaction

"Keniston needs to upgrade and update parking areas, roads and paint areas properly."

### Further comments

"Refurbish the stairs with a different floor and more security."  
"Provision for electric vehicle charging should be installed asap for at least some if not all parking spaces, perhaps by upgrading from the existing estate lighting network. And it needs to be paid for initially outside of the service charge, even if subsequently charged for, because tenants will be reluctant to pay the capital cost of the installation before investing in an electric vehicle. It must be already present as an incentive to change. Not an easy matter to manage without designated parking places [and dedicated charging accounts] for specific individuals, or installations similar to the franchised public ones with a variety of card payment. I have a feeling - no, a certainty - that they would be a lot more expensive than for those simply running a cable out from their home and charging their vehicle on Economy Seven. Is there any way to enable a safe way of doing just that? Including from upstairs flats? Conduited cable runs? Provision [or approval of specific types] of mats for preventing cables becoming a trip hazard?"  
"Thank you for your very high standard of services, support and being very approachable, one of the best."  
"Thank you for all you do for us."

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)