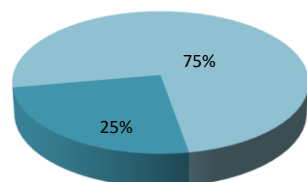




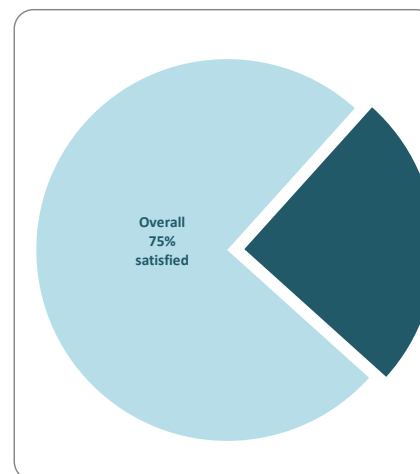
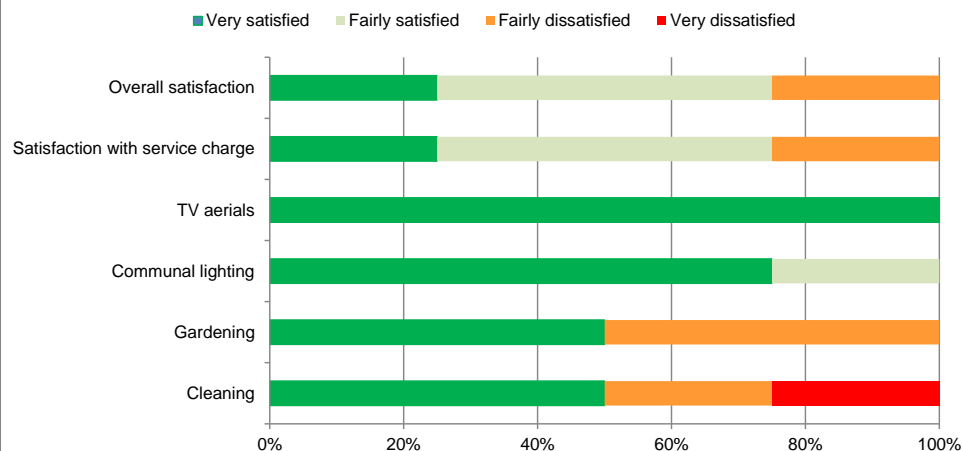
Resident satisfaction survey results

May 2021 Lyham Road - Estate services

No. of properties included: 10
No. of surveys received: 4
40% of residents responded



■ Online survey ■ Paper Survey



Operations Director'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 75% 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 - As the homes at Lyham Road are houses, we do not have a cleaning contract in place. Litter-picking and sweeping of the communal areas comes under our gardening contract, and our comments are below. **Gardening** - We are aware there have been issues with gardening, and apologise that the standards residents and Keniston would expect have not always been met. The Management Team have visited to see the issues for themselves, and the Housing Officers have met with the gardeners and will be closely monitoring their performance. We would like to remind all residents to ensure that they lock the side gate after use to ensure security is maintained.

Residents' comments

Cleaning

"Put more effort into cleaning. The company you hire for cleaning does not clean properly. Cleaning should be done more frequently."
"For the place to clean properly and regularly."

Gardening

"The bushes to be cut back to the proper level; the side gate to be locked."

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