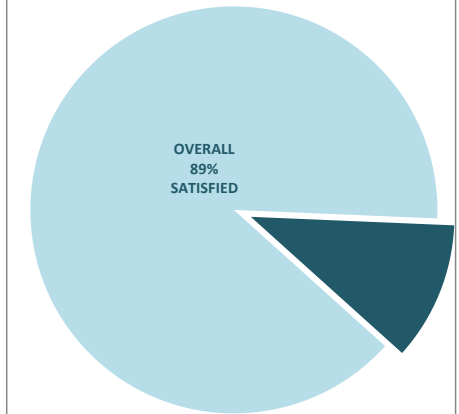
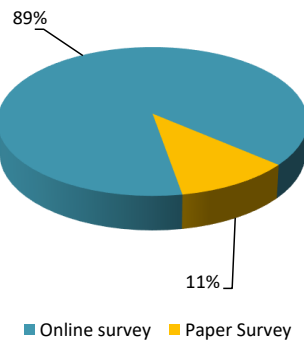




Resident satisfaction survey results

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

No. of properties included: 64
No. of surveys received: 9
14% 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 89% 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 further below.

Cleaning - Keniston are aware that there has been an ongoing problem with water ingress and whilst some investigations have taken place to establish the cause we have not been focused on further investigations and carrying out any necessary repairs. We shall now escalate this matter to ensure it receives attention it deserves. The cleaning of communal windows is our responsibility, but residents are responsible for the cleaning of windows in their homes. **Gardening** - We understand that not everyone works a standard 9-5 day, but we must carry out our gardening during the daytime as this causes the least disturbance to most people. It isn't practical to notify residents when specific tasks will be carried out, as the schedule is subject to change. We will inspect hedges during our next Management Team Walkabout. Our newer gardeners are learning a great deal very quickly, but will ask the head gardener for advice if they're unable to answer your questions. We will speak with the gardeners to ensure that flower beds are being maintained. 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. **Communal lighting** - Thank you for reporting broken lights. As we are not regularly on the estate of an evening, we are often reliant upon residents reporting lighting issues to us. **TV aerials** - We have a rolling tree maintenance programme to cut back overgrown trees. **Door entry system** - Our door systems are periodically checked but we would ask if residents experience or observe any indication of a fault on the communal door entry system please do not hesitate to let us know immediately in order that we can ensure it is resolved at the earliest opportunity. We will ease and adjust the doors you have reported to reduce banging. **Value for money** - The pandemic did affect the way in which we work, but we still have a commitment to carry out repairs. If you have outstanding repairs, please contact us to let us know. **Estate services** - We have not altered the frequency of estate cleaning. If you have found this to be the case, please contact us to let us know so that we can investigate. We are committed to tackling anti-social behaviour and breaches of tenancy. If you are experiencing issues, please report these to your Housing Officer. **Further comments** - 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. Where we are able to identify residents who have left inappropriate items, we will recharge them the cost of removal. The items do need to be removed regardless so, unfortunately, if we are unable to identify perpetrators, the cost must be covered by service charges. We will look at signage on our next Management Team Walkabout.

Residents' comments
Cleaning
"Wall leaking onto stairs in my block its very slippery and dangerous." "Greater attention to detail, basics good but not excellent on closer inspection."
Gardening
"When the grass is cut they do not collect cuttings which is ok on the grass, but it is also on the pavements which is then unsightly and very slippery when wet." "Hedges all need to be of regular/uniform size, not of different heights." "Being informed when it's being done, I work shifts so sometimes grass is being cut and I'm in bed having worked nights."
Communal lighting
"The light outside my door was faulty for a long time." "Needs maintaining."
TV aerial
"Trees need to be cut down to clear TV aerial."
Door entry system
"The battery should be checked more often sometimes it beeps for weeks." "Loud banging when the doors slam shut. I hear all the doors slamming as people come and go."
Overall satisfaction
"There is always room for improvement." "More work to be done on anti-social behaviour by minority of tenants - tougher penalties on those who continue to be anti-social."
Further comments
"People are dumping inappropriate (heavy-duty) rubbish or scrap meant for the Council tip, that just gets left outside the regular domestic dustbin sheds. Offenders ought to be made to pay for it and it not to come out of our Service Charge. It's an eyesore, it's dangerous for kids, the elderly and the infirm."
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