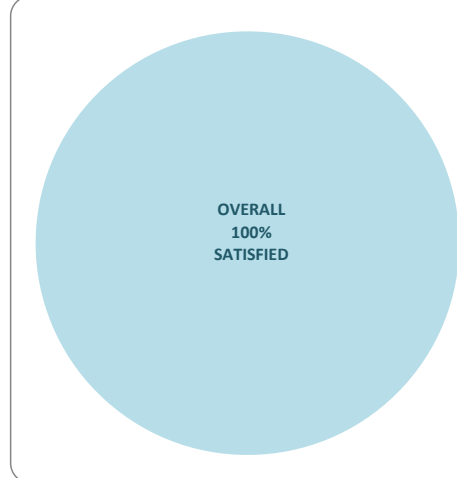
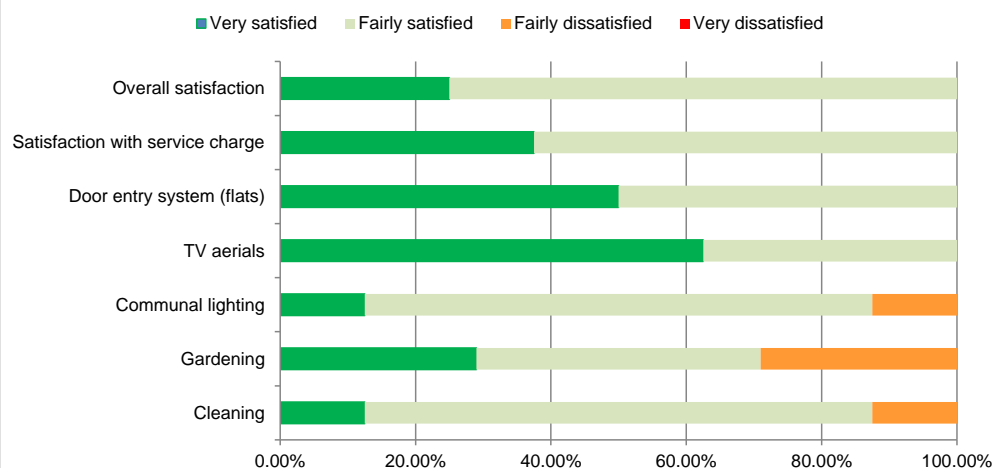
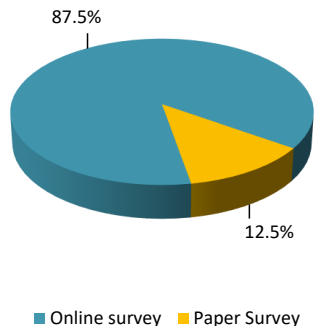




Resident satisfaction survey results

2021 Hornsey Road & Tollington Park - Estate services

No. of properties included: 27
No. of surveys received: 8
30% 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 100% 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 - Thank you for your patience whilst the caretaker is off and cleaning is being covered by a contractor. The cleaning schedule includes the mopping of communal walkways, so we will speak with the contractors to ensure this happens. Our permanent caretaker has set days at various schemes, so we are unable to change his days for the time being. His days are Monday, Wednesday, and Friday, although this does change with bank holidays, **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. Covid has caused a delay to our plans with the flowers at Hornsey Road. We are currently considering our options for the podium level, and will be writing to residents shortly. **Communal Lighting** - Our caretaker regularly checks communal lighting, and changes bulbs as required. Where there is a fault, he will report this back to our Repairs team. If you find that there are bulbs requiring replacement, please contact us to let us know. We will ensure that the new lighting is suitable for purpose. **Door Entry** - The intercom to the building is clearly marked, so we would ask all residents to remind their visitors to call their number only, and not ask others to let them into the building. We would remind all residents not to grant access to anyone they do not know. 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. The rear entrance to the building is for residents only – visitors should use the main entrance – it is for this reason that the intercom is there. **Further Comments** - We agree that rubbish being dumped by the tree and in the street is very unsightly. This is land that doesn't belong to Keniston, so any issues should be reported to the local authority. We're sorry that the noise of the street disturbs residents. Unfortunately, the building is sited on a busy A-road, and so traffic noise is unavoidable.

Residents' comments

Cleaning

"Now that the cleaning is only done a few times a week we have to wait longer for all the food and drink spillages, cigarettes and rubbish bag seepages to get removed and washed clean/sanitised." "More regularity plus all residents to be on board with taking pride in helping to keep all communal areas litter free." "Sometimes people leave large bin bags next to the rubbish shoot rather than putting it in the paladin bins. This clogs up the area by the rubbish shoot and makes it very unpleasant."

Gardening

"The gardening itself it fine. The problem is the rubbish that gets thrown into the garden areas. The front is the worst and by the tree it looks like a dumping ground." "The plants on the walls and flowers were not done this year because of Covid 19. The flowers were not done for 2 years."

Communal lighting

"Lightbulbs could be replaced more quickly." "Change broken lights quicker. Generally this is ok though." "It has improved in recent times in respect to lamp outages and I am aware that new led lights are planned for the near future so no suggestions other than to say please ensure that the new lights will effectively light the area without glaring into one's face."

Door entry

"It does intermittently not work at times but does correct weirdly so that I haven't had to report it. Are service checks made?" "Entry for visitors at the back of the flats would be handy." "I get buzzed a lot for other flats - I think some people get confused as to which buzzer is for which flat with the way it's labelled."

Overall satisfaction

"If the rubbish in the front and by the tree could be resolved, it would lift the whole atmosphere (it's the first and last thing you see when entering or leaving the flats)." "Considering the current difficulties, a good standard of services is being maintained." "Generally the communication is good with letters, emails and surveys, but there have been times in the past when I've phoned up to get something fixed, like a broken corridor light and it's taken a bit of time to get it done. Otherwise generally good."

Futher comments

"The noise is the main problem. 20 or 30 sirens screaming past most days, car horns every day, probably worse now because of the new LTN regulations, and for the last month the road works, on top of several years of noise disruption from businesses on the site, now kicking off again, seriously undermines the quality of life for residents."

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