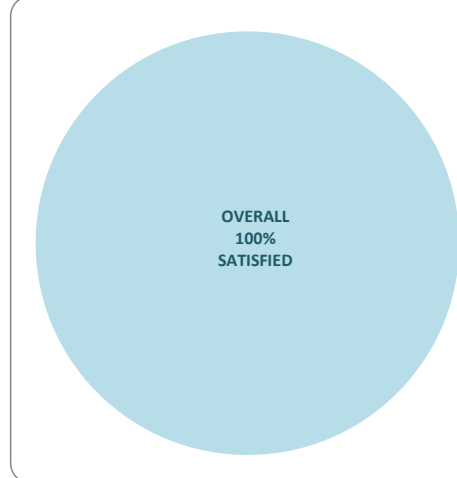
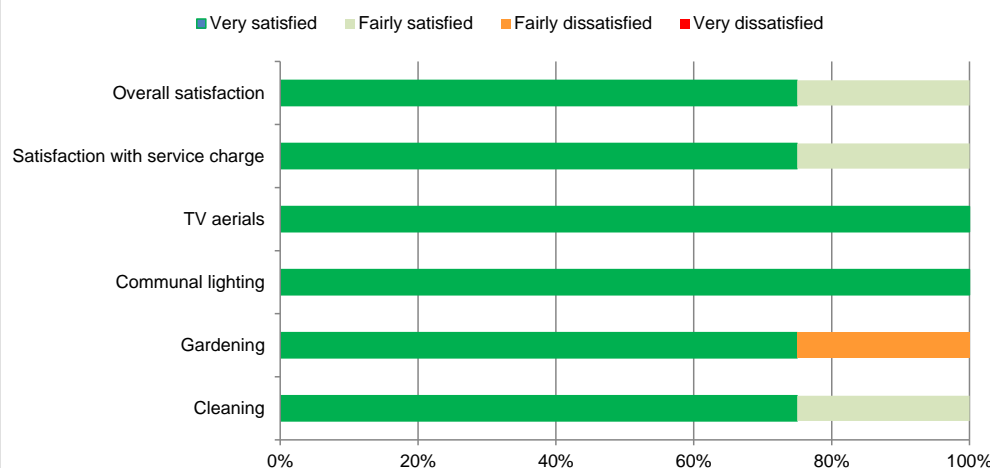
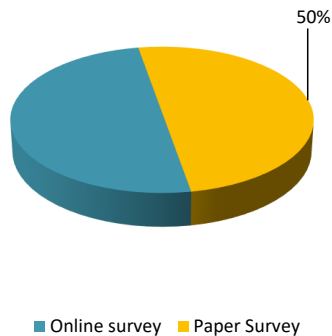




Resident satisfaction survey results

2021 Pound Green Court - Estate services

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



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 100% satisfied with the estate services that Keniston provides**, however there are some comments to follow up as explained below. You will find comments from residents on the second page of this document.

Cleaning

We have reached the time of year where leaf fall is more common, so will ask our gardener to give extra attention in these areas. An order has been placed to repair the bin store doors, and will be completed shortly.

Gardening

We have a rolling tree maintenance programme which will involve trimming this tree back.

Further comments

We're sorry that the report of a consistent puddle has not been rectified. We will arrange for this to be investigated

Residents' comments

Cleaning

"Leaves accumulating on landing and stairs" "Mend the bin gates. Need new gates."

Gardening

"Cut trees back. Have to wash car 2 to 3 times a week."

Further comments

"I have reported a puddle on the top landing, which is very dangerous, especially when it's icy. For some reason you haven't fixed the problem." "Thank you all for your very hard work."

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