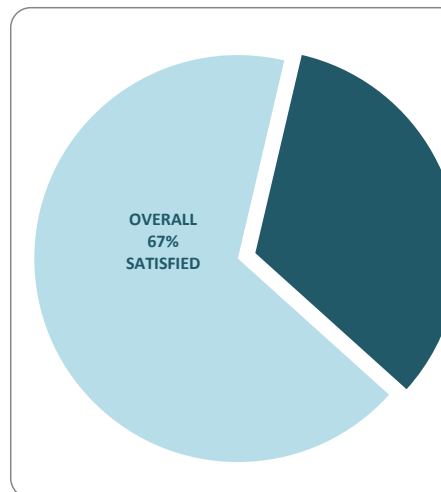
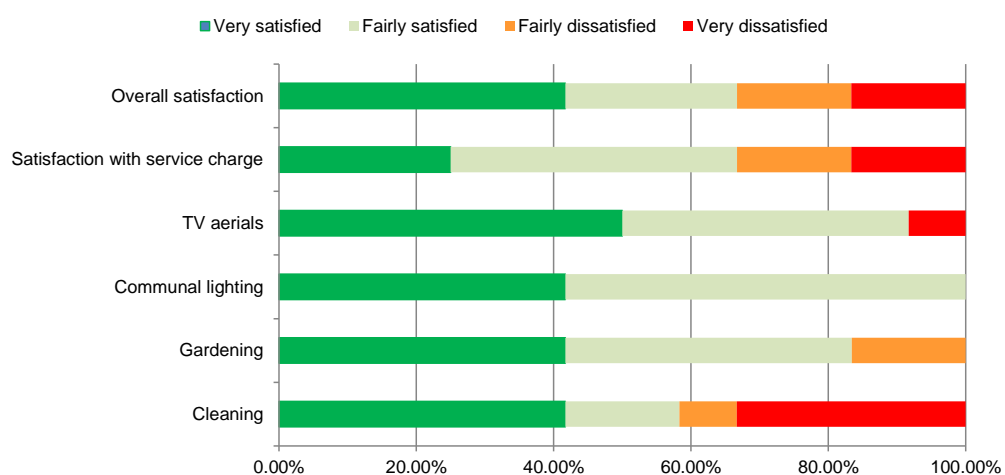
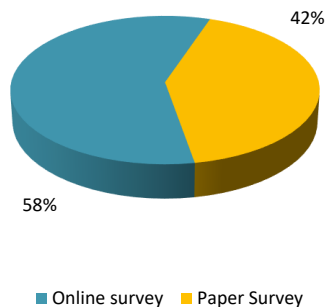




Resident satisfaction survey results

2021 Merrow Street - Estate services

No. of properties included: 48
No. of surveys received: 12
25% 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 67% satisfied with the estate services that Keniston provides**, which is a significant decrease since the last survey. There are comments that need further investigation and follow up. You will find some of the comments from residents on the other side of this document.

Cleaning - We are currently in the process of recruiting a new Caretaker and hope to have them in place in the coming weeks. We will update you as soon as we are able. Classic will continue to provide cover in the meantime. **Gardening** - The new caretaker, once appointed, will also be responsible for gardening on site. The schedule of works will include the maintenance of bushes and weed removal, as well as cutting the lawn. **Communal lighting** - Lighting on the estate is on dusk to dawn sensors which work according to light levels. We will visit the estate to see whether additional lighting is required. If you are aware of specific lights not working, please report this to our Customer Services Team. **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** - Urban foxes are very common in the area. Cobwebs, bird droppings, and urine should be cleaned regularly. If you are aware of who is smoking and urinating on the stairs, please let us know so that we can take action to prevent this. We would remind residents to dispose of their rubbish appropriately, not leave it on the floor by the bins. **Estate Services** - The new caretaker will be on site for 21 hours per week. We will review signage on site at the Management Team Walkabout in June to ensure that it is adequate. We do not believe that a rolling shutter on the bin store will resolve the issue of inappropriate rubbish disposal by residents of the scheme. **Any other comments** - Thank you for your positive comments. We are pleased that you feel Keniston is the best landlord. It is clear from all of your comments that inappropriate rubbish disposal is a problem at Merrow Street. Your Housing Officers are working hard to find a solution, but direct action against those responsible is the best way to prevent this. Please let us know if you are aware of any perpetrators of inappropriately disposed of rubbish.

Residents' comments

"Our balcony looked much nicer when it was painted, they took the old paint off but it still has patches after all these years"

"Trim overgrown hedges/bushes. Free of litter."

"To deal with the overgrown weeds more quickly. It's not nice to see them getting out of control."

"Flowers needed. Very grey and depressing. Clarence and Wellington is nice. Arnside needs something. Flower beds have prickly rose and ivy. Nothing nice to look at."

"A bit more lighting will brighten the area."

"Sensor lights. Dark across the grass, doesn't come on. Doesn't come on round back of Clarence. Too dark in certain places. Check the new lighting."

"Cleaning of the blocks and surrounding areas are a constant issue. Often find foxes, an extraordinary amount of bird droppings, thousands of cobwebs with dead bugs and spiders, evidence of people urinating and many more issues."

"Our block is not as clean as the others because sometimes we get youngsters on the stairs smoking and leaving their rubbish on the stairs. the bin shoot upstairs is horrendous compared to the other blocks. And we sometimes get someone urinating on the stairs too and we haven't caught the culprit although we think it may be the youngsters who smoke there. It is unfair that the neighbours who live in the surrounding houses and flats use the bin downstairs and leave their rubbish on the side of the wall. It is a huge frustration for us all in Queens House."

"Put a sliding shutter door on the outside bin so the residents have a key to use the bin."

"Blocks need to be numbered clearly so that delivery men know where to go."

"Bin areas need to be sorted as at the weekend rubbish is an eyesore and everyone just dumps their rubbish there gates need to be higher by the staircase on Arnside House plus it encourages vermin."

"Keniston is probably the best of them all, you attend our needs promptly and I'm always satisfied with the contractors you chose to carry out the job, they do well all the time. Keniston staff go out of their way to sort out any issues we have and they are so friendly. I would just like to say a big thank you Keniston staff."

"I do really like living here. I like what Keniston does for the residents. They are caring. You feel that you are listened to."

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