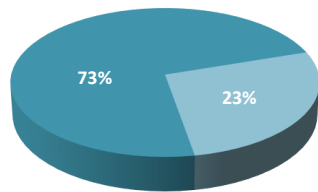




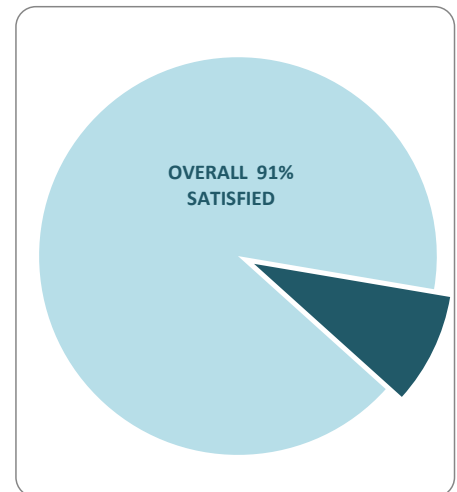
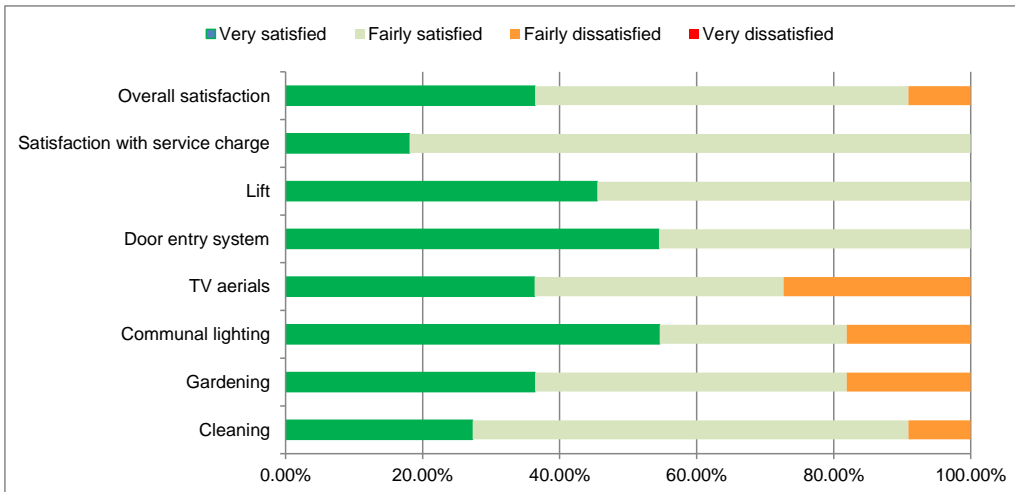
Resident satisfaction survey results

July 2022 Burnhill House - Estate services

No. of properties included: 34
No. of surveys received: 11
32.4% of residents responded



■ Online survey ■ Paper Survey



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 91% satisfied with the estate services that Keniston provides** and 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.

Cleaning - We are pleased that residents have seen an improvement in standards over the last six months. It is frustrating to you, Keniston, and the caretaker when residents do not dispose of their rubbish correctly, and take action where we know the perpetrator. We ask that all residents ensure they dispose of rubbish correctly either using the bin chute or putting bags directly into the bins – please do not leave rubbish beside the chute or bins as cleaning this up takes Danny away from cleaning the block itself. **Gardening** - We decided to let the lawn go to meadow as part of “No Mow May”, an initiative to support pollinating insects such as bees, butterflies, and moths. This was at the suggestion of residents. We will inspect the front garden when next on site to ensure it is at an acceptable standard. **Communal lighting** - We are aware that there was an issue with the timer on the communal lights which has now been resolved. Lights on some landings have been recently replaced and would have been replaced with LED Light fittings giving off a white brighter we shall consider this in any future light fitting replacements. It is our understanding that the landing lighting is operated by a dusk to dawn sensor meaning that this should only be on when the daylight outside is sufficiently dark enough to operate the sensor this can mean that on some days when it is particularly dark or grey then the lighting will be switched on. Please let us know if this is not the case as the sensor may be faulty. Keniston is currently working its way through our schemes with modern LED energy saving light fittings and we are pleased to say that to date we have managed to complete approximately 50% of our stock in the past 5 years with a view to completing the remainder over the next 5 years at the time of writing we cannot provide a date for the planned upgrade at Burnhill House and will advise residents once this information become available. **Value for money** - If you would like a breakdown of your service charges, you can request this by calling our Customer Services Team. Your Housing Officer can provide you with a copy of the cleaning schedule should you wish. **Overall** - We are exploring options to tackle the issues of undesirables accessing the estate. We are obtaining quotes for fencing, and will be contacting residents shortly to consult on the proposals. Thank you for your positive comments about the new caretaker. We have a rolling tree maintenance programme which will involve trimming any overgrown trees.

Residents' comments

Cleaning

"Chutes clean more frequently especially the internal part, landing windowsill cleaned every time Danny is in." "Sometimes Danny has to spend time sorting rubbish just dumped in front of the recycling bins so this gives him less time to do his actual job."

Gardening

"A proper garden is needed and the lawn was really overgrown for weeks." "The lavender has diminished and looks poor. The front garden overall looks quite poor."

Communal lighting

"Lighting constantly on." "The light sensors for the garage/podium area doesn't work properly." "The new lights installed are too bright."

Lift

"Although it's much cleaner than it used to be it could be a little better." "Sometimes the lift makes a loud screeching noise. I think it needs oiling."

Satisfaction with value for money

"Better cleaning of hall ways floors. The bushes need better grooming. The garden looks neglected as the lavender and flower beds have faded. It's also nice to let the grass grow a little to let it settle and nature thrive, which has happened a few times, I've noticed and is quite lovely." "Clear understanding of what the money goes on and breakdown of when things should be done i.e. windows clean internal chute cleaning etc."

Further comments

"As you know we have real issues with entry onto our estate, hopefully these will be addressed." "The entrance brickwork and paving looks grotty. Is there a way to clean it to brighten this area up?" "Would like security gates fitted." "The new cleaner is much better than the previous one." "The trees could do with cutting back, they are getting very overgrown."

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