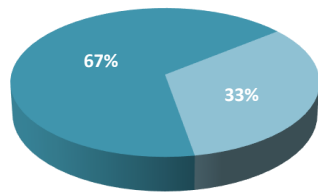




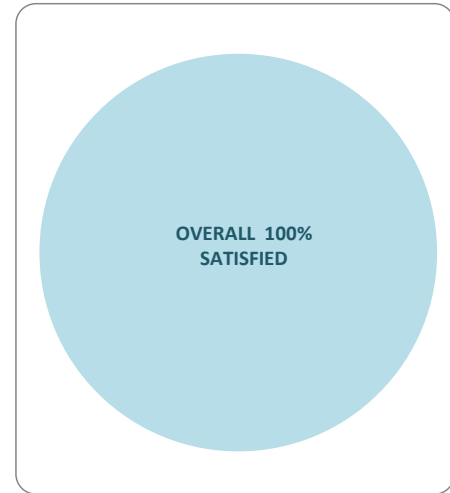
Resident satisfaction survey results

July 2022 Nethewode Court - Estate services

No. of properties included: 44
No. of surveys received: 12
27% 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 100% satisfied with the estate services that Keniston provides at Nethewode**, however 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 see some of the comments from residents.

Cleaning - Thank you for your positive comments about James. He does a fantastic job at Nethewode, and is a highly valued member of the team. We appreciate that it is frustrating when residents do not dispose of their rubbish correctly, and take action where we know the perpetrator. We ask that all residents ensure they put only small bags down the chutes, and take anything else to the bin cupboards.

Gardening - We are limited with space and have provided raised beds relatively recently, but if you have additional ideas about communal opportunities for growing plants, please speak with your Housing Officer who will take your comments into consideration. The raised flower beds have attracted positive comments, but we are aware that there have been issues with children pulling up the planting. It is important that residents don't allow their children to do this, as it ruins the communal areas for all.

Communal Lighting - The lighting system is designed to save energy and provide low light levels when not needed and increase in brightness when motion is detected, if residents consider the lighting in certain areas to be a concern please let us know.

Value for Money - We are sorry to read that the window cleaning has been less than satisfactory. We will pass your comments back to them to ensure this doesn't happen again.

Residents' comments

Cleaning

"James keeps the block very maintained "
"Cleaning of hand rails on staircase, they are covered in dust as are the pipes."
"I am two steps from the chute and rubbish will be overflowing and left there. Due to flies I can't even open my windows. This has been a problem for a long time."

Gardening

"Wish there was more communal opportunities for growing plants."
"James keeps nethewode court at high standards, even though he spends loads of time cleaning. Sadto see kids destroy his hard work."
"We need flowers around flower beds."

Communal lighting

"Lighting could do with brightening up but apart from that it's good enough."

Value for money

"Nethewode is kept to good standards. The flowers make the block look pretty. James makes it very clean for us to live in."
"I'm not happy with the window cleaner as I didn't know they were coming and my windows were open they didn't knock and when they started cleaning the top floor I had loads of water coming into my front room and bedroom and when he finished I asked if they were going to wipe the water off the windows and he said no that it will clear on its own but it doesn't I'm left with all water marks on the windows which isn't very professional so I don't think that is worth paying for."

Overall satisfaction

"Is kept to good standards kept well."
"Keniston provides a brilliant service, not like other housing associations. Got to be the best in London."

Further comments

"Brilliant service."
"Those with kids to discipline their kids not to run around making noise."
"Really nice place to live, there are lots of flies and a few mice but not much you can do about that seeing as the place used to be marshlands."

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