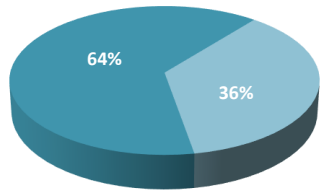




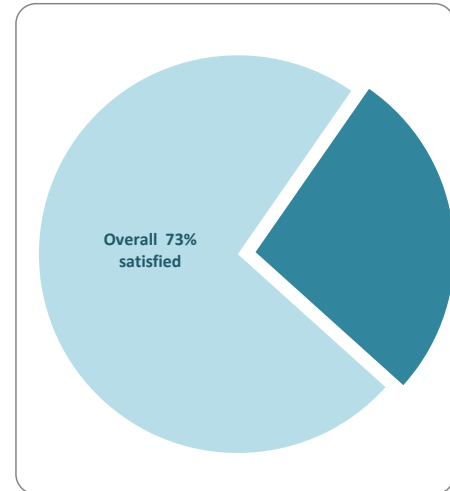
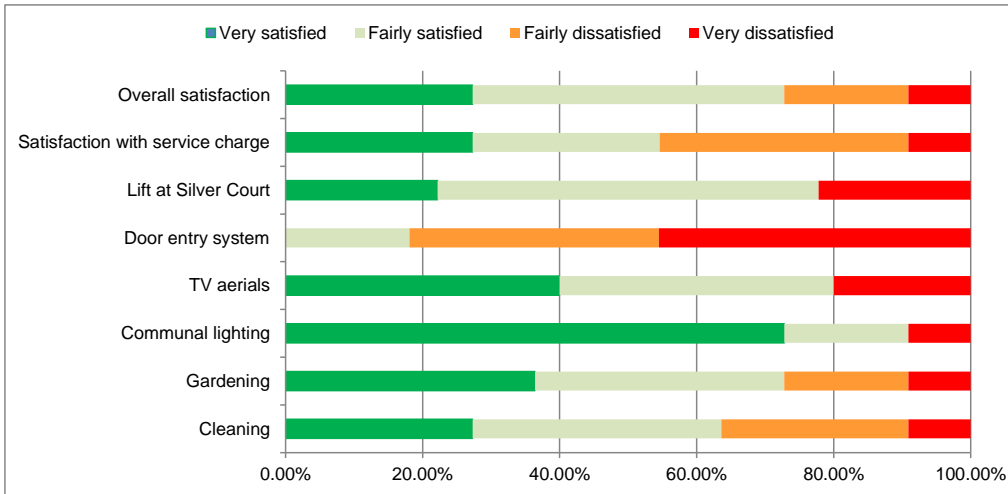
Resident satisfaction survey results

July 2022 Silver Court & Byers Court - Estate services

No. of properties included: 50
No. of surveys received: 11
22% 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 73% 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 see examples of comments from residents.

Cleaning - We are sorry to read that the cleaning is not always to the standard we would expect, and we will raise this with the caretaker. We will monitor this more regularly going forward. Our caretakers have set hours per week on site, and this is reflected in your service charge. If additional hours are required, this will see an increase in service charges so would require the majority of residents to agree to the change. If this is something you would like us to consider, please contact your Housing Officer who will arrange a consultation with all residents.

Gardening - Play equipment is expensive to install and maintain, which would have an impact upon service charges. There is a children's playground within 5 minutes' walk of the scheme. We will highlight to the gardeners that every effort should be made to prevent grass cuttings blowing into private gardens. Although not always preventable, we will do our best to minimise this. **Communal Lighting** - As we are not regularly on the estate of an evening, we are often reliant upon residents reporting lighting issues to us. Please report any lighting issues to us as soon as you notice them. **TV aerials** - If your aerial point is not working, please contact our Repairs team who will be happy to assist you. **Door entry system** - 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. We will ease and adjust the doors you have reported to reduce banging. The emergency button is required by law to be close to the door, but we will explore ways of making the correct button more obvious. **Lift** - We acknowledge that the lift has historically been problematic, and repairs have not been resolved promptly and in line with our service standards. We have worked with our lift servicing company and consultants to ensure they provide a responsive service as far as reasonably practical, and anticipate an improvement in the service provided. **Value for money** - We are aware of issues around undesirables accessing the building and bin rooms. It is important that you report any issues to the Police as well as to us. The charges for the caretaker are reflective of the work he carries out. 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.

Residents' comments

Cleaning

"The stairway and lobby in Byers Court don't get cleaned often enough. The carpet rarely seems to be vacuumed, spiders webs grow on the open windows, the lobby floor isn't washed enough. The street entrance to Byers Court always has rubbish around it." "Lobby area needs to be cleaned more often. Sometimes by the early afternoon it is dirty again."

Gardening

"Flatten the hill top to flat landings and put in play equipment for our babies." "Grass needs cutting a lot more often, very long at present."

Communal lighting

"Sometimes lights are left out for a long period ie, one near lift on ground floor was out for months maybe due to getting replacement but should be replaced quicker." "To save energy and money, in the summer lights should be adjusted."

Door entry system

"The emergency button is next to the exit button. People press that instead and the door stays open permanently." "Breaks a lot, door bangs which can be heard through flats or doesn't close properly and homeless have got in." "Door entry - front door magnet does not catch properly due to time delay so entrance door on main road often isn't locked. This is an ongoing issue that nothing has been done about. We have had many problems with intruders. Back door fob entry system does not work."

Lift at Silver Court

"Bring back the old lift. It was much faster and better. There's too many people in the flats to only have access to one very slow lift and when its out of service its worse."

Service charge value for money

"Improvement on entry door as most of the time it's open either by others or not shutting properly and most of the time it slams instead of closing properly. This gives a thumbs up to drug addicts using the bin area or stairs. Makes you feel unsafe when you enter." "Windows need to be cleaned, Main door needs to be secured as never locks. Cameras should be working. Caretaker no longer lives in so charges should be adjusted. There is no communal arial, water or anything for the block so service charges seems to be for caretaker to come once a week and gardening alone?"

Overall satisfaction

"Cleaning and gardening more often. Could window cleaning be looked at. Door fixed so don't have to keep calling up." "Take reports of breaking ins seriously."

Other comments

"When the main entrance emergency button is pressed, we get loads of people sitting on the stairs taking drugs regularly." "The recent issues with drug use in the bin store need addressing. Perhaps a CCTV camera would help or a system where bin men have the key or someone needs to be here on bin days to ensure the store is locked up."

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