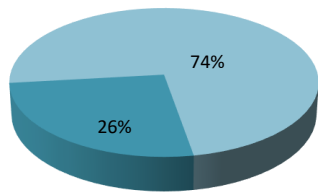




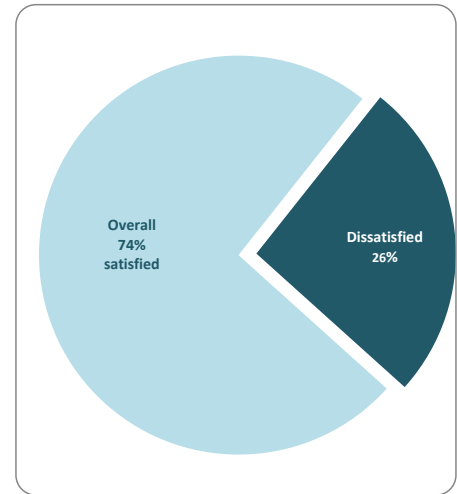
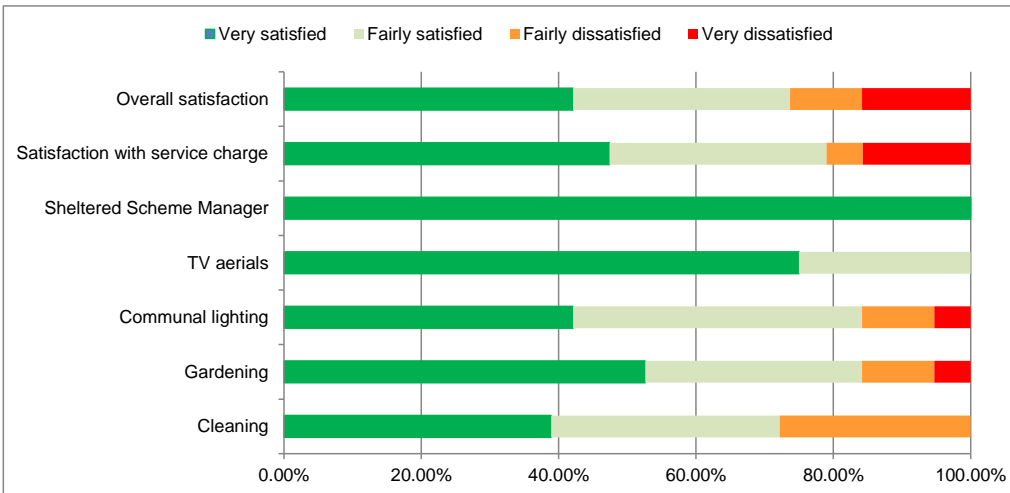
Resident satisfaction survey results

September 2022 Sunningdale Court - Estate services

No. of properties included: 48
No. of surveys received: 19
39.6% 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 74% satisfied with the estate services that Keniston provides.** 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 further on in this document.

Cleaning - We will remind the cleaner to ensure that cobwebs are removed promptly. The cleaning of communal doors and windows is our responsibility, but residents are responsible for the cleaning of doors and windows in their homes. The communal lounge is kept clean. When next on the estate, we will inspect to see which areas require more attention. **Gardening** - Our gardener has a set number of hours per month on site, and this is reflected in your service charge. If you would like more frequent visits, please highlight to your Housing Officer and we will survey residents to see if the majority would like a change to the current arrangements. We believe it's important that all our staff and contractors are approachable and friendly. In a scheme like Sunningdale Court, this means that residents will often chat to them as they go about their work. We are satisfied that the balance between work and friendliness is correct at Sunningdale. We are sorry to read that residents do not feel enough attention is paid to the trimming of hedges. We will relay this to the gardener. **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. If faulty lighting is not repaired as speedily as it should be, please let your Housing Officer know. **Sheltered Scheme Manager** - Thank you for your positive feedback about Romy. She is a valued member of the team, and always goes the extra mile for residents. Romy is now a permanent member of staff, officially as the Sheltered Scheme Manager of Perryfield House. However, she will continue to cover Sunningdale Court in addition to her own scheme until such time as Shona returns to work. **Value for money** - If you would like a breakdown of your service charges, you can request this by calling our Customer Services Team. If you are experiencing anti-social behaviour, please contact your Housing Officer who will be able to discuss your concerns with you in confidence. **Estate services** - The Management Team visit the estate at least annually for the estate walkabout, but often attend site more frequently. Although you may not always see them, this does not mean that they do not visit. Keniston takes all reports of anti-social behaviour seriously, but some issues are more easily resolved than others. If you are experiencing anti-social behaviour, please contact your Housing Officer who will be able to discuss your concerns with you in confidence. **Other comments** - We would like to remind residents to always dispose of their rubbish correctly and not leave it by their front doors or garden gates. We have now re-sited the recycling bins following concerns raised by residents. BBQs are permitted by Keniston, but we ask that anyone using them be considerate of their neighbours by letting them know in advance, and locating them where they will have minimal impact upon neighbours. Always ensure that such equipment is used safely and responsibly. Although we do not forbid them, we do not consider the use of fire pits to be neighbourly due to the upset they cause, so would ask residents to refrain from their use.

Residents' comments

Cleaning & gardening

"Windows on the flats door entry have not been cleaned for at least a year and community lounge has not been cleaned since having been renewed."
"More rubbish removal around the estate as some areas are permanently dirty and smelly." "The gardener works so hard but the kids/teenagers/adults have no respect and the estate is a complete mess." "He needs to clean the bins out and clear up the rubbish."

Communal lighting

"Half don't work and the ones that do work need to be brighter." "Angle lighting down." "It takes too long to change bulbs when not working and some lights are working."

Value for money

"Very worried about deterioration of sunningdale, that to get back to presentable will up the charge considerably."

Overall satisfaction

"The estate is a mess I'm embarrassed to live where I do. I don't feel safe on the estate." More upkeep of rubbish removal / dumped items and quicker to replace broken/smashed items around the estate." "The estate needs to be visited more often by management and not just when things go wrong and more action needs to be taken on anti-social complaints." "Keep fencing mended. Bring back pride to sunningdale for tenants to feel better about where they live. Visitor to respect it." "The bins at the front of the houses need to be emptied more often."

Other comments

"On the whole Keniston does a great job keeping our flats updated repaired whatever if they could deal more with some of the unruly residents it would be a better place to live." "Please encourage people to take their rubbish to the bins provided and not left by their front doors. And cut undergrowth back."
"What has happened to sunningdale (a few tenants leave it in disgusting state) For tenants who do care it's not fair."

If you have any comments or queries about these results, please contact your Housing Officer Sharon or Kelsey on 01689 889700 or housingofficer2@kenistonha.co.uk