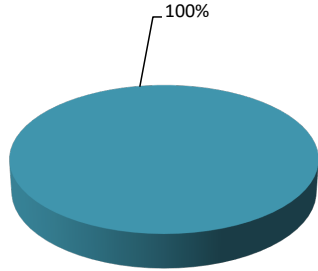




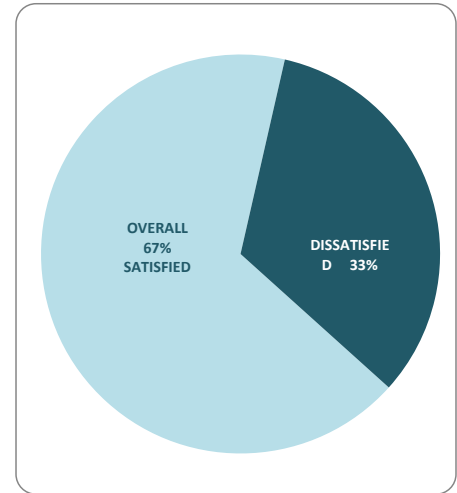
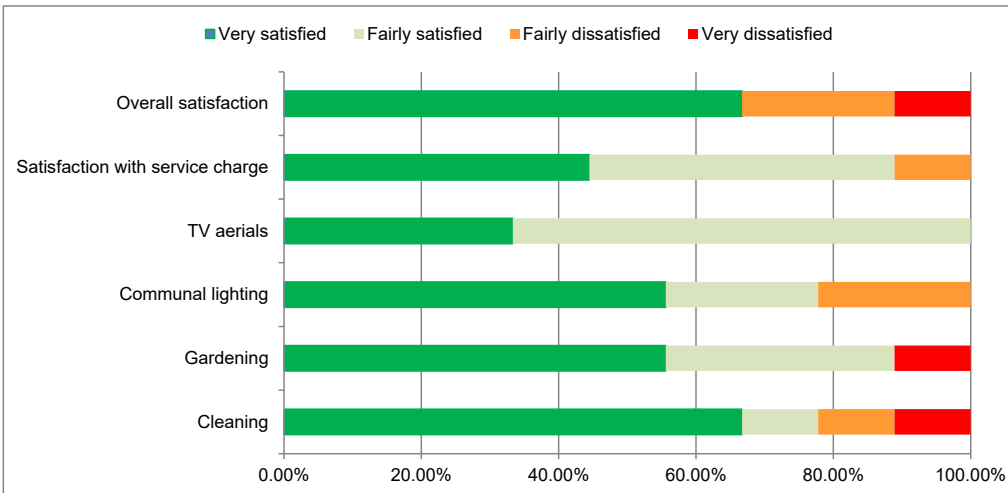
Resident satisfaction survey results

March 2023 Foxley Hall - Estate services

No. of properties included: 36
No. of surveys received: 9
25% of residents responded



■ Online survey ■ Paper Survey



Keniston's comments

Thank you to everyone who completed 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.** There are some comments that need further investigation and follow up. You will find some of the comments from residents on the second page of this document.

Cleaning - When next on site we will look to see whether an enclosure for the bins on the driveway is practical. Cleaning and gardening are carried out by the same company, but different operatives. Litter, lead clearance, and grass cutting are considered to be gardening. We have requested a quote to have the floors stripped and re-sealed. **Gardening** - We appreciate that leaf blowing is a noisy activity, but it is essential. We have asked our gardeners to minimise noise where possible, but it will only be done during the day. Thank you for your comprehensive comments regarding sward management – we will discuss this with our gardeners. We have instructed the gardener to replace the planting on top of the bin stores. **Communal lighting** - We will make an evening visit to inspect lighting and visibility, including the steps. The refurbishment of the lamp bollards has been completed using LED lamps to reduce energy consumption, but the levels of light should not be poor. **TV aerials** - We will look at individual satellite dishes when next on site. We understand that aerial services we have are sufficient but, given the location of Foxley Hall, it may be necessary for individuals to purchase signal boosters. **Value for money** - Thank you for your comments about the quality of the gardeners. We are very pleased with their performance too. We feel that we have the right balance of reasonable service charges and paying our contractors a fair rate. We are sorry to read that some feel there is a divide between leaseholder and rented service charges at Foxley Hall. We can assure you that the service charges are apportioned fairly but, if you do not agree, please contact us to discuss your concerns. **Overall satisfaction** - The average energy rating at Foxley Hall is C, which is typically a good rating. The windows installed have a usual lifespan of 35 years. We recognise that the quality of the driveway is wanting and are looking at budget availability to rectify this. We believe that we respond to all repairs as required, and component renewals over the years have been as expected. The cost of fencing off the entire estate would have a significant impact on service charges. There have been no security concerns reported to Keniston, so we do not feel this cost would be justified. If you do have security concerns, please contact your Housing Officer to discuss.

Residents' comments

Cleaning

"The bins in the driveway should be in an enclosed place." "The cleaners are fantastic and come a few times a week. The communal areas are always clean." "All the "dirt" in between the grooves in the rubber flooring on landings/stairs is never scrubbed out. Makes the clean flooring look no different in my opinion. Perhaps it could be done twice a year?"

Gardening

"FH, in the main, is a significant woodland estate and as such could employ a full-time grounds maintenance operative in order to address all issues arising - Clearly not financeable, Clearly not achievable." "It's really gone downhill. The bushes aren't trimmed back anymore, the trailing plants by the sides of the bin shed are no longer trained." " Please adjust the specification for mowing the sward. If a change of sward management, which is increasingly being adopted countrywide in the interests of biodiversity and the wellbeing of pollinators, is well received, it could perhaps at some point in the future be extended to some other areas of turf on the estate."

Communal lighting

"While the bulkhead lights on the garages are a better substitute for the no-longer working standard lampposts, the new lamps in the pedestals beside the footpath and steps leading past our block, especially those on the hillside up to the top blocks are very much more feeble and throw a lot less light than the previous lamps." "Better lightning in driveway."

TV aerial

"Need something that enables us to receive the full range of Freeview channels rather than the restricted amount we do now."

Value for money

"The 12 Lease Hold units at Foxley Hall take a significant 'hit' on what it costs to manage the overall Foxley Hall estate in my mind." "I don't pay attention to the cost, but I'm happy." "The gardening needs to definitely be better." "Wish it was lower, but understand it is what it is.." "Please consider offering Vincent Gardening services a contract that at least meets current and predicted inflation rises. They do an excellent job, are fully responsive to any concerns expressed, take great pride, interest and enjoyment in their work, do over and above what may reasonably be expected of a contractor. As is so with just about every contractor KHA employs."

Overall satisfaction

"Overall insulation of the buildings is terrible. Windows let air escape and in winter flats are freezing making tenants keep the heating on all day which is not cost effective. Driveway by the bins needs proper renovations. Security should be improved by fencing the whole block. Very little investment has been done in Foxley Hall." "Every time I call Keniston my issues are solved." "Reactive/Planned Maintenance has not even been given a look-in in this survey. This is the area in which I personally have felt during 2022/3 Keniston has failed me as a forty-year leaseholder miserably. I've no doubt made myself hugely unpopular by banging the overdue reinstatement of "fence-line @ 22/25" drum for god knows how long. My question to those reading/managing - Would you live with this state of affairs? Please get the job done - Remember, your management fee for such a reactive task is chargeable to, yes, the Lease Holder."

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