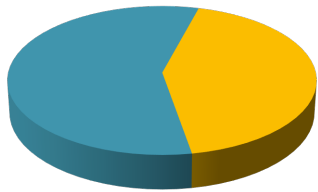




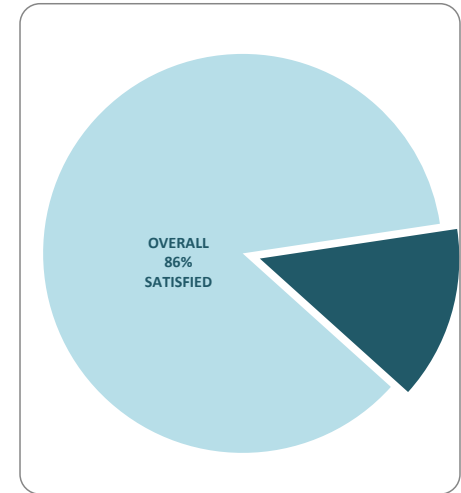
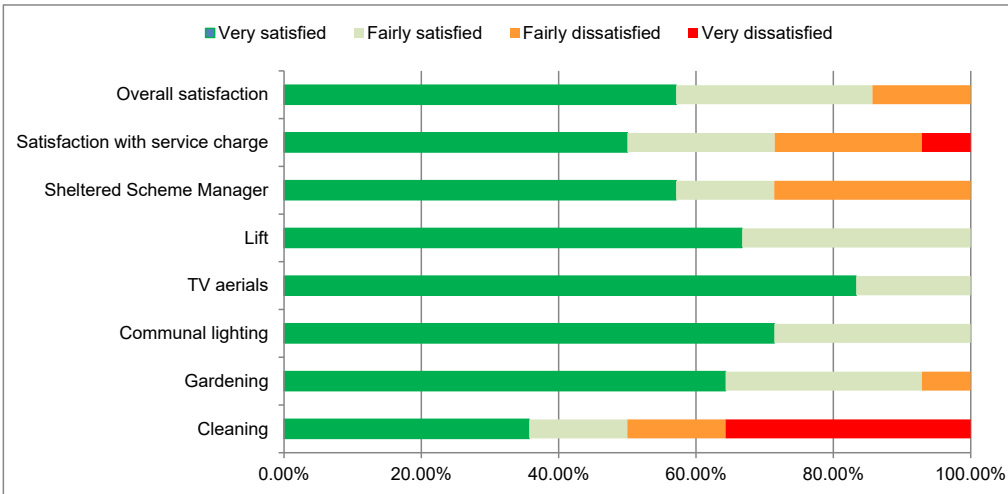
Resident satisfaction survey results

June 2023 Tarling Close - Estate services

No. of properties included: 39
No. of surveys received: 14
36% 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 86% satisfied with the estate services that Keniston provides**, and there are some comments that need further investigation and follow up. You will find some of the comments from residents on the other side of this document.

Cleaning - Thank you for your patience with cleaning whilst Lorraine was unwell. An agency was our only option during this period but, as this is more expensive, we chose to have fewer hours per week so as to minimise the impact on service charges. We have provisionally appointed a new cleaner, with a view to them being in post from the beginning of September (subject to references). Further details on this will be sent as soon as possible. **Gardening** - We regularly inspect the quality of gardening, and are satisfied that the gardener spends the right amount of time in the right areas. If there are any areas you think are being neglected, please let us know. We ask that residents don't put their own vegetable peelings in the compost bin for the time being, but will discuss with the gardener. Thank you for your comment that the gardener is making huge progress – we are very pleased too. **Communal lighting** - We will look to improve the lighting in the two areas identified. **TV aerials** - There is a communal aerial system installed at Tarling. Residents may not be aware as all they need to do is plug their TV into the hard-wired socket in the wall. **Lift** - We're sorry that the cleaning of the lift has not been to the standard residents expect. We hope to see improvement with the new cleaner. **Sheltered scheme manager** - Important messages are displayed on the notice boards for residents' attention. It isn't a good use of time or resources to put a copy of each notice through individual doors. Whilst the role is predominantly scheme-based, there are occasions that necessitate working from home, and these are all agreed by management. **Value for money** - We consider all residents when holding meetings, which is why we consult on times. The preferred time for the majority of residents is during the day. The agency cleaning is to a good standard and we consider it to be good value, but it is more costly than a directly employed cleaner, which means fewer visits to keep costs down. **Overall satisfaction** - Thank you for your positive comments about Kelse and Dee. We agree that they are assets to Keniston, and are pleased that you think so to. It has been necessary to be prudent with the amount of fresh milk, tea, coffee, and sugar in the communal kitchen as we have found historically that these items go missing if left out in abundance. The scheme manager ensures there is always a reasonable amount. This provision by Keniston, via the service charge, is standard in sheltered schemes, and can be a lifeline to those experiencing loneliness or financial hardship. The Management Team visits all schemes annually for estate walkabouts, but will often visit more frequently. For the day-to-day running of the scheme, the Housing Management Team is responsible.

Residents' comments

Cleaning

"Need to have a Keniston cleaner." "I understand this will improve once the agency cleaners finish." Need a regular cleaner again."

Gardening

"Lots of weeds sometimes. Good idea re compost bin. Can tenants use the bin for putting vegetable peelings in?" "Our new gardener is making huge progress and the site is beginning to look much tidier. It will take a few more months I know to get it in shape." "Spends too much time at the front and the back is still very untidy."

Communal lighting

"Area after lobby is extremely dark. Not sure what can be done. Perhaps additional lighting or even painting the walls." "Longer time before light is dimmed. Especially at entrance doors not long enough to key in code."

Lift

"The lift itself is fine but at times is extremely dirty." "The lift works fine but floor is grubby."

Sheltered Scheme Manager

"More interaction with tenants. Less Notices posted around. Not everybody goes through the doors where notice are put. Need personal touch with what is happening in the next month ie hairdressing , holidays if things change notice through door." "I cannot understand how a scheme manager can "work from home". Unless the job description has drastically changed from the previous years. The scheme manager should be on site to help with the residents and manage work/engineer visits."

Value for money

"Time to consider working residents meetings, as we pay our rent as well as the retired residents. " "Cleaning needs to improve, temporary cleaners are not value for money."

Overall satisfaction

"More checking up on the services provided, especially cleaning." "Would be good to have an odd job man."

Further comments

"Since I moved in last year I have been very impressed with the support from Kelsey, Housing Officer and Dee, The Warden, how I have been informed of works etc, the installation of new windows and energy visits and the newsletters that keep us up to date and the availability of help if/when needed." "The lack of refreshments in the communal kitchen particularly fresh milk, means most residents bring their own now, so any charge for tea, coffee etc should not be included in the service charge." "Feel very well looked after, good staff, nice new windows and very happy in flat." "The presence of Jonathan Card and Sue McDonnell occasionally visiting the estate would be appreciated." "I am very satisfied with the services and I also know that any queries or problems are resolved quickly and efficiently. Dee the Warden is also very helpful and approachable. I am very pleased with the new windows."

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