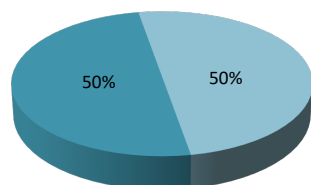




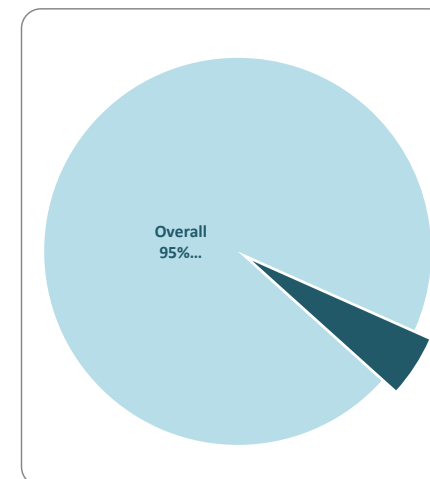
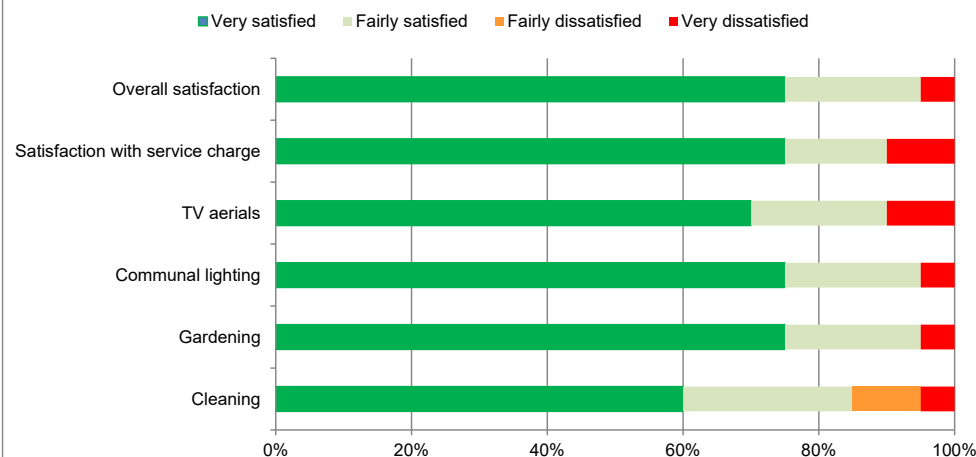
Resident satisfaction survey results

September 2023 Whites Meadow & Southwood Close - Estate services

No. of properties included: 85
No. of surveys received: 20
23.5% 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 95% satisfied with the estate services that Keniston provides**, 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 find some of the comments from residents below.

Cleaning - We are currently reviewing the cleaning service at Bickley. **Gardening** - We will highlight to the gardeners that cuttings should not be left on paths. Although not always preventable, we will do our best to minimise this. The gardener is currently working on a improvement, which is being funded through our Better Homes, Better Neighbourhoods programme. We will identify litter hotspots and consider if additional bins are appropriate. **Communal lighting** - Communal lighting is on dusk to dawn sensors, which is controlled by light levels. If you see any that are on when they shouldn't be, or vice versa, please let us know. We will look to see if additional lighting is required/possible in the Whites Meadow garage area when next on site. **TV aerials** - Some residents have commented that the communal tv aerial system is providing a poor signal. We will have the communal aerial system checked to ensure the antenna is receiving an adequate signal to each block and, if necessary, explore options for improving the signal strength. If the communal aerial system is found to be working correctly, it can often be the case that the fly leads connecting your equipment to the aerial socket can be defective or of a poor quality and changing these could improve the reception received. **Value for money** - Some repairs cannot be completed immediate, such as where reglazing is required, but they will always be made safe. The repair referenced here was completed within target. If you would like a breakdown of your service charges, please contact our Customer Services Team. If you feel we have not delivered a service to an acceptable standard, please let us know. **Estate Services** - Both last year and this year (so far), 100% repairs at Bickley have been completed within timescale. If you are aware of any outstanding repairs, please let us know. There is an annual residents' meeting and an annual estate walkabout at Bickley, but residents don't need to wait for these to contact us. The residents' meeting for this financial year will be held in spring 2024. **Any other comments** - Thank you for your positive comments regarding improvements at the scheme. If you're aware of individuals using drugs, please report this to the Police and let us know as well.

Residents' comments
Cleaning
"Cleaning of a very poor standard. despite previous complaints. Cleaner takes wet mop to top of block and "cleans" whole of block without refreshing mop. Skirtings rarely cleaned and mat inside front door never moved. Block never looks clean." "Cobwebs, debris in corners of ceiling need attention."
Gardening
"The front of the block please clear away the grass cuttings as they get walked in very annoying if the block has just been cleaned!" "Lovely grounds and flowers." "I have noticed litter in the green area in front of the parking area meaning times. Perhaps a bin there would help."
Communal lighting
"Could do with an extra light above the garages in Whites Meadow very dark when you park the car or walk in the winter and in the late evening that would be a great improvement." "Sometimes the lighting is on in the day."
TV aerials
"Connection for more people. I don't have connection to channels." "Free sat signal needs to be improved, needs boosting." "My tv goes off so many times a day."
Value for money
"Two weeks ago I reported that the glass of one of the communal doors was shattered. Someone had taped it up, still not repaired. Shame as now the glass is falling out. Also it was done on a day when the gardeners were here. It was OK when I left for work at 9am came back at 12 shattered."
Overall satisfaction
"I am generally very happy with estate services but occasionally find the waiting time for repairs (building services) to be quite long."
Further comments
"I am very grateful for the improvement in the facilities we now have, especially the new flat & outside doors and especially the new kitchens." "Thank you for all that you have done. There have been many improvements." "Like to thank Keniston for updating our flats."
If you have any comments or queries about these results, please contact your Housing Officer Andrea or Susan on 01689 889700 or housingofficer1@kenistonha.co.uk