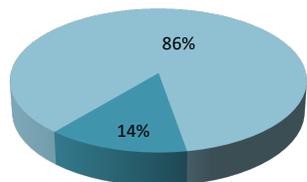




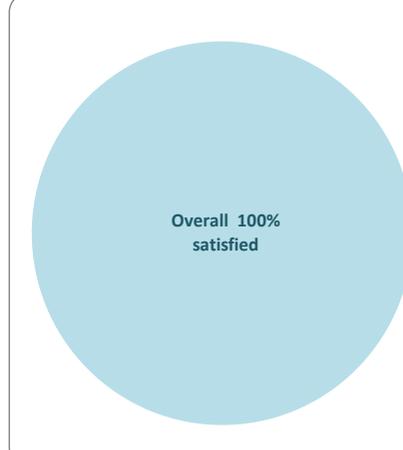
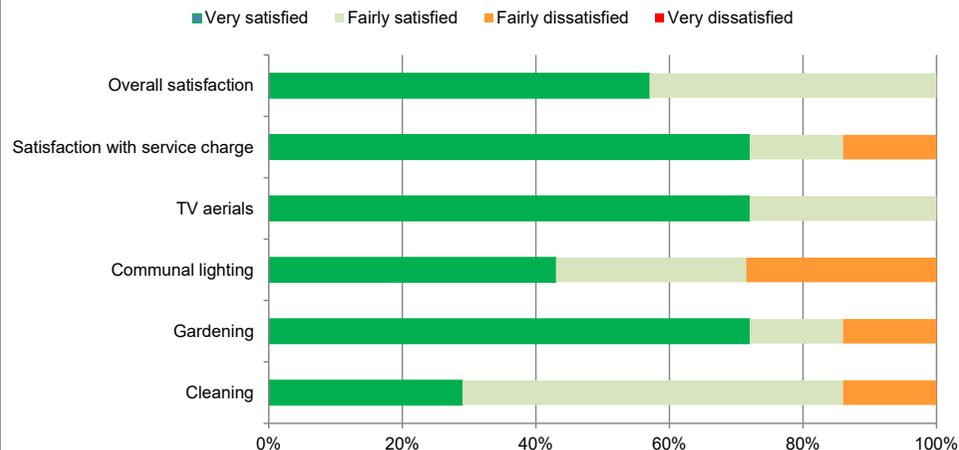
Resident satisfaction survey results

June 2023 Lyham Road - Estate services

No. of properties included: 10
No. of surveys received: 7
70% of residents responded



■ Online survey ■ Paper Survey



Operations Director'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 100% 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 - As the homes at Lyham Road are houses, we do not have a cleaning contract in place. Litter-picking and sweeping of the communal areas comes under our gardening contract. The location and design of the scheme means that it is prone to attract litter, despite preventative measures in place. We can increase the frequency of visits over the winter period, but this will increase your service charges and therefore require consultation. If you would like us to do this, please let your Housing Officer know. **Gardening** - Thank you for your positive comments about the gardener. Please refer to "cleaning" for our comments on frequency. **Communal lighting** - If you are aware of specific lights not working, please let us know. We will arrange for an electrician to attend site this month to give us an overview report of the lighting and to ensure it works in the way it should. **TV aerials** - If you experience an issue with the service from the communal aerial, please let us know so that we can inspect it. **Value for money** - We're pleased that most residents feel they are getting value for money, but will address the concerns with the lighting. **Overall satisfaction** - We have asked our gardeners to prune the tree in the communal garden. The large tree affecting light to the rear of the scheme is not on our land, so we are unable to trim this – it is the responsibility of the church. We have asked them several times to take action on this point. **Other comments** - We acknowledge that we haven't been as responsive to the issue with the front wall as residents would hope, and apologise for this. We will be addressing the matter, and are currently obtaining quotes for the work.

Residents' comments

Cleaning & gardening

"The rubbish does tend to pile up and a lot still gets through the gate. It's worse in winter when cleaning only happens once a month." "Garage rubbish still." " New chap very good." "Brilliant, gardener, best one we've had." "Gardening needs more regular visits." "Well kept."

Communal lighting

"Timings. Lights are on longer than needed." "Very dark lights not all working just inside entrance and by garage." "No lights when you open the door in the evening until you get to the gate area. Pitch black."

Value for money

"Compared to before, it's much better."

Further comments

"Tree in front of house. Blocking daylight." "Tree - will it be trimmed, goes onto the wall. Blocks light." "•The estate is much improved with the change of gardeners." "People still sitting on the front wall. Can there be a deterrent. Was supposed to happen 2 years ago. Can railing be on outside of wall instead."

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