

Resident Involvement Impact Statement 2022/23
Areas of Resident Activity

Resident panel	
<p><i>The resident panel is our resident consultation panel. Members can provide their feedback online, by phone or by post and at a time which is convenient to them. This is a quick & easy way for residents to be involved from home and is a flexible way for us to obtain feedback on services. Our resident panel has 26 members. Members of the panel have given us valuable feedback which has influenced our services in the following ways.</i></p>	
<p>Resident Panel consultation</p>	<p>We consulted with the panel throughout the year via email and zoom on new policies. Comments from the panel included:</p> <ul style="list-style-type: none"> • Asbestos policy • Annual report draft • Resident involvement policy <p>Asbestos Policy comments included: <i>"I found the asbestos policy very comprehensive and it will ensure the safety of Keniston residents. I also like the information for tenants about asbestos in their home."</i></p> <p><i>"I have added a suggested paragraph..... with the keeping of a register of anyone - resident or staff - who may have come in contact with loose and potentially hazardous ACM's..... I don't know what responsibility KHA has for ensuring that contractors do the same but am quite sure that the quality of contractor KHA would use would assume that responsibility for their own staff."</i></p> <p>Resident Involvement Policy comments included: <i>"I found the white paper very interesting. I feel the policy could be improved by being more specific about communication eg: the different ways residents can communicate with Keniston staff..... to bear in mind that not all residents are computer savvy and may need communication in paper form. Some information could be included about how residents can access information from Keniston eg via your website. What residents can do if they feel things have gone wrong or communication with Keniston staff has become difficult or broken down."</i></p>

	<p><i>“Probably because KHA is such an exemplary landlord, by comparison with most social housing providers, few feel any need to become engaged... the current policy seems more or less compliant, so far as its general terms go.”</i></p> <p>In addition we sent out a hot topic discussion item about Management Team Walkabouts, requesting comments on the purpose, format, frequency and any changes. Comments included:</p> <p><i>“The updated Estate Walkabout statement of purpose looks excellent to me, clearly and comprehensively thought out, formulated and expressed.”</i></p> <p><i>“The only query I have is one that I have raised before in relation to the walkabouts. The draft schedule shows 11 visits in 2023. There used not to be one in December, but there appears not to be one in January either, while April's have been doubled up. That's understandable if weather is a concern, but I have mentioned before that it would be advantageous to have a rotation that ensured that visits moved round the year and did not visit at the same time of year for each site, for all sorts of reasons other than changing exterior conditions and circumstances. It would be much better to see the sites at different times of year, even if that is on an eleven year cycle. To do so would require either including January, or perhaps joining Tarling Close with the adjacent Dromore and Pound Green Court visits. That latter makes sense in transport logistics if not in the additional time required. Or perhaps adding Pound Green Court to Bickley and joining Dromore and Tarling Close as was at one time. Or, separate further with shorter visits to make 13 visits instead of 11, the purpose again being to stagger them to rotate round the year. “</i></p> <p><i>“I appreciate getting the notice of the walkabout at this stage. Usually I get it far too late to reorganise things. Now, it is in my diary and I hope to be there.”</i></p>
Panel news e-bulletin	This is sent out twice a year giving members an inside look at what is happening at Keniston and reports back on any involvement we have had with the panel.
Other Consultations	
Resident ad hoc meetings	<p>We held two resident meetings on an estate where concerns were raised about serious anti-social behaviour, with 10 households involved.</p> <p>We also held a meeting with residents about their concerns for a local new development nearby.</p>

Editorial Panel															
<p>The Editorial Panel was set up to review leaflets and other communications. Members of the panel individually proofread our communications and review areas such as design layout and ensure that it is understandable.</p>	<p>Last year our editorial panel reviewed:</p> <ul style="list-style-type: none"> • Talkback magazines • Annual report • Preventing mould info leaflet 														
Estate Satisfaction surveys															
<p><i>We carry out surveys every other year on a scheme by scheme basis and are specially focused on the services provided by Keniston paid for out of the service charge. The surveys are carried out electronically via survey monkey and via post.</i></p>															
<p>7 surveys were carried out between April 2022 and March 2023.</p>	<p>Overall Satisfaction at the schemes were as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>Dromore</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Nethewode Court</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Perryfield Court</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Burnhill House</td> <td style="text-align: right;">91%</td> </tr> <tr> <td>Sunningdale Court</td> <td style="text-align: right;">74%</td> </tr> <tr> <td>Silver/Byers Court</td> <td style="text-align: right;">73%</td> </tr> <tr> <td>Foxley Hall</td> <td style="text-align: right;">67%</td> </tr> </tbody> </table> <p>Where we scored lower satisfaction results, residents feedback included the standard of cleaning and gardening. Regular inspections are completed to assess the standard of work carried out to ensure expected standards are being met and we raise any issues with the contractor/caretaker for the scheme. For gardening and cleaning, there is a set number of hours per week/month on each site, and this is reflected in resident's service charges. We notified residents that if additional hours are required, this will see an increase in service charges, so would require the majority of residents to agree to the change.</p> <p>Feedback from residents included:</p> <p><i>"The cleaners are fantastic and come a few times a week. The communal areas are always clean."</i></p> <p><i>"Every time I call Keniston my issues are solved"</i></p>	Dromore	100%	Nethewode Court	100%	Perryfield Court	100%	Burnhill House	91%	Sunningdale Court	74%	Silver/Byers Court	73%	Foxley Hall	67%
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	<p><i>“The estate is kept to good standards, provides things for the block. The gates keep security. The flowers make the block look pretty. The caretaker makes it very clean for us to live in, keeps it maintained for us”.</i></p> <p><i>“I have been here for many years now and have been very happy with my flat and with Keniston. They are always happy to help.”</i></p> <p><i>“Keniston provide a brilliant service not like other housing associations got to be the best in London. “</i></p>
<p>New Home lettings surveys</p>	
<p><i>We carry out surveys for all the new homes we let each year. These surveys ask specific questions about the service we provide throughout the lettings process. The surveys are carried out in conjunction with our six week settling in visit.</i></p>	
<p>40 survey responses were received from 41 new lets between April 2022 and the end of March 2023.</p> <ul style="list-style-type: none"> • 100% were satisfied or very satisfied with how Keniston dealt with the whole allocations process • 100% felt our staff were polite and helpful throughout • 98% agreed we kept them up to date during the process • 93% agreed we gave enough information about their new home and the local area • 90% felt that their was a reasonable amount of time given from receiving their offer to their tenancy commencing <p>Comments from new residents included:</p> <p><i>“Would have liked instructions for heating, water and electrics”</i></p> <p><i>“Staff very helpful”</i></p> <p><i>“Love the new kitchen”</i></p> <p><i>“Very quick offer which made it difficult and didn't have much time to get furniture”</i></p> <p><i>“Extremely happy with the whole process”</i></p> <p><i>“Every phone call has been dealt with- everything is efficient & great. Staff are kind and helpful”</i></p> <p><i>“Very happy & satisfied with everything”</i></p> <p><i>“Scheme Manager has been very helpful and gone over and above”</i></p>	
<p>Social media and comms</p>	

<p>We publish information via our social media platforms to keep our residents informed of our services and related advice. This includes training opportunities, support services, residents meetings and walkabouts as well as topical news. We have also shared public resources and information of relevance.</p>	
<p>The Keniston Gossip group has been used by residents to talk to each other and ask for help or advice.</p>	
<p>Darrick Wood Facebook 407 friends (+2) Keniston Facebook 246 followers (+9) Keniston Gossip group 76 members (+3) Twitter 1788 followers (-2) LinkedIn 415 followers (+75) YouTube – No public videos this year but used for private meeting recordings.</p>	
<p>Community events held at schemes</p>	
<p><i>Local events are a good way for residents to meet other residents and Housing Officers to discuss local issues and concerns. Community events include community action days, involving local partners and / or fun days to promote a sense of belonging and cohesion.</i></p>	
<p>20 community events were held</p>	<p>5 Platinum Jubilee parties, and a tree planting ceremony as part of the Queen’s Green Canopy initiative were held with 66 attendees.</p> <p>4 Christmas buffets with 42 people attending.</p> <p>Local primary school children attended our Sheltered scheme in Sidcup to sing carols.</p> <p>2 Easter tea parties with 10 residents attending.</p> <p>A get to know you gathering was held when the new Sheltered Scheme Manager started, as an introduction to the residents.</p> <p>Visit and talk with Sidcup Safer Neighbourhood policing team.</p> <p>3 visits by a local reasonably priced clothing company, who bring along men and women’s clothing for sale at our Sidcup and Darrick Wood sheltered schemes, with 22 people attending.</p>

	<p>Demonstration and cream tea provided by a local company who sell additional aids for the less mobile (eg beds, chairs, etc) with 4 people attending at our Sidcup sheltered scheme.</p> <p>Our Darrick Wood sheltered scheme held a 4 weekly cookery course through Bromley Adult Education, with residents taking a portion home with them. 12 people attended.</p> <p>Our Darrick Wood sheltered scheme received a visit from Bromley Wellbeing for a talk on general health.</p> <p>Sheltered schemes in Crawley also have a weekly craft group, including local area residents. Crafts include sewing, knitting, patch work, making toys and clothes for different charities, with approximately 12 residents attending each week. In addition, there is a weekly cards group, with around 8 people attending.</p> <p>Sheltered residents in Sidcup and Darrick Wood hold a weekly bingo session, with a local hairdresser coming to Sidcup each week too.</p>
Training for residents	
Clarion Futures – Love London Working	We continue to make referrals to the LLW initiative via Clarion Futures, although the number of referrals are fewer having reached out to all our residents with the initiative.
Debt advice	<p>Our rent income team referred residents to:</p> <ul style="list-style-type: none"> • Christian’s Against Poverty • HOYD in Islington • Citizen’s Advice Bureau • SSAFA, the Armed Forces Charity • Thames Water Sure Plus Customer Assistance Fund • British Gas Energy Trust • Stepchange • National Debtline <p>These services offer specialist debt advice to those in need of assistance.</p>

	<p>We assisted many residents throughout the year in applying for Housing Benefit, Council Tax Benefit, Universal Credit, Resident Support Funds and Personal Independence Payments.</p> <p>We successfully secured:</p> <ul style="list-style-type: none"> • 9 Discretionary Housing Payments for residents in need of additional payment contributions towards their rent.
Grant funding	We secured grant funding from the local authority Household Resident Support Fund for household appliances to assist 2 of our residents.
Management Team Walkabouts	
<i>We arrange monthly estate walkabouts throughout the year to identify concerns that local tenants have and consider improvements that could address the issues.</i>	
Walkabouts	13 walkabouts completed, with 33 residents attending.
Resident meetings	
<i>We generally hold stock renewal meetings when required plus 1 tenant meeting per year at each scheme, unless a particular issue requires a more frequent meeting. Sometimes stock renewal and housing management resident meetings are combined. Residents meetings allow us the opportunity to discuss issues affecting residents and also gives us the opportunity to discuss wider issues, and more about the services we provide.</i>	
Resident Meetings	14 resident meetings completed, with 65 people attending.
Stock Renewal meetings	<p>We carried out improvement works to 267 homes, including 69 new kitchens, 85 new flat entrance doors, 9 new boilers and external cyclical decoration to 104 homes. We also consulted with 39 residents in preparation of window replacement works due to start in 2023-24.</p> <ul style="list-style-type: none"> • kitchen refurbishment consultation to 69 households in total, including: 36 homes at Darrick Wood, 6 homes at Nethewode Court and 27 homes at Southwood Close, involving: <ul style="list-style-type: none"> - inviting residents to attend a kitchen selection appointment to choose their kitchen unit style, worktop choice and colour of wall tile, paint, and floor - a kitchen planner to visit each home to measure and produce a unique kitchen plan - providing a kitchen pack confirming the start date, kitchen design and choices, and an information leaflet.

- we fitted new flat entrance doors to 85 homes on the Bickley estate and consulted with residents on their individual door style and colour (from a choice of four designs and five colours)
- we asked residents at Perryfield House and Whites Meadow to vote for their preferred colour scheme before redecorating communal areas
- we held a coffee morning at Tarling Close where we displayed plans / drawings of the new windows in preparation of work starting in 2023-24
- after installing two new stairlifts at Darrick Wood Sheltered Scheme, we invited residents to join us for a demonstration on how to use the new lift

Stock Renewal and Cyclical Decoration Satisfaction Surveys

Scheme / description of work	Result
Darrick Wood Boiler Renewal	100%
Darrick Wood Kitchen Refurbishment	100%
Nethewode Court Kitchen Refurbishment	100%
Silver Court Cyclical Decoration	100%
Whites Meadow Cyclical Decoration	100%
Southwood Close Kitchen Refurbishment	100%
Perryfield House Cyclical Decoration	98%
Whites Meadow, Meadow Cottage and Southwood Close New Flat Entrance Doors	97%

Post kitchen survey feedback included:

“Always reliable, quick in responding to emails or repairs always very helpful.”

	<p><i>“Very friendly, punctual and very respectful of our home. Expertly carried out a great refurbishment within the timeframe promised.”</i></p> <p>Survey feedback following the boiler replacements included the following from residents:</p> <p><i>“From the Surveyor to the fitter, the electrician & builder - everyone showed understanding, care and were so respectful of me and my home. Simply outstanding! and very much appreciated and work carried out to an extremely high standard.”</i></p> <p>Feedback from cyclical decoration works included:</p> <p><i>“Keniston seem to be far better than previous Landlord at carrying out cyclical decoration work.”</i></p> <p><i>“The planned work done and the communication by Keniston about the work was excellent, the workman were very good.”</i></p> <p>Feedback from front door replacement works included:</p> <p><i>“Communication by Keniston about the work was excellent, the workman were very good and everything looks a lot smarter, I am very pleased and grateful.”</i></p> <p><i>“The guys who fitted my door were considerate, friendly and explained how my door should work and about the benefits - thank you!”</i></p> <p><i>“The fitters are a credit to Keniston, they are very professional, and their workmanship is nothing more than superb!”</i></p> <p>Satisfaction surveys are sent to all residents involved and results circulated to Keniston staff, contractors and published on our website.</p>
<p>Better Homes, Better Neighbourhoods</p>	
<p>Better Homes, Better Neighbourhoods is a scheme available for residents to be able to introduce small improvements to communal areas. Residents can recommend improvements via estate walkabouts, tenants meetings or via the Scheme Caretaker or Housing Officer. The bids are considered and agreed by the BBN panel made up of housing management and property services staff.</p>	

Projects completed were:	<ul style="list-style-type: none"> • CCTV cameras in several sites to deter anti-social behaviour • Notice board • Additional planting/improvements to landscaping on several estates • New composting bins provided • Additional signs on estate • Golden Jubilee plaques and trees • Contribution towards gates and fencing • Contribution to re-siting of re-cycling bins • New steel bin store doors to prevent fly tipping • Additional lighting
Foodbanks	
	<p>We advertised the benefits of the Bromley Foodbank and Church Community Larder at St Nicholas Church in Orpington and requested donations. Residents donated many goods and these were delivered by Keniston staff.</p> <p>We issued foodbank vouchers to residents in need throughout the year.</p>
Wellbeing	
	<p>Sheltered schemes arranged for a local Pharmacy to give flu jabs to residents in the communal lounge and visit more vulnerable residents in their own home, if they were housebound.</p> <p>Our Darrick Wood sheltered scheme had a Health and Wellbeing talk run by Bromley Wellbeing, with the option to have their blood pressure checked.</p>