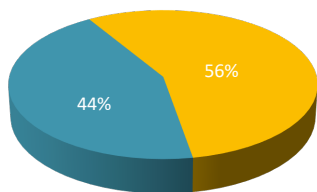




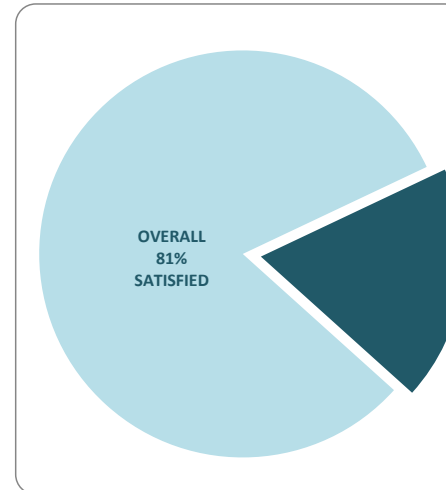
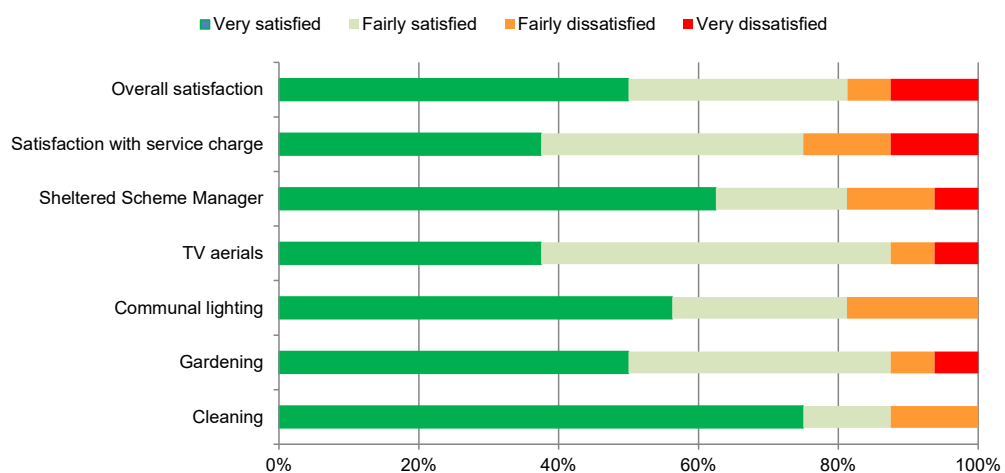
# Resident satisfaction survey results

## Darrick Wood sheltered scheme - Estate services October 2023

No. of properties included: 50  
No. of surveys received: 16  
32% 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 81% satisfied with the estate services that Keniston provides**, however there are some comments that need further investigation and follow up. You will find some of the comments from residents below.

**Cleaning** - Residents are responsible for cleaning their own window ledges and doors. The caretaker covers the whole estate, including sheltered blocks. Staff retention at Keniston is very high. **Gardening** - The gardeners prioritise areas to focus on as needed, so some areas will receive more attention than others, but all will receive the attention they need. If you are concerned that something has been missed, please let us know. Maintenance of communal benches is our responsibility. We will inspect the benches to see whether repairs or replacements are needed. The cost of gardeners is service chargeable to residents – if we employ more gardeners, the service charge would increase. **Communal lighting** - We need to balance the security and comfort when it comes to communal lighting. If you find outside lights too bright, you might consider fitting blackout curtains. The target for repairs to communal lighting is 7 days as standard, or 3 days where it is a health and safety risk. **TV aerials** - If you are experiencing issues with your tv aerial, please report this to Keniston so that we can investigate. **Sheltered Scheme Manager** - The Manager's role includes the welfare of residents. For a more detailed list of responsibilities, please contact your Housing Officer. Thank you for the positive comments – we agree that Christine is pleasant, helpful, and good at her job. The coffee mornings were poorly attended, but we are happy to organise them if residents would like. Details to follow in the newsletter. **Value for money** - The hours worked by the Sheltered Scheme Manager were agreed by resident consultation. In addition to the pullcords in your home, you can purchase a pendant to wear on your wrist. Scheme Managers do organise social events, but that is not their primary role. Residents are encouraged to organise their own activities, and to let us know if they need any support – we are usually willing and able to assist. Christine regularly advertises local events in her newsletter. **Estate Services** – Some residents have indicated that there are issues with drug misuse. Keniston works closely with the Police to identify and resolve such issues, but it is primarily a Police matter and should be reported to them as well as to Keniston. **Any other comments** - Dog owners are reminded that it is a criminal offence to not pick up after their dogs. Keniston will withdraw consent to keep dogs where owners behave irresponsibly.

## Residents' comments

**Cleaning** - "The outside windows and ledges and our doors to be cleaned like they were before." "We had a cleaner just for sheltered, now he cleans the whole estate (poor man). You keep culling staff."

**Gardening** - "Benches need to be sanded down and repainted etc you surely can't expect the residents to do all this. This is the reason why no one sits out there." "Get more staff. I am sick of looking at a weed covered bank, more strimming needed. I have foot long grass growing along my fence, the hedge is not very good either."

**Communal lighting** - "The orange light by the bin store wasn't working and has been replaced with a bright white one. Even with blinds and curtains closed it affects my sleep because it shines right through onto my bedroom window, so it's always bright in my bedroom." "Often wait for days for replacement."

**TV aerial** - "TV regularly loses signal. It's not just my TV, which is quite new, because others have said it happens to their TVs too. Have we not got a new aerial like everyone else on the Estate?"

**Sheltered Scheme Manager** - "Would like coffee mornings again!" "What is her actual purpose? Do we have a Sheltered Manager who looks after the welfare of the residents?" "A very helpful lady and good at her job."

**Value for money** - "Too expensive." "More communal activities. A lot of residents are unable to get out independently. Nothing in vicinity." "You cut staff, replace them. Charges increased."

**Overall satisfaction** - "Do something about the druggies." "Get everyone a lanyard with a button on it for an emergency that goes through to the company when Christine's not here."

**Other comments** - "Dogs poo owners should pick after their dogs." "I am very happy with my lot at Keniston." "Lock on door from parking area could be stronger, regularly loose. The maintenance is outstanding and prompt, Clairglow excellent. Parking at sheltered could be for residents only. Shopping can be heavy to carry from across the road, no spare spaces!"

**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](mailto:housingofficer1@kenistonha.co.uk)**