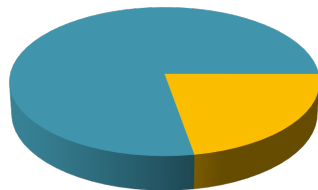




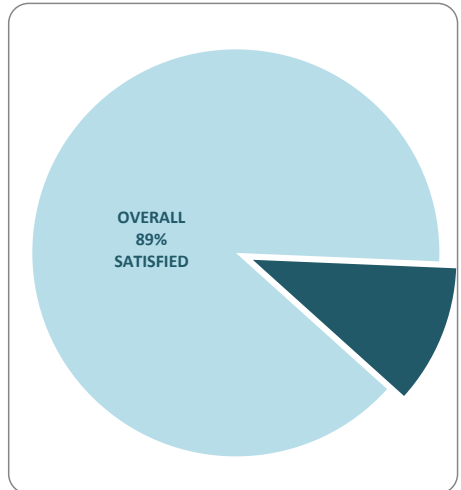
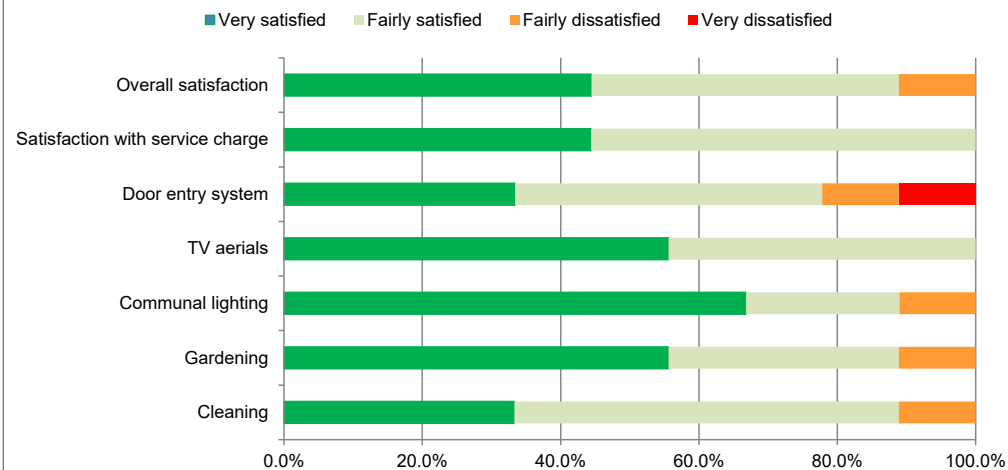
Resident satisfaction survey results

2023 Darrick Wood general needs - Estate services (flats only)

No. of properties included: 64
No. of surveys received: 9
14% 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 89% 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 - The cleaning of communal windows and doors is Keniston's responsibility, but residents are responsible for the cleaning of windows in their homes and their own front doors. We respond to fly-tipping as soon as possible, but can only provide a proactive service if we can identify the perpetrators. Please speak to your Housing Officer if you witness fly tipping. The caretaker will ensure that cobwebs and are removed and handrails cleaned. **Gardening** - With such a large amount of green space on the estate, there will inevitably be areas that are more overgrown than others at times, but we will ensure all areas are maintained. If you find a particular area needs urgent attention because it is a health and safety risk, or because something communal is encroaching into a private space, please let us know. Our gardeners have set hours per week on site, and this is reflected in your service charge. If you would like an additional gardener, please highlight to your Housing Officer and we will survey residents to see if the majority would like a change to the current arrangements. **Communal lighting** - We regularly test the emergency lighting but, as we are not always on site during the night, we are reliant upon residents informing us about those not working. We monitor our repairs to identify trends. **TV Aerials** - If you are experiencing issues with your tv aerial, please report this to Keniston so that we can investigate. **Door entry system** - It is important that residents do not allow access to the building to anyone not there to visit them. Please ask your visitors not to buzz other flats if they don't receive a response from you so as not to disturb your neighbours. Please let us know if the communal door to your building is not securing as it should be. **Estate Services** - Fly tipping is a crime. If you witness this occurring, please record details of the vehicle responsible and let both the Police and Keniston know so that action can be taken. Where we are able to identify residents who have left inappropriate items, we will recharge them the cost of removal. We will review the recycling provision on the estate to identify if improvements can be made. **Further comments** - Thank you for your positive comments about the service provided by Keniston. We pride ourselves in being able to go above and beyond. We're sorry to read that one person found the survey boring, but we do appreciate your feedback. Whilst overall satisfaction is important to us, we need to break it down further so that we can identify what we're doing well, and where improvements could be made.

Residents' comments

Cleaning - "Some areas are good but to be perfect less permanent cobwebs and more attention to detail for more difficult areas to reach." "The floors get hoovered and washed but the banisters going to upstairs flats is never wiped over or the main door."

Gardening - "Some bush areas have discarded items and litter that seem to have been there for an age." "Making sure people don't dump rubbish in the communal garden." "I think the estate needs at least one more gardener, full time to keep the estate neat and tidy, including removal of weeds at some places like a kerbside! Used to be done under another manager, a long time ago!"

Communal lighting - "Lights by flat are always breaking. I do not feel the lighting up the stairs is adequate."

TV aerial - "Signal not as strong as could be, sometimes reaching only 80-90% on my tuners."

Door entry system - "There have been occasions at night when all and sundry seem to get in, e.g. revellers and kids from the estate wanting to prank or play on the floor with their friends. The former are particularly problematic at night because when they are drunk or can't get an answer from their friends buzz all the flats to get attention." "Door used to work really well when flats were finished and we moved in but after previous neighbours above me busted the door on purpose and it had to be changed, it's not a very good security door in the summer because when the sun is on it in the afternoons the magnets don't connect so the door doesn't shut and lock. Never had this problem at the beginning."

Overall satisfaction - "The fly tipping is bad." "I don't feel enough is done to encourage / facilitate recycling of all sorts. Indeed the current bin system is inadequate for the number of dwellings they service, CONFIDENTIALLY I have even seen the janitor throw some materials for recycling away in normal bins because the recycling bins are overflowing. More capacity needs to be created and then residents encouraged to use it rather than just filling normal bins, indeed it might reduce the waste in those bins and help with overflowing skips."

Further comments - "I think Keniston staff go above and beyond in assisting with tenant's issues. They are always happy, polite, informed, courteous and prompt to act on any issue. Thanks." "I don't like this sort of surveys - why not just have one box at the end of survey to find out how satisfied the tenants are and any comments they want to add. I find this survey boring to be honest!"

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