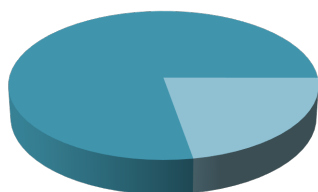




Resident satisfaction survey results

2022 Perryfield House - Estate Services

No. of properties included: 19
No. of surveys received: 9
47.4% of residents responded



■ Online survey ■ Paper Survey



OVERALL 100%
SATISFIED

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 100% satisfied with the estate services that Keniston provides** and 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.

Cleaning - We are sorry to read that the cleaning is not always to the standard we would expect, and we will raise this with the cleaner. We will monitor this more regularly going forward. Our cleaners have set hours per week on site, and this is reflected in your service charge. 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. If this is something you would like us to consider, please contact your Housing Officer who will arrange a consultation with all residents. **Gardening** - We will ask the gardener to look at the specific issues you have raised and take appropriate action. We believe it's important that all our staff and contractors are approachable and friendly. In a scheme like Perryfield House, this means that residents will often chat to them as they go about their work. We are satisfied that the balance between work and friendliness is correct at Perryfield. Our gardener has a set number of hours on site per month, and this is reflected in your service charge. If you would like more frequent visits, 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** - Keniston has plans to change the lighting across all of our schemes to low energy LED smart lighting however at this stage we do not have a commitment to complete this at Perryfield house next year and will advise further once we are able to confirm the timing and planned program, to date we have managed to change the lighting on approximately 50% of our stock **Door entry system** - Our door systems are periodically checked but we would ask if residents experience or observe any indication of a fault on the communal door entry system please do not hesitate to let us know immediately in order that we can ensure it is resolved at the earliest opportunity. We will ease and adjust the doors you have reported to reduce banging. **Lift** - It isn't always practical or proportionate for us to notify all residents of the presence of contractors at our schemes. We will always notify residents where works are of a large scale or anticipated to last a long time. **Sheltered Scheme Manager** - Thank you for your positive comments about Romy. She is a valued member of the team. **Value for money** - We review our service charges annually and notify residents in advance of any increase. If you would like a breakdown of your service charges, you can request this by calling our Customer Services Team. Although £1000 for a tumble dryer sounds excessive, this cost includes the hire, servicing, maintenance, and cleaning of the machine, which over the course of a year is good value for money. **Estate services** - We take the views of our customers seriously, regardless of factors like age. We welcome feedback, so please do contact us directly if you have anything to let us know. **Any other comments** - We are pleased to see that 100% of respondents are satisfied with overall services. Thank you for your positive comments about Keniston. The scaffolding has been removed. If you have outstanding repairs, please make sure to let us know. A paper copy of works orders (which include a questionnaire) are only issued when a resident has opted out of our SMS service. Unless opted out, residents will receive a text message confirming the order has been raised and a further follow up text upon completion of the works asking them to complete a satisfaction survey.

Residents' comments

Cleaning - "We need walkways to be washed every week and the bins once a month." "Would like the corridors washed."

Gardening - "I would want some help clearing the bush behind the ground floor flats. Rodents and dangerous reptiles can hide in such places which otherwise could be cultivated for veg and flowers." "The gardens out the back on ground floor by the underneath garage could be cut back they look a bit of an eye sore."

Communal lighting - "Will be nice to have the load voltage lighting which I understand is going to be done next year."

TV aerial - "Stronger TV aerial."

Door entry system - "Opening and closing can be noisy thus disturbing me. At times it does not close properly!" "The intercom in the flat sometimes doesn't work when you speak to the door entry."

Lift - "Convenient especially when one is too tired to climb the stairs." "I have asked many times if we can be notified when contractor on site."

Sheltered Scheme Manager - "Romy is dedicated, kind, considerate, clever and caring. Always ready to help and give advice." "Very helpful."

Value for money - "Service charge is on the high side (over £70 pm)." "Advise us of the proposed changes, i.e. we had sample water checks and had £500 approx put on our charges." "I would like to know who thought it was ok to charge £1000pa for the tumble dryer!"

Overall satisfaction - "Gardening - I have a concern about what is being done to the area by the bins and would like to talk to someone about it."

Other comments - "Very happy with all the facilities." "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 have been here 22 years and I find anything I ever need I only have to ask. Thank you."

If you have any comments or queries about these results, please contact your Housing Officer Kelsey on 01689 889700 or housingofficer2@kenistonha.co.uk