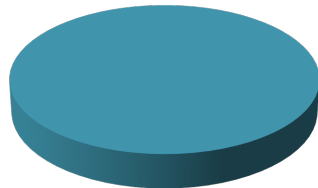




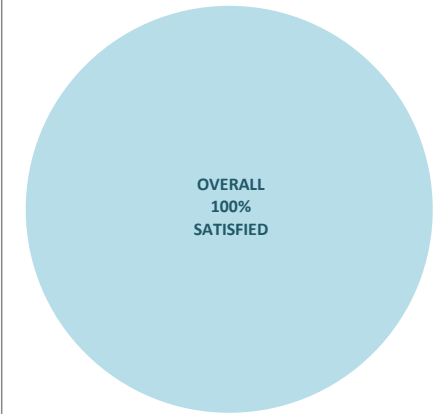
## Resident satisfaction survey results

### 2024 Hornsey Road & Tollington Park - Estate services

No. of properties included: 27  
No. of surveys received: 5  
19% of residents responded



■ Online survey ■ Paper Survey



### Kenston's comments

Thank you to everyone who took the time to complete the survey. 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 Kenston provides,** however there are some comments that need further investigation and follow up. You will find some of the comments from residents below.

**Cleaning** - Communal doors and windows are cleaned by our caretaker. We will ask him to ensure this is not missed. Residents are responsible for cleaning their own front doors and windows. The cyclical decorations are currently scheduled for completion at Hornsey Road in the 2025/26 financial year, and at Tollington Park in the 2026/27 financial year. We will notify residents when a date is finalised. We remind residents not to leave bags of rubbish in communal areas, including by the bin chute. We also remind residents not to store personal items in communal areas, including stairwells. If you witness neighbours doing either of these, please inform your Housing Officer. **Gardening** - Litter should be regularly picked from the grassed areas. We will ask the caretaker to pay this more attention. We would like to put flowers into the plant boxes but would need residents to volunteer to water them in the warmer months. If you would be willing to do this, please let your Housing Officer know. **Communal Lighting** - Kenston tend more often to visit site during daylight hours and may not notice lights that don't come on. If you are aware of any, please report them to us or let the caretaker know. The lighting on the top floor of Hornsey Road is for the purpose of lighting the walkway itself. We were unable to source LED lights that were small enough to fit in the old location and light the walkway at the same time. **Door entry system** - The rear entrance to the building is for residents only. Visitors should use the main entrance – it is for this reason that the intercom is there. **Value for money** - We can consider additional caretaking hours, but this would be service chargeable and would require a consultation. If residents would like this, please let your Housing Officer know. **Estate services** - The caretaker is on site every day. Monday, Wednesday, and Friday at lunchtimes. Tuesdays and Thursdays in the afternoon. **Any other comments** - Fly tipping is a crime. If you witness this occurring, please record details of the vehicle responsible and let both the Police and Kenston 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.

## Residents' comments

**Cleaning** - "I don't think the doors or windows are cleaned." "The areas need to be painted. The place looks a bit run down." "The stairwell to be cleaned more regularly -for tenants to stop using the bottom of the stairwell as storage."

**Gardening** - "The grass is cut regularly but there is often litter thrown into the grass/tree area that isn't always picked up. Not sure if this is included. It's unfortunate because people throw over the fence on the road facing gardens whereas in the back facing the shops it's more of a fox problem I think." "There are plant boxes attached to the walls but there are only weeds in them."

**Communal lighting** - "Sometimes the lights do not come on." "The replacement lights outside front doors on top floor are ineffective at lighting doors to see the locks."

**TV aerial** - "I have always said it would be great to have combined fm radio and tv aerial (can be combined to travel down one wire) but fm is being overtaken by dab and I am probably alone so it is never going to happen now!"

**Door entry system** - "It should be on front and rear gate. Additionally the front gate is very poorly sited since it was changed. It was designed to open electrically but then got changed to manual spring so one has to side step the stair to pass through whilst opening which is actually dangerous and I have caught my heel more than once. Also, the spring closure hits the wall making it impossible to open fully."

**Further comments** - "There's sometimes rubbish left around after the bin men have come (Thursdays) and the caretaker comes on Mondays so it's left for a while." "There is a lot of things dumped on the sides of the communal garden (on the driveway side of the green fence) and around the tree. Not by residents also not sure what can be done but it does detract as you approach the property. People also sit on the doorstep and leave rubbish around when they're done. Again not residents so don't know what can be done but like the dumping it makes the area look untidy and dirty. (Not the caretaker's fault)"

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