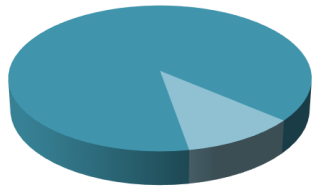




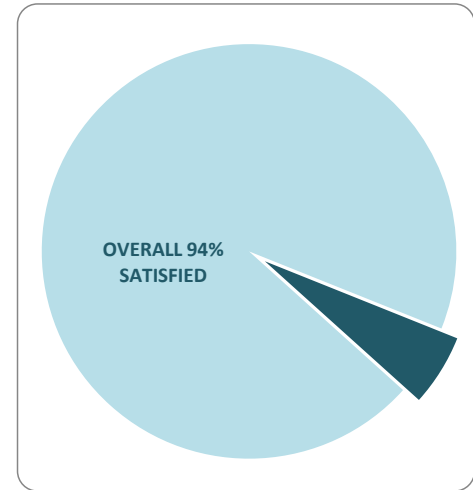
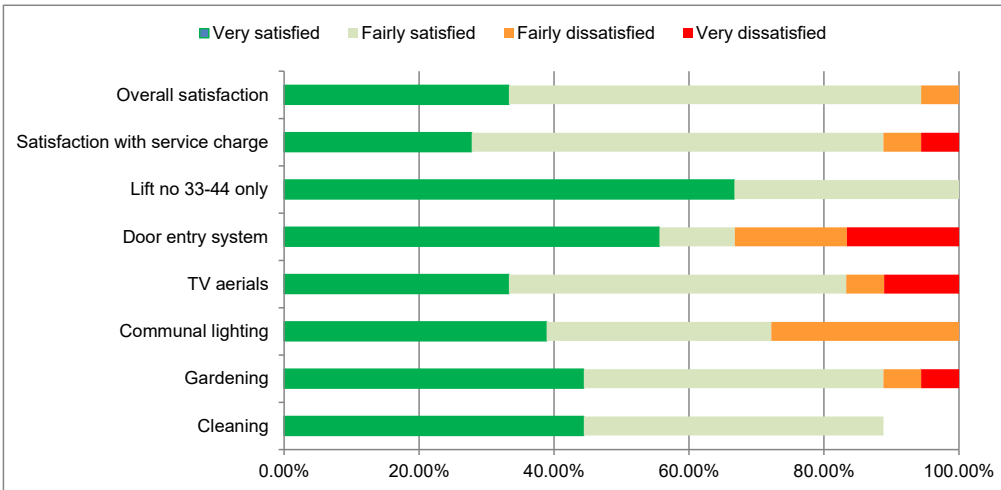
# Resident satisfaction survey results

## 2024 Nethewode Court - Estate services

No. of properties included: 44  
No. of surveys received: 18  
41% of residents responded



■ Online survey ■ Paper Survey



### Keniston'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 94% satisfied with the estate services that Keniston provides at Nethewode**, however 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 see some of the comments from residents.

**Cleaning** - The caretaker does an excellent job maintaining cleanliness, but it's important that all residents contribute to keeping the block tidy. Unfortunately, providing access to the bins on the ground floor has resulted in fly-tipping in the past. **Gardening** - We identified areas of improvement at the recent walkabout, including trimming back and removal of overgrown areas, and improving planting on the estate to bring more colour. **Communal lighting** - During a recent evening visit, the lighting appeared to be adequate. **TV aerials** - As it would be service chargeable and not all residents would benefit, Keniston cannot pay for the Sky Q upgrade. We would be happy to give permission for a free-of-charge upgrade, so please direct them to us if you are contacted and interested. If you are experiencing poor reception with Freeview, please contact us to let us know so that we can investigate. **Door entry system** - We understand that the entry gate frequently breaks and can be bypassed, and that some doors are often wedged open or fail to close properly, which compromises security. We're working with contractors to find lasting solutions and encourage residents to report specific faults directly to our repairs team so we can respond more quickly and effectively. **Lift** - We understand that using the stairs can be challenging for some residents, especially if the lift is out of service. If it does break down, please report it straight away so we can arrange for repairs as quickly as possible. **Value for money** - The caretaker is on site 30 hours per week. Being a large site, you may not always notice him, but we can assure you he is present between the hours of 08:00-14:00 Monday-Friday. We have taken action to reduce the height of the trees and clear the bank. We are actively looking at additional works. We completely share your frustration when rubbish is not disposed of properly. Whenever we can identify those responsible, we do — and have — issued recharges accordingly. Unfortunately, when we can't, the cost of removal has to be shared among all residents, which we know isn't ideal but is currently the fairest option available. **Any other comments** - We have provided new seating in the over 50s block. Children are very welcome to enjoy the communal spaces. Parents and guardians are responsible for supervising their children. Please remember that the bin chutes are designed for small bags of household waste only. The size of the hoppers cannot be increased for safety reasons. Leaving waste outside the bins can lead to increased fly-tipping and creates extra work for the caretaker, taking time away from other important duties. We all share the responsibility of proper waste disposal to maintain a pleasant environment for everyone.

## Residents' comments

**Cleaning** - "Access to bins down by the road would be very helpful to prevent build up on the top floor." "The chute residents not to put rubbish outside but in the hole."

**Gardening** - "It's all overgrown, no colour." "Add a bit off flowers around flower beds and that can be monitored." "They are not cutting the bushes back."

**Communal lighting** - "Walkway lighting only comes on once in a blue moon." "Very poor lighting."

**Door entry system** - "Sometimes it works, most of the time people wedge the door open and it's not secure here." "Second entrance door does not always close automatically."

**Lift** - "If the lift breaks down it's difficult to use stairs if you can't manage them."

**Value for money** - "Would like to charge the people who keep dumping rubbish." "When I came here it wasn't too bad but now we hardly see the caretaker." "When I came here it wasn't too bad but now we hardly see the caretaker."

**Any other comments** - "I understand children have to play but the other large block let their children run riot and cause damage." "Something needs to be done about the chutes, they are not big enough to take black sacks as before. The chute draw is not practical. Maybe have outside bins for a while and see how that goes." "Overall, I think Keniston do a good job."

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