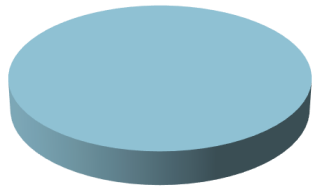




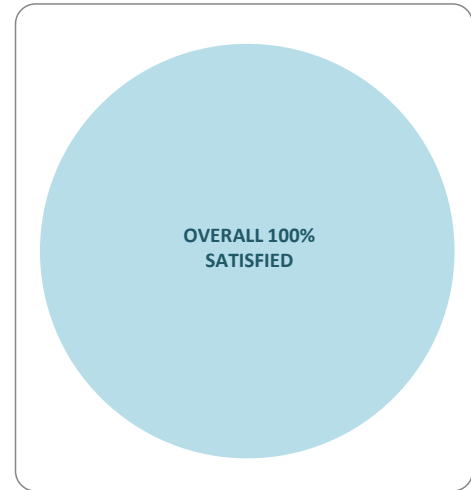
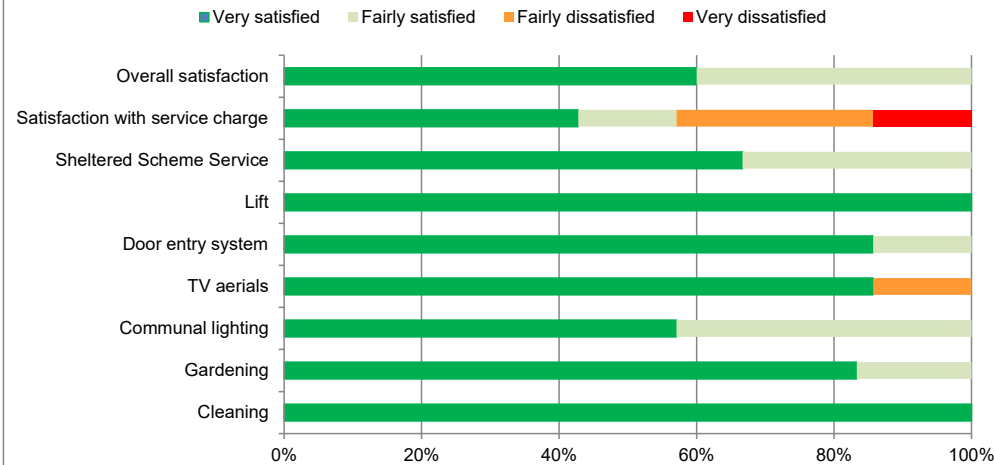
Resident satisfaction survey results

2024 Perryfield House - Estate Services

No. of properties included: 19
No. of surveys received: 7
37% 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 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.

We are very pleased to see such great satisfaction results for Perryfield House. We have provided responses below where required. We truly value honest feedback in our surveys, as it helps us improve. However, we kindly ask that responses remain respectful and avoid personal comments about individuals. If you have concerns or criticisms, please let us know how we can do better—constructive suggestions are always welcome. **Communal lighting** - The lights on the staircase are on constantly for health and safety reasons, as the limited natural light would make them otherwise hazardous. The lights on the walkways are on dusk to dawn sensors, so should only come on when activated by low light levels. Keniston staff tend not to be on site of an evening when this would be more easily noticed, so please let us know if there are specific lights that need attention. **Value for money** - We understand that the cost of using the tumble dryer is a concern for some residents. Please be assured that this charge reflects not just usage, but also the cost of hire, regular servicing, and parts. We've explored alternative options and found this to be the most economical overall. This has been explained in previous surveys and meetings, and we appreciate your understanding. **Any other comments** - Whilst you may not always notice the cleaner or gardener, we can assure you that they attend and complete the works they are paid for. We will follow up with you regarding the repairs you've mentioned. However, please note that this survey is not the appropriate channel for reporting repairs within your home. For a quicker response, we encourage you to contact us directly at the time the issue arises.

Residents' comments

Cleaning - "Very good."

Gardening - "Very satisfied indeed."

Communal lighting - "Some lights stay on all day. No need. Waste of money." "Timing sequence needs attention at times."

TV aerial - "Very good."

Sheltered Scheme Service - "Very satisfied."

Value for money - "Tumble dryer costs a lot every year and I still have to pay to use it."

Overall satisfaction - "Very satisfied."

Other comments - "Thank you for your good work."

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