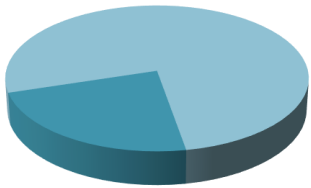




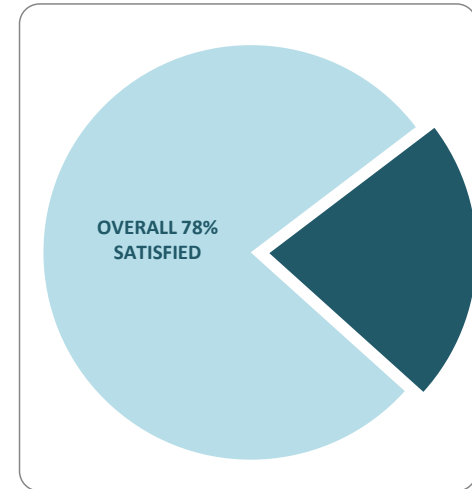
Resident satisfaction survey results

2024 Sunningdale Court - Estate Services

No. of properties included: 48
No. of surveys received: 13
27% 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 78% 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 - The cleaner carries out his duties in accordance with the specification, which does not include set times. However, we will speak with him to see if a compromise can be reached to give more consistency. **Gardening** - Our gardeners have set hours per week on site, 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** - We are sorry to read you have been dissatisfied with the speed of bulb replacement. We will make every effort to be more reactive going forward. We work very closely with the Police, who patrol the estate regularly. **TV aerials** - If you are experiencing issues with your aerial, please contact our Maintenance Team who will be able to assist you. **Sheltered Scheme Service** - Thank you for your positive comments about Romy, who is a valued member of the team. Her temporarily having to work away from site for a few weeks was in response to a health and safety concern, which has since been resolved. We remind residents that the role of the SSM is to support sheltered residents only. Non-sheltered residents should direct housing management enquiries to their Housing Officer. We are open and transparent about complaints. If you would like to make a complaint, please contact our Customer Services Team who will assist you. **Value for money** - Residents are only charged for the hours worked by the gardener. There was no charge during the period we were regrettably without one. Although not physically on site, the SSM continued to work and was contactable by residents, and the continued service charge is correct. We are aware of an incident of a resident slipping on wet stairs. This was due to the actions of another resident, not the cleaner. If you are aware of anyone vandalising the estate, please contact your Housing Officer with details so that it can be investigated. **Overall satisfaction** - We are committed to delivering a professional and impartial service to all residents. If you feel your experience has been otherwise, we encourage you to contact us directly so we can address your concerns appropriately. Last year, 92% repairs were communal and 8% were residential. We endeavour to complete all repairs within a reasonable timescale, prioritising the most urgent. Last year, 100% communal repairs were completed within target, and 96% domestic repairs were completed within target.

Residents' comments

Cleaning - "The stairs are very wet after the cleaner been there. So maybe dry it so no one has accidents." "Needs doing more often."

Gardening - "The gardener is very good at the job. He has got the garden looking very nice now." "Too much work for the little time he does on the road."

Communal lighting - "Takes too long to replace broken bulbs." "Enough light around, allows to see the pavement."

Sheltered Scheme Service - "Always helpful, works hard." "She is very good at her job but was not allowed to be here for 3 weeks." "When u have a complaint it gets washed under the carpet."

Value for money - "Being without a gardener for a few weeks and then the scheme manager for 3 weeks, we are not getting the services we pay for." "We do not always get the service. Did not have gardener for about 6 weeks and then no scheme manager for 3 weeks."

Overall satisfaction - "It takes too long sometimes to get repairs done and cleaning leaves a bit to be improved." "I have lived in two of your flats for 29 years. Still happy." "Want things to get better, and feel safe where we live and not intimidated by bad tenants, who bring the estate down."

Other comments - "We do not get repairs done without having to wait a long time."

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