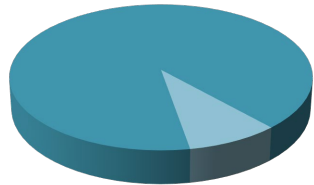




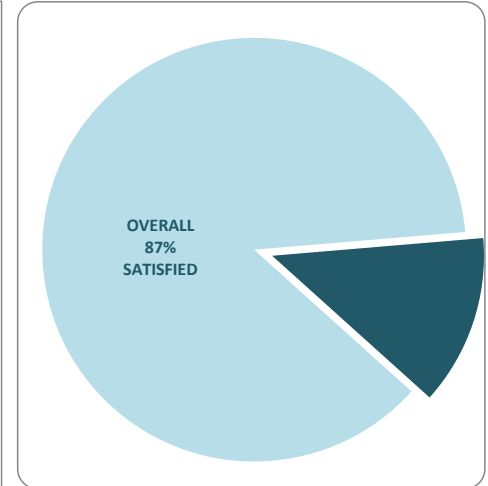
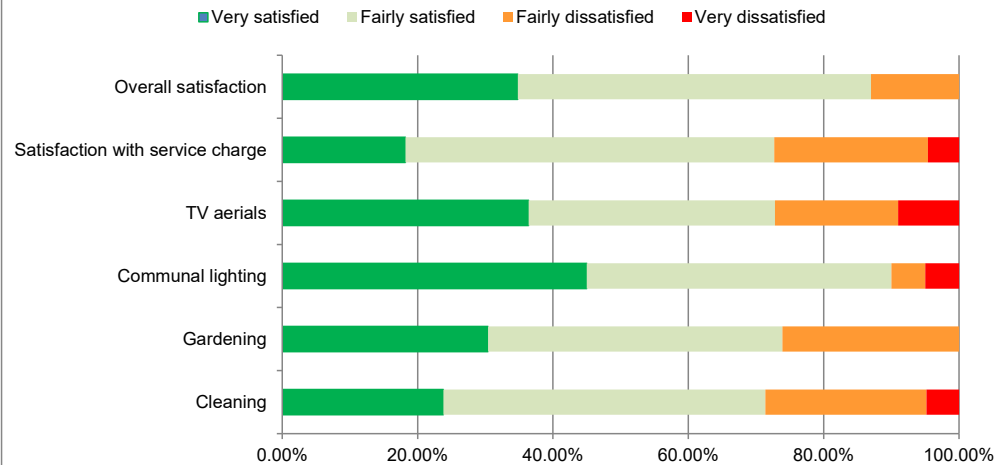
## Resident satisfaction survey results

### 2025 Darrick Wood general needs - Estate services (houses only)

No. of properties included: 252  
No. of surveys received: 23  
9% 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 87% satisfied with the estate services that Keniston provides**, and there are some comments that need further investigation and follow up. You will find some of the comments from residents below.

**Cleaning** - Some residents report inconsistent standards and litter. This has partly been due to staff absence, but with our regular caretaker back, we expect improvement and will continue to monitor standards. Please dispose of rubbish responsibly and avoid leaving black bags out overnight, as wildlife can spread litter. **Gardening** – Some residents have raised concerns about missed areas and grass cuttings being left behind. Gardeners prioritise work as needed, but all areas should receive attention. Please report any overlooked areas so we can review them. **Communal lighting** - Lighting is generally working well, though some residents have concerns about brightness in some areas and insufficient lighting in others. We aim to balance safety and resident comfort. Please report any areas that need additional lighting or adjustment to our Repairs Team. **Value for money** - Most residents feel service charges offer good value, though some concerns remain about service standards. We will continue reviewing delivery to ensure it reflects the charges paid. Where possible, we recharge fly-tipping removal costs to those responsible, so please report any perpetrators to your Housing Officer.

## Residents' comments

**Cleaning** - "Always Well maintained clean and safe." "Only down side is the dumping of mattresses and furniture etc." "Everything on the estate is always clean and tidy and the bins provided throughout the estate are always changed and cleaned well."

**Gardening** - "In general the grass cutting and strimming is below par , the cuttings are not cleared up properly and when they use the blower instead guiding the debris onto the grass a lot of it ends up mine and other residents paths." "Would be lovely to see more plants to brighten up the estate. Otherwise it's kept really nice." "Everything is always cut back well and neat and the grass is always cut down and is not too long." "Gardens are kept today, with no concerns."

**Communal lighting** - "The lighting is excellent and well maintained." "Always great lighting when walking home."

**TV aerial** - "Cannot get terrestrial channels at all on it but we are still paying service charge on this service." "Great reception no problems."

**Value for money** - "Sometimes feel like we're paying more for service charges. People who dump bulky items should pay more service charges instead of everyone paying for it." "I think the service charge is fair because so much gets done on the estate to keep it clean and tidy that the service charge is definitely good value for the service charge."

**Overall satisfaction** - "Excellent quality of service that provides a safe and friendly looked after housing." "The services Keniston provide are always outstanding and are all done well."

**Any other comments** - "The staff are always helpful if a service is needed than it gets sorted straight away." "Overall the service is good. The staffing issues are being addressed." "Keniston services are brilliant if there is anything that needs fixing they are really on it the estate is always kept clean and tidy and the grass is always cut and the bushes." "I am grateful for the efficiency with regards to the new kitchen and the way Keniston approaches ASB. Repairs are speedily carried out! Although we have still a drug and alcohol problem. Community centre gone! Compared with other HAs, this is always good."

If you have any comments or queries about these results, please contact your Housing Officer Natalie on 01689 889700 or [housingofficer1@kenistonha.co.uk](mailto:housingofficer1@kenistonha.co.uk)