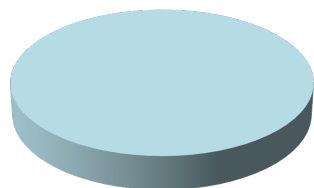




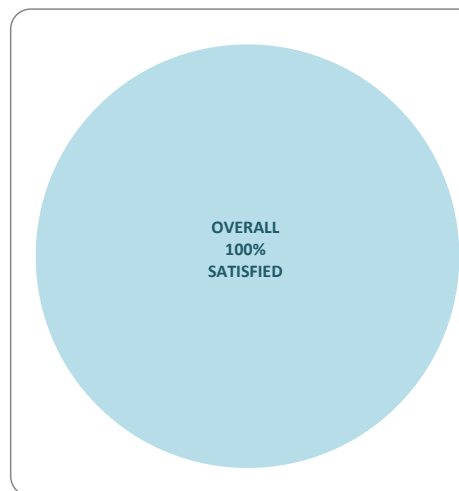
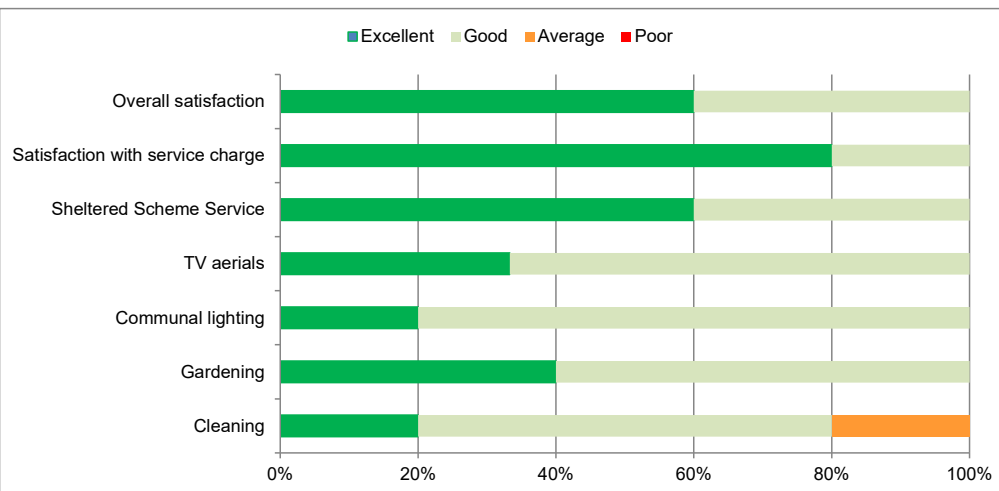
Resident satisfaction survey results

2025 Darrick Wood sheltered scheme - Estate services

No. of properties included: 50
No. of surveys received: 5
10% 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**, however there are some comments that need further investigation and follow up. You will find some of the comments from residents below.

Thank you to those residents who took the time to complete the recent estate services survey. We are very pleased to see such positive feedback, with overall satisfaction at 100%, which is a fantastic result and reflects the hard work of the team. Thank you particularly for your kind comments about Christine and Paul. However, response levels were lower than we'd hoped, with only 5 responses received from 50 properties (10%). It's really important to us that we hear from as many residents as possible so that the results accurately reflect overall resident views. We would strongly encourage residents to take part in future surveys, as your feedback helps us to understand what is working well and where we can improve. Your views are important to us and play a key role in shaping the services we provide.

Residents' comments

"Everything is fine. I would not like to live anywhere else." "I had a problem with humidity. Paul did a great job with patience, kindness and great effort." "No problems at all."

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