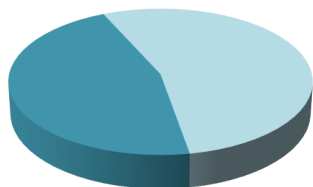




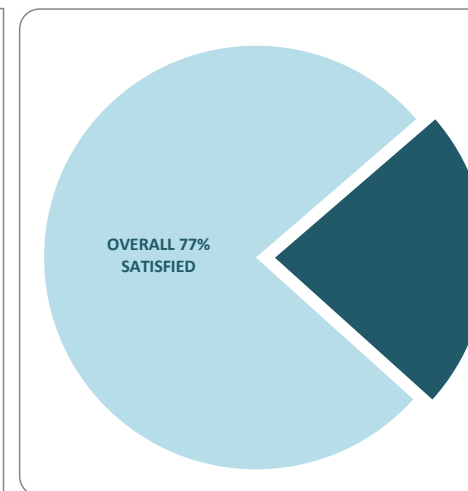
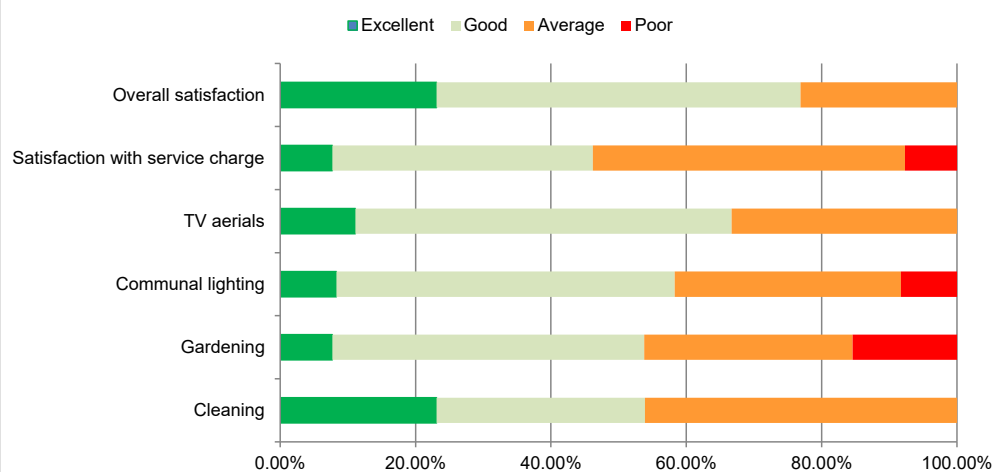
# Resident satisfaction survey results

## 2025 Merrow Street - 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 77% satisfied with the estate services that Keniston provides**, which is a significant decrease since the last survey. There are comments that need further investigation and follow up. You will find some of the comments from residents on the other side of this document.

**Cleaning** - Residents have seen cleaner communal areas since the new cleaner started. Rubbish and bin room misuse still create pressure between cleaning days, especially in stairwells, corridors and bin chambers. We will review this feedback and consider ways to reduce mess in these areas. Any changes to cleaning frequency or caretaking hours would need further assessment and consultation. **Gardening** - Concerns included overgrown bushes, weeding, planter boxes, fox damage, squirrel feeding and litter blowing in from nearby shops. The gardening service will continue working to improve these areas, though some sections will take time to recover. **Communal lighting** - Some areas were described as bright, while others were said to be too dark or switch off too quickly. As block lighting is motion-sensor operated and staff are on site during the day, faults are not always easy to spot. Please report issues so they can be addressed. We will also review lighting around block entrances. **Communal tv aerial** - Ongoing issues should be reported to the maintenance team so the aerial contractor can investigate. **Value for money** - We believe services are delivered consistently, and if this is not your experience, please contact your housing officer so we can investigate. The intercom is being installed to improve security and support controlled access for visitors, deliveries and services. We will continue to monitor services to ensure value for money. **Overall services** - Some residents raised security concerns, but recent improvements, including the new intercom system and closure of the Arnside House staircase, have strengthened security. **Further comments** - Residents also raised concerns about rubbish and fly tipping outside Queens House; as this is a public highway, please continue to report issues to Southwark Council.

## Residents' comments

**Cleaning** - "The caretaker does a good job on the days he's here." "It is always a difficult task given the amount of rubbish accumulated and dumped by either residents or fly tipping. Les does an amazing job." "Bin chambers need to be cleaned out."

**Gardening** - "It's good but rubbish comes in from the shops." "Flowers by Arnside house lovely but concrete boxes could do with some attention." "More attention needed to overgrown areas and perhaps something more pleasant in the planter boxes."

**Communal lighting** - "Could do with better lighting by entrance of Clarence/wellington house." "When the lights come on in our walkway, they are nice and bright."

**Value for money** - "The charge increases but the work does not justify. More services for the charge." "I was charged extra for my rent due to the intercom being added to the estate."

**Overall satisfaction** - "Overall Keniston are doing a good job." "In terms of services, I think Keniston is top class. I and my family have been with you almost 36 years, I know what I'm talking about." "Good caretaker choice and replacement when the caretaker is on annual leave."

**Other comments** - "Rubbish in the street outside Queens house chute is an eyesore not sure what can be done about this but it doesn't look good and people are now fly tipping." "Tenants need to take more care of their homes." "Thank you Keniston for the good work you do for your Tenants."

**If you have any comments or queries about these results, please contact your Housing Officer Kelsey on 01689 889700 or [housingofficer2@kenistonha.co.uk](mailto:housingofficer2@kenistonha.co.uk)**