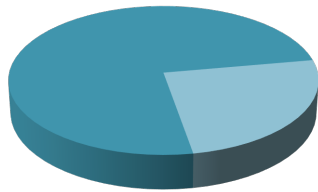




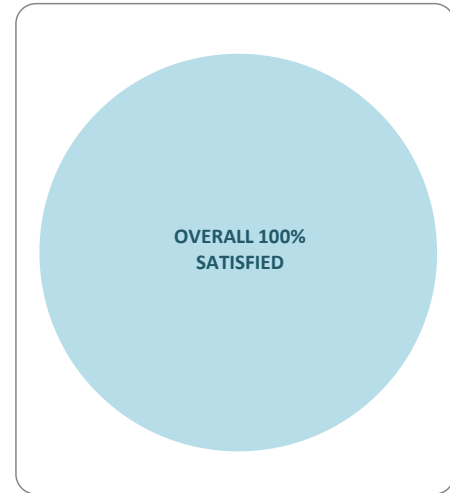
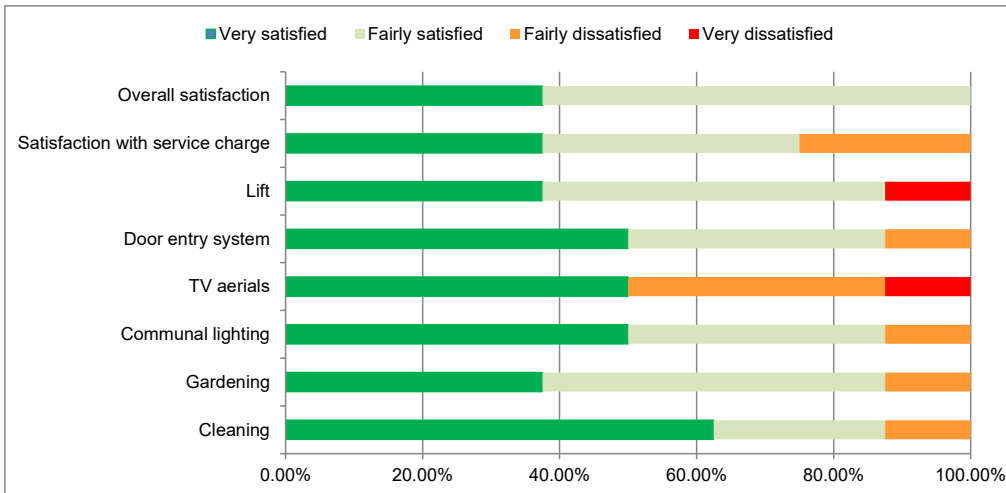
# Resident satisfaction survey results

## 2024 Burnhill House - Estate services

No. of properties included: 34  
No. of surveys received: 8  
24% 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.

**Cleaning** - We will ensure that the floors are always mopped with clean water. **Gardening** - We will request Better Homes, Better Neighbourhoods funding for a replacement lavender bush. **Communal lighting** - It is our understanding that the landing lighting is operated by a dusk to dawn sensor meaning that this should only be on when the daylight outside is sufficiently dark enough to operate the sensor. This can mean that on some days when it is particularly dark or grey then the lighting will be switched on. We will inspect this at the upcoming walkabout. **TV aerials** - As it would be service chargeable and not all residents would benefit, Keniston cannot pay for the Sky Q upgrade. We are advised that Sky have contacted residents and offered the upgrade for free but require our permission. We would be happy to give permission for a free-of-charge upgrade, so please direct them to us if you are contacted and interested. If you are experiencing poor reception with Freeview, please contact us to let us know so that we can investigate. We will inspect the cables at the upcoming walkabout. **Door entry system** - The fob reader to the side door has been repaired. **Lift** - Unfortunately lift parts are not widely stocked and, on occasion, require ordering in, which can lead to delays in carrying out repairs in some instances. We apologise for an inconvenience. The issue with the odd lift making noises has been resolved. **Value for money** - Leaseholders are responsible for the maintenance of their front doors. Please refer to individual leases to clarify areas of responsibility. If you are still unclear, please speak with your Housing Officer. **Overall satisfaction** - Thank you for your positive comments about Danny. We think he does a fantastic job too.

## Residents' comments

**Cleaning** - "Mopping communal floor with clean water."

**Gardening** - "Many bushes plants hacked back or removed - please replace lavenders please front and back."

**Communal lighting** - "Lights are on timer / on wasting power and money eg we pay service charges. Please adjust timer for bst summer time etc."

**TV aerial** - "Would like access to sky q." "Cables pound on wall in wind - please batten down if possible."

**Door entry system** - "I have been locked out of the rubbish area and my fob ceased to work for no reason and I had to hop the fence to get back in the main entrance."

**Lift** - "It takes far far too long to fix when it needs a new part."

**Value for money** - "I was told that service charge included maintenance of front door and lock to my flat but then was told that wasn't the case once I had a repair needed to the front door. It's still unclear to me whether the service charge includes this."

**Overall satisfaction** - "Danny is great very glad he is around." "Clarity about responsibility for front doors to flats for leaseholders."

**Other comments** - "The firm you use for the lift service take too long when getting new parts. FAR TOO LONG." "Thank you." "The trees could do with cutting as they are getting very overgrown."

**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)**