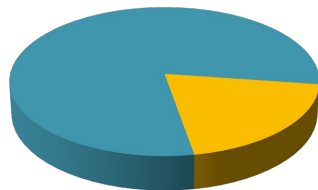




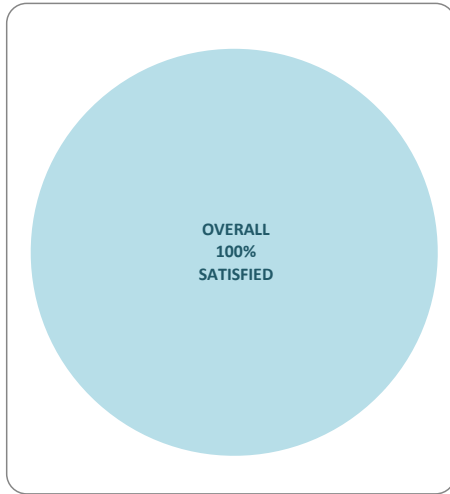
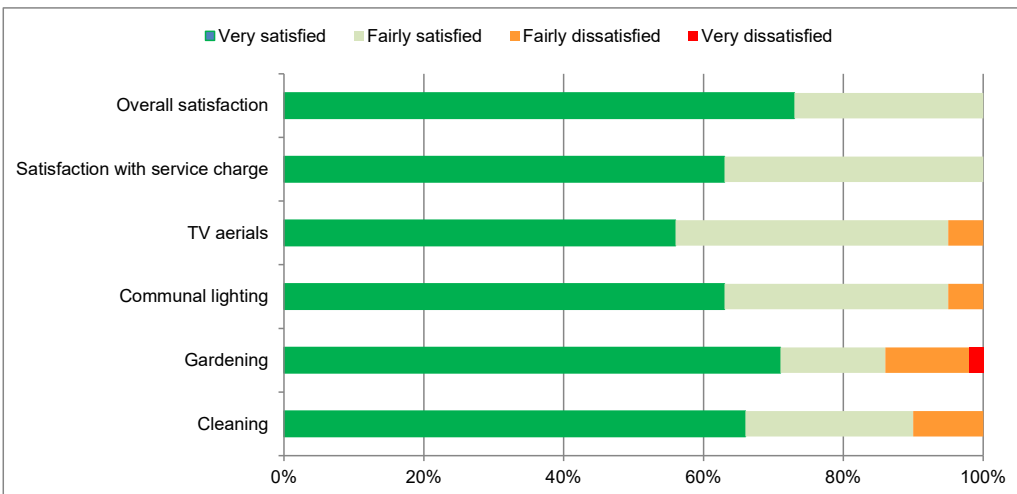
## Resident satisfaction survey results

### 2023 Darrick Wood general needs - Estate services (houses only)

No. of properties included: 252  
No. of surveys received: 48  
19% 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.

**Cleaning** - We are currently in the process of recruiting a new caretaker/cleaner following the sad loss of Jonathan earlier this year. We recharge anyone identified as inappropriately disposing of household waste or items. If you identify anyone doing this, please contact your Housing Officer. We remind residents that they should not put black bags out the night before rubbish collection but early on the morning of collection to prevent wildlife from tearing them open. It is a condition of our consent for residents to keep a dog that they pick up after it. We may withdraw consent where owners are not responsible. **Gardening** - The gardeners prioritise the areas to focus on as needed, so some areas will receive more attention than others, but all will receive the attention they need. If you are concerned that something has been missed, please let us know. **Communal lighting** - We need to balance the security and comfort when it comes to communal lighting. If you find outside lights too bright, you might consider fitting blackout curtains. If there are areas which require additional lighting, please let your Housing Officer know. **TV aerials** - If you are experiencing issues with your tv aerial, please report this to Keniston so that we can investigate. **Value for money** - If there are areas requiring additional bins, please let your Housing Officer know. **Further comments** - Ballgames are permitted on the estate, but leather balls are not. Internal doors are the responsibility of tenants. We're pleased to see that residents are proud to live on the estate – thank you for your positive comments.

## Residents' comments

**Cleaning** - "Clamp down on those that leave mattresses etc." "More proactive on people picking up after their dogs."

**Gardening** - "Not enough care taken when grass cutting or hedge cutting. Not acceptable to have the clear up blowing depositing debris into our front of house and up to the front door." "We have an alley at back of us, the weeds are awful."

**Communal lighting** - "Some areas seem quite dark." "The Led lamps are extremely bright and they are disruptive to the wildlife causing the birds to sing at midnight and very early hours as they are confused by the lighting."

**TV aerial** - "I have noticed my freeview channels are receiving distortion or no signal." "Keep losing terrestrial tv."

**Value for money** - "Would love to have more bins."

**Further comments** - "Overall I'm proud how clean our estate is and how polite the cleaner is." "We are very satisfied with the service they provide. They always get any jobs that need to be done quickly and efficiently. They are also very polite." "I feel very grateful to be living on this estate with an excellent housing association who are exceptionally attentive and very helpful with response in dealing with all matters including tenants needs and repairs, having in recent years , new kitchens, bathrooms, fences, major building alterations etc." "Living on Keniston estate for 35 years I find that staff are really helpful and friendly (don't change!!)"

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