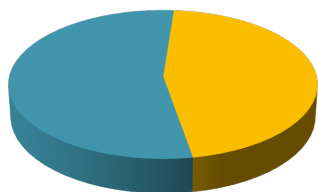




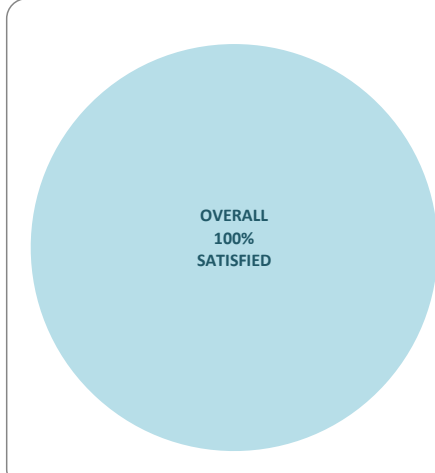
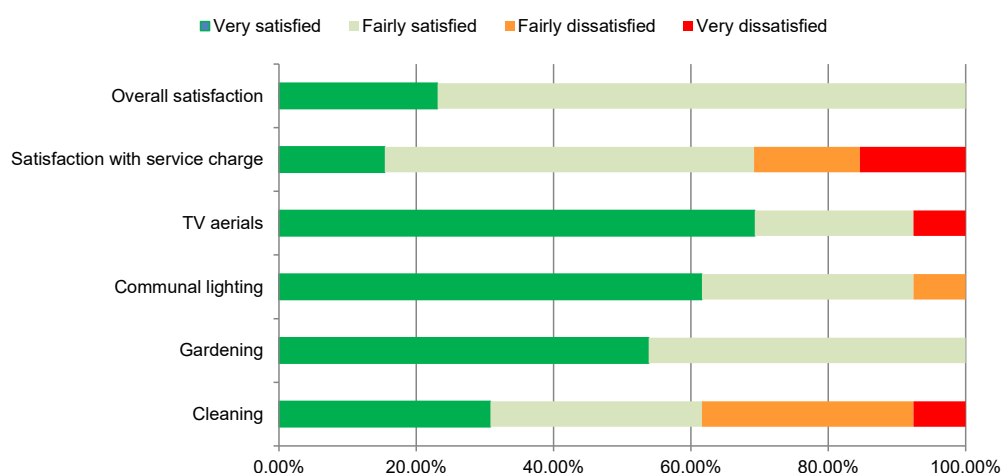
# Resident satisfaction survey results

## 2024 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 100% 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** - Following dissatisfaction from residents, we terminated the contract of the cleaning company at Merrow Street and have recruited a caretaker. We are pleased to see that standards have returned to what residents and we expect. **Gardening** - We are pleased to see that the gardening standard has improved with the recruitment of a caretaker. **Communal lighting** - The energy saving lightbulbs previously given to residents were from a limited supply given to us by an energy provider. **TV aerials** - It can often be the case that the fly leads connecting your equipment to the aerial socket can be defective or of a poor quality and changing these could improve the reception received. **Value for money** - With a caretaker now working three days per week, we are pleased to see an improvement in the cleaning standards. We are about to begin a consultation on security at Merrow Street, and you will receive communication on this shortly. If you experience nuisance or anti-social behaviour, please report this to us. **Overall satisfaction** - We recognise the open access to the scheme can attract undesirable people. While the caretaker's presence will deter this during working hours, we are not able to facilitate nighttime patrols. We have informed the Police of the issues and asked them to patrol. Keniston recognises the need for additional security at Merrow Street, and we will consult on that imminently. **Any other comments** - It is clear from all your comments that inappropriate rubbish disposal is a problem at Merrow Street. Your Housing Officers are working hard to find a solution, but direct action against those responsible is the best way to prevent this. Please let us know if you are aware of any perpetrators of inappropriately disposed of rubbish. Our Repairs & Maintenance leaflet clarifies repair responsibilities. To request a copy, please contact us.

## Residents' comments

**Cleaning** - "Cleaners to be consistent in the cleaning. When they first started they were excellent now it is very poor. "Regular cleaning particularly of walls and stairs." "Disinfectant used to have a nice smell and you knew it was done. You could see and smell, but not now. Not smelt anything. Could be better."

**Gardening** - "Twigs and leaves everywhere from winter, not picked up. Picked some up myself so people don't trip up. Not great service that we are paying for." "Garden area a lot better than before."

**Communal lighting** - "The lights need to be functioning regularly." "Caretaker used to give energy saving bulbs, but not now."

**Value for money** - "We need a more consistent approach to the services been provided for cleaning and the dust bins." "Fear of my safety. Access to building. Gates downstairs, anyone can enter."

**Overall satisfaction** - "The dust bin needs to be emptied often." "Need someone to patrol the stairs, drugs dealer on the stairs."

**Other comments** - "Sad that meetings are always when I am at work." "Underground garages. Light been on for three nights, people under there late at night. How do they get in there?"

**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)**