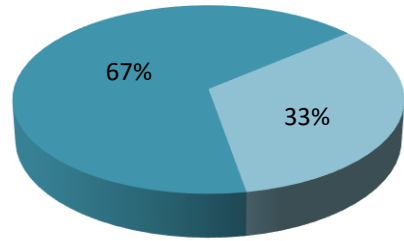




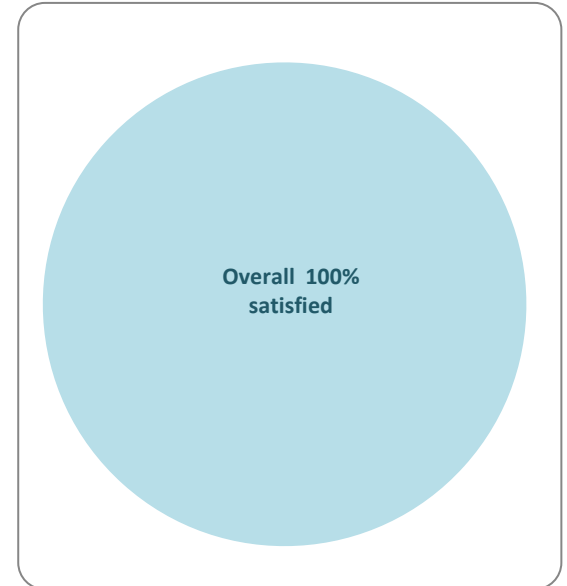
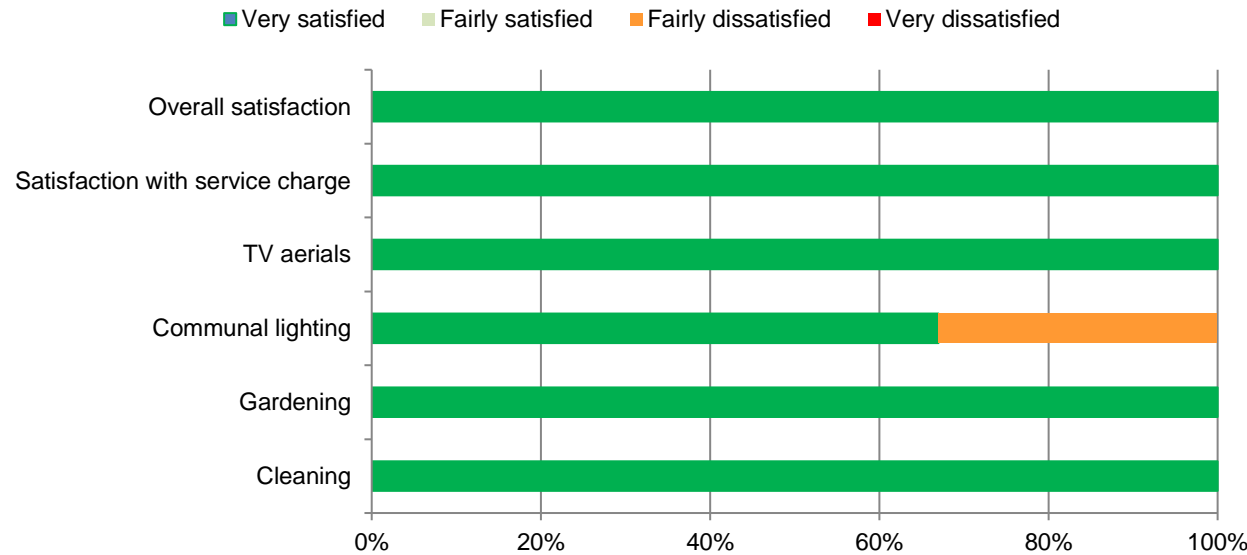
## Resident satisfaction survey results

### Pound Green - Estate services February 2024

No. of properties included: 10  
No. of surveys received: 3  
30% 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**,

We are delighted to see that residents of Pound Green are happy with their estate. We will look at communal lighting when next on the estate to see if any improvements can be made. Thank you for your comments about Phil – we think he does a great job too.

### Residents' comments

Gardening - "Phil the gardener is brilliant."

Communal lighting - "The communal lighting does not shine on my door, so I have trouble seeing the keyhole when it's dark."

Further comments - "All is good." "Satisfied with everything."

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)