

Hayles Street & Elliotts Row action plan 22/23

Star survey top 3

Keniston's offices are too far away – most things residents need from us can be arranged over the phone or by email. Where this isn't possible, we are happy to visit people in their homes.

Keniston always respond promptly to emails and phone calls – our Customer Promise can be found on the website, detailing the response times you can expect from us.

You said, we did

Hold meetings online – we held our residents' meeting online.

Better homes, better neighbourhoods

- No issues were raised.

Estate walkabout

- No issues were raised.

Resident meeting

- Held online at the request of residents but, unfortunately, nobody attended.