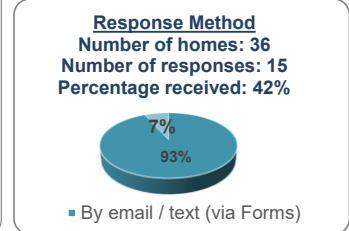
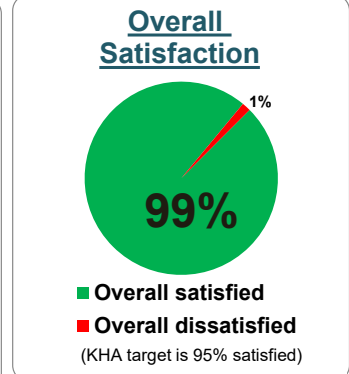
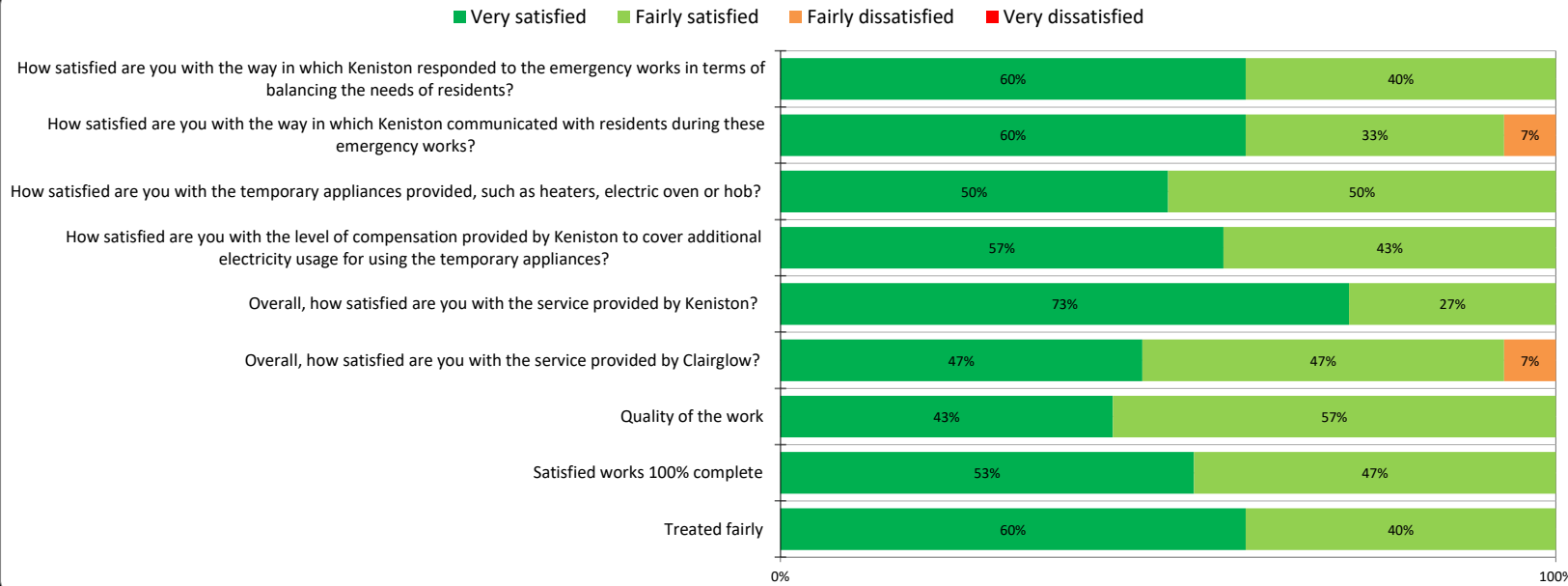


RESIDENT SATISFACTION SURVEY RESULTS

2025/2026 Silver Court Gas Main Replacement Works Contractor: Clairglow Heating Ltd (ref:338)



What Happened and Why the Emergency Works Were Necessary

In March 2025, unsafe communal gas pipework was identified at Silver Court that did not meet current regulations, requiring the gas supply to 28 homes being disconnected for safety reasons. Emergency works were implemented, including the provision of temporary heating and cooking appliances, removal of communal ceilings to expose pipework, and phased installation of the new compliant gas pipes from the gas meter to the first point of entry inside residents' homes.

Gas supplies were reinstated progressively as works were completed floor by floor, alongside fire-stopping and making good works inside and outside flats, and new ceilings were installed in the communal corridors.

Throughout the works, Keniston held weekly resident drop-in surgeries and issued regular updates to support residents during this unplanned but essential safety project.

please see next page for Keniston's summary of responses and residents' comments..

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Keniston's Summary of Responses

Despite the unplanned nature of the emergency works, the challenging circumstances and the significant disruption experienced by residents, feedback shows an exceptionally high level of resident satisfaction at 99%. Regular communication, a consistent on-site presence, and responsive engagement with residents were key factors to the successful delivery of the project. While gas supplies were disconnected to 28 homes, most works took place within communal corridors and therefore had an impact on a total of 36 households. In addition, pipework was installed within two properties that do not currently have a gas supply to future-proof them for the potential installation of gas heating at a later date.

Resident engagement and communication

Residents reported that Keniston acted swiftly in response to the identified gas safety issue and that resident safety was clearly prioritised throughout the works. Almost all respondents (14 out of 15 residents) stated that they were satisfied with the way Keniston communicated with them. Many residents also commented positively on the approachability, helpfulness and tidiness of the contractor's operatives on site. Some residents noted that certain impacts, such as boarded windows (borrowed lights above flat entrance doors), lowered ceilings, and repositioned lighting, could have been explained more clearly in advance. This feedback has been acknowledged and will inform communications on future projects.

Temporary appliances and compensation

To mitigate disruption, temporary appliances were provided during the works including 11 electric ovens, 6 electric hobs and 89 oil-filled radiators, which were largely viewed as helpful and appropriate. £11,925.00 was paid in compensation to cover additional electricity costs during the works. All respondents considered the compensation to be fair and proportionate. However, one resident expressed disappointment that payments ceased during warmer periods, despite continued use of the heaters due to colder night-time temperatures.

Overall

Overall, the survey results exceeded the satisfaction target and reflect very positively on both Keniston and Clairglow, particularly given the challenging circumstances. The feedback demonstrates effective partnership working, strong on-site management and a clear focus on resident safety, communication and support throughout the programme.

Keniston would like to thank Clairglow Heating Ltd for their proactive and hands-on approach throughout the works. Clairglow played a key role in the successful delivery of the project, particularly in the rapid sourcing, distributing and connection of temporary appliances at very short notice. Their extensive knowledge of the gas infrastructure and property archetypes at Silver Court supported informed and effective decision-making, while their professional, considerate and approachable manner was consistently recognised by residents. Prompt responses to issues and queries, combined with a reliable on-site presence, helped to build strong relationships with the dedicated project team, who were frequently described as friendly, caring and approachable. Several residents even commented that the team would be missed once the works were completed.

Thanks are also extended to residents for their patience, understanding and support for both the project team and their neighbours as well as for the strong sense of community demonstrated throughout the works.

Residents' Comments

How satisfied are you with the way in which Keniston responded to the emergency works in terms of balancing the needs of residents?

The gas pipe issue came up suddenly, but the office acted quickly and kept residents' safety at the forefront, which I really appreciated.

It was a legal/safety necessity to act quickly. But it felt the work started off at a very slow pace. It was noisy and very messy, disruptive to everyone. Was extremely happy once the work was completed. Quality of work was good. The workers were friendly and informative, took into account residents availability. They cleaned up any mess they made inside

The workers were very friendly

All of the workers were kind tidied up after themselves if I had any questions they were happy to answer.

Continued on next page.

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How satisfied are you with the way in which Keniston communicated with residents during these emergency works?

It would have been nice to know that the window over the door to each flat was going to be boarded up. It's made navigating my downstairs corridor very difficult when I need the toilet during the night.

I particularly liked that meetings and information was provided throughout the time

I felt everything was communicated well

We received regular updates with regards when and how things were taking place. I understand it was a complicated job, just felt that it took a very long time to complete, but it was necessary to complete the work to a high and safe standard.

We felt that some details could have been explained more clearly beforehand, such as we were going to lose a window, the new ceiling is lowered to cover the gas pipes and the lights do not return to the ceiling. This made the corridor feel a bit more enclosed for some residents, and the new light positioned near the front door causes some eye discomfort. A few of us contacted the office simply to better understand why the window was covered and why the lighting was moved to the wall.

How satisfied are you with the temporary appliances provided, such as heaters, electric oven or hob?

Most of the temporary appliances were helpful, and I appreciated having them. The only issue I had was with the electric heater—it didn't warm the whole room, and I wasn't sure if I was using it in the best way. Apart from that, everything was fine.

It was expensive to run the radiators and immersion tank, but luckily we were compensated for the cost. However, I didn't appreciate the ceasing of payments due to 'the warmer periods' and at times during that period continued to use the heaters as it was cold at night, which I think was partially due to the insufficient windows (gaps and condensation which continues to date), I have been informed that the windows should be changed to be energy efficient, there are gaps in the rubber sealing which I think is due to being south facing as well as the gas between the windows has gone, hence the clouding, I do hope that consideration of replacing the windows will take place very soon. **KHA comment:** *We contacted the resident and arranged for repairs to be carried out to replace the blown double glazed units and seals and discussed that there are no imminent plans to replace the windows.*

Didn't need the heaters and already had an electric oven.

Everything worked fine I had no problems.

No heater provided for the passage area which was cold, had to move a heater to warm the bathroom.

Thank you!

How satisfied are you with the level of compensation provided by Keniston to cover additional electricity usage for using the temporary appliances?

The compensation felt fair and covered the extra electricity costs well.

I was not happy when payments ceased when it was deemed warmer weather, but due to the inefficient windows it was cold at night so I had to use the heaters at times after payments ceased.

Was charged a lot more in electric for hot water.

The compensation was good it helped with the rise of the electric bill while I had no gas.

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RESIDENT SATISFACTION SURVEY RESULTS

2025/2026 Silver Court Gas Main Replacement Works Contractor: Clairglow Heating Ltd (ref:338)

Overall, how satisfied are you with the service provided by Keniston? This may include any interactions you had with Keniston staff about the work either in person, by telephone or by email.

Even though I was not directly effected by the works Keniston kept us up to date with the work being done and timescale.

As mentioned above, I believe we should have been told that the window over door to each flat was going be boarded up.

I had a good experience. The office team were kind, and always willing to help.

Especially to Jane, a big thank you.

Was all good.

Jane was very attentive throughout by phone/email. The work was required and for my safety I was satisfied with the quick action taken.

Overall, how satisfied are you with the service provided by Clairglow? This may include any interactions you had with them either in person, by telephone or by email.

I was only fairly satisfied because of one issue. On the day the contractor who was the supervisor of the team, came to work on my flat, he did not let me know that he would also be working on my neighbour's flat using the same heavy electric drill connected to my electricity. This meant the noise continued for much longer than I expected, and I had to stay outside my home when the work was done here because it was very loud.

I asked if the job was done one hour later and he said yes, I came back inside my home. After 20 minutes the noise was still on like it was inside my home, I went to investigate I found my door slightly open with the heavy drill machine still plugged into my power spending my electricity for another hour, I was paying the cost while he worked next door and the neighbour was inside her flat. I was puzzled! The day before I asked for my flat to be done with the flat schedule for that day, I was told no, then this happened on the next day with me. I felt all this should have been explained to me, especially since I had previously been told that only one flat would be done per day.

When I tried to speak to him, he did not seem to understand how the noise affected me and was quite dismissive, telling me to complain to the office. He later unplugged the drill and closed my door, but the situation caused unnecessary stress. **KHA comment:** *we have discussed this particular incident with the resident concerned and apologised for any additional inconvenience this may have caused.*

They were informative, on a few occasions towards the end of the project I was given short time frame for access, which luckily my work were able to accommodate, as I was not willing to leave my keys with workers to complete the required work.

Thank you!

The workers were very friendly.

How satisfied are you with the quality of "making good" carried out inside your home where the new gas pipe enters?

The repairs were completed, but it took a little longer to finalise than expected in my home. The final result is fine, but a bit more communication would have helped.

Clean finish, they tidied up after work done on each visit.

Paint dripping left on the door. KHA comment: we confirm that this has been resolved.

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RESIDENT SATISFACTION SURVEY RESULTS

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How satisfied are you that works are 100% complete both in the communal corridors and inside your home?

One small issue is the new light near my front door. It can be a bit uncomfortable on the eyes because it shines at eye level when I am in the living room going upstairs in my home and also when I go out on the corridor hallway. Some residents remember that before the first renovation the lights were in a similar position, and we had asked for them to be placed on the ceiling. It seems they are back on the wall permanently now, so the same issue previously has returned. **KHA comment:** *the lights were temporarily fitted to the walls whilst the ceilings were removed. As works progressed, it was evident that this would be the most suitable permanent location for the lights due to lowering the ceilings to accommodate the larger in diameter gas pipework. This was communicated to residents quite early on in the process. In addition, an inspection has been carried out at this particular flat and we consider that the lights in this position do not negatively impact residents.*

I was satisfied but I couldn't get my area painted as the only colour they had was white and my walls are cream and I didn't have any cream paint for them to finish, however I did tell them I was going to be repainting the walls. **Keniston comment:** *in the majority of cases, making good within residents' homes was minimal and limited to the point of entry for the new case pipe. A neat finish was achieved by fitting a collar around the pipe and decorating the immediate area. Please refer to the photographs attached.*

I didn't identify anything incomplete, but felt the ceilings in the corridors feels very low (but its not a big deal as we only walk to and from our homes) - but it does look nice and fresh.

I can't think of anything else. Thank you!

Thinking about the impact of disability, gender, age and ethnic background, how satisfied are you that you were treated fairly?

Overall, I was treated well by the team. However, there was two occasions (during their work here) where I did not feel treated as fairly.

I didn't feel that I was treated in any negative manner

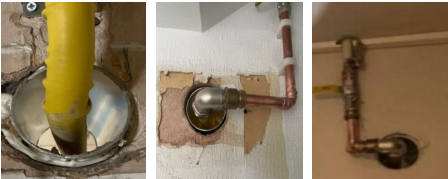
Please see next page for before, during and after photographs.

2025/2026 Silver Court Gas Main Replacement Works CONTRACTOR: CLAIRGLOW (ref:338)

BEFORE



DURING



AFTER

