

Appendix 2

Email from Cllr Batteson

RE: Newington Est Underground Heating Replacement

Dear Simon,

I agree the project has been a successful one and the communication with residents has been positive. I think it's important to mention the historical context in that there were some heating works done on the estate 10-12 years ago. On that occasion, the resident experience was not as positive which they have raised quite frequently during meetings over the last couple of years and the team have had to deal with. I think the frequency of meetings has been about right and the different communication channels has been a plus as well. It might be helpful to check data on the number of visits the website has had to determine whether this has been a useful exercise. My impression is people are still relying on the meetings and newsletters for updates.

The success of the project is possibly best demonstrated by the relatively low attendance at the last meeting. The first meeting I attended on this had a high turnout where residents had lots of queries. It appears people are relatively happy with where this is at now and didn't feel the need to turn up to the most recent meeting.

I hope this helps but if you need me to expand or comment on anything else just let me know.

Kind regards,

John

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