

13 March 2020

Private and Confidential

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Dear ,

I am writing to follow up on my recent visit to you on Wednesday, 11 March when I let you know about the considerations we are working through for Chamberlayne House, which may mean some changes for you and your home.

We believe that having modern, energy efficient homes where customers want to live means our homes can be a springboard to help customers thrive. We have looked at our homes at Chamberlayne House to understand whether this scheme helps us to achieve this and meets customers' needs for the future. We have considered the future maintenance requirements for your home and do not feel Chamberlayne House meets these aspirations. As we have a number of similar homes close together we believe we have an opportunity to do something different in the area.

With this in mind we are considering what this may mean for Chamberlayne House and whilst no formal decision has been made, we thought the right thing to do would be to let you know that we are considering making a change to this scheme in the future.

This is just the start of our conversation with you, and at the moment we have no detailed plans but felt we should let you and your neighbours know about our future aspirations for the area as soon as possible. We don't want you to worry as nothing is changing for you right now and I am on hand to help with any questions you may have.

As soon as we have made a decision about the future of Chamberlayne House I will let you know. We can arrange a suitable time for me to come and visit, and you are more than welcome to have a family member, friend or carer with you for support.

In the meantime please do contact me if you have any queries or concerns, I'm more than happy to come and see you whenever you feel the need.

Yours sincerely,

Kerry Davis

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