

Seymour Court customer FAQs

Redevelopment

Why are you planning to redevelop Seymour Court?

As part of our commitment to make the best use of the land and properties we own, we regularly review all of our buildings to ensure they meet the standards we expect.

As part of this, we've recently looked at the long-term sustainability of Seymour Court which takes into account things like investment and maintenance costs, occupancy levels, and the cost of any major works that are likely to be needed over the next few years.

Seymour Court has been identified as a site that is underperforming and because of this we've started to look at how we might be able to better use this site in the future.

By underperforming we mean properties that are expensive to maintain, difficult to improve the energy efficiency of, have high maintenance costs, have low occupancy levels or that are in areas where demand is high.

We found that Seymour Court needs significant investment to bring it up to the right standard. The quality of the scheme was found to be no longer fit for purpose, due to things like the poor transport links and amenities on offer compared to the services we would want to provide for an older person's scheme like Seymour.

Why are you looking at turning the scheme into a housing development?

We're looking at redeveloping the land to provide more affordable housing in the area. As a not-for-dividend business our profits provide more homes for more people. By replacing a building that is expensive to maintain or costly to repair, we can build more new energy efficient and sustainable affordable homes suited to the local area.

Seymour Court was originally built to meet the need for specific housing for older people in the village however over time the building has stopped being used in this way. The needs of the village has also changed over time and so our proposals reflect this.

Customer consultation

Why haven't we been consulted about this?

Although we don't need to consult you on this, we want to tell you at this early stage to give you as much time as possible to fully understand what these changes mean for you when looking for a new home.

It might be important to you that you remain in Burbage, or you might like to live closer to particular friends and family. We know that relationships play a key part in people's overall wellbeing which is why we'll help you move somewhere that will help you to live well.

We'll work with you to understand and try to meet all your housing requirements.

Are you allowed to close Seymour Court if we don't want you to?

Seymour Court has been identified as a site that no longer provides the quality of housing we want to provide our customers. We need to maintain our homes to the correct standard and we're unable to do this at this scheme in its current format. We'll make sure we find you a home that meets your needs and exceeds the size and quality of your current home at Seymour Court.

What happens if we don't want to move?

We understand that you may be concerned about any changes. Any changes are still several months away and we'll make sure that you have a home to move to before Seymour Court closes. Please share any concerns you have so we can address them and make sure the move goes well. Eventually Seymour Court *will close*, and everyone will need to move out, however it's still some time away.

Will I be offered a like for like home?

We want you to live in a home that is warm, modern and suitable for your needs. We'll make sure that anywhere you move to meets your needs. For example, if you currently live on the ground floor and would like to remain living on the ground floor, we'll support you to move into this type of home.

We'll make sure carpets and curtains are provided and any special measures such as adaptations for accessibility are in place. We'll always have to balance availability of properties against what you would like, as well as making sure any future home meets your housing need.

Customer support

Will I have to move out of my home?

Yes, Seymour Court *will close* and we will work with you to find you a new home in the local area and we'll work with you to make this process as smooth as possible.

What support will you offer me?

We'll provide a range of support to ensure your emotional, physical and financial wellbeing. We'll be available if you ever need to talk to us about any changes that take place and we're happy to talk to your support network as well, to answer any questions or concerns you or they may have.

We'll take care of the whole moving process, including supplying boxes and packaging, packing and the removals process. If you would like to use this as an opportunity to sort out any old belongings, we'll arrange and pay for any removals of these items too.

And finally, we'll make sure that you experience no negative financial impact. This includes a home loss payment of £6,500 and on top of this we'll arrange and cover all moving costs, including packing and removals. We'll support you down to the last detail, whether that's lunch on the day of any move, or something specific you need.

What if I'd like to move sooner?

Please let us know when we meet with you to discuss this proposal if you are interested in moving home sooner. We'll work with you to find the best solution.

Timings and next steps

When will a decision be made about the redevelopment?

We are still in the very early pre-planning stages of looking into different options for the site. Once a decision has been made, we'll keep you up to date with timings as they happen.

What is the next step?

You might start to see some of our colleagues visiting to carry out some surveys, this is all part of the process and there is nothing to worry about.

As part of our commitment to support you through this process, our customer liaison officer Nichola Craven will be on site weekly and is available on the phone at other times.

Please be reassured that we will keep you updated every step of the way and you can contact Nichola on 07909978544 or via our Contact Centre on 0333 400 8222 at any point throughout the process if you have any concerns.

Who do I contact if I have any concerns? Please speak to me [Nichola Craven], your customer liaison officer and I will be able to let you know any updates. My contact details will be on the letter we'll be giving to you shortly which will cover everything we have discussed today.

What do I need to do next?

Please register Homes4Wiltshire and Hampshire Home Choice. To make sure you have access to all the homes available including homes from other landlords, you'll need to join the Wiltshire housing register Homes4Wiltshire and Hampshire housing register Hampshire Home Choice or www.hampshirehomechoice.org.uk.

On here, homes will be listed once a week and from there you can find out more information and bid to move into a home that meets your needs. We're happy to help you with this, just let us know by calling us on 0333 400 8222 or email asterhousingenquiries@aster.co.uk. Please don't worry about the bidding process, we will help you to find a home that meets your needs, and no one will be left without somewhere to live.