

Sarsen Court
Horton Avenue, Devizes
SN10 2AZ
0333 400 8222
contactcente@aster.co.uk

Re: Proposed redevelopment of Seymour Court, Burbage

Dear customer,

Following our recent visit, I wanted to follow up to confirm some early plans we are looking into for Seymour Court that will impact you in the future.

We understand that any change can be concerning and we'll work with you to answer any concerns you may have and will keep in touch throughout the process. We know that this continues to be an uncertain time, but this review is part of our work to strive to provide good quality homes for all our customers.

Through our commitment to make the best use of the land and properties we own, we regularly review all of our buildings to make sure they meet the standards we expect for our customers.

During a recent review of Seymour Court, we looked at the long-term sustainability of the building, 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 was unfortunately identified as underperforming and because of this, we've been looking at how we might be able to better use this site in the future.

As a result, we are considering plans to redevelop the site into new affordable housing. This does mean that we'll be closing Seymour Court, and you'll be supported to move into another home which meets your individual needs.

We do understand that you might be worried about what this will mean for you, however, please be reassured that we'll keep you updated and involved during every stage of the process – our teams are ready to support you.

As we explore our plans further, you might see some of our colleagues visiting over the next few weeks to carry out some surveys. Again, we'd like to reiterate that we are in the very early stages of planning.

We want to give you time to fully understand what these changes mean for you and to think about what's important to you when looking for a new home. 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 keep you fully involved throughout the whole process. We're holding a drop-in session on Thursday, 28 October between 1 - 3.30pm in the communal area, where members of our team will be available to

Speak to. Please do bring a member of your family or support network along so that we can answer any questions you may have.

If you'd like to speak to me sooner, please do not hesitate to call me on 0333 400 8222.

Yours sincerely,
Nichola Craven, Customer Liaison Officer

Email contactcentre@aster.co.uk