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GL20 8ND

BY HAND

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BS34 7LJ

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3 June 2024

Dear [insert name],

Future of Nutfield House ExtraCare scheme

My name is James Trotter, and I am a regeneration co-ordinator at Bromford. I am writing to let you know about our proposals for Nutfield House and what this will mean for you and your home.

Nutfield House is expensive to run and for customers to live in. This has made it hard to attract new residents over the past year and has left the scheme half empty for most of the past two years. People in need of extra care housing in South Gloucestershire are choosing homes in the alternative schemes which are larger in size, have more modern facilities and are cheaper. After conducting a review, we have decided to close the scheme and redevelop the site to provide alternative affordable housing.

I appreciate that this news may come as a shock but please be assured that we will not be starting any work until we have found you a new home in a place where you would be happy to live. We will support you throughout this whole process.

This is just the start of our conversation with you. At the moment we have no detailed plans but wanted to let you and your neighbours know about our future aspirations for Nutfield House as soon as possible. We do not 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 about what this means for you and your family.

I would like to visit you with Carla Elliott, scheme manager to get a sense of any concerns you may have on us regenerating your home. We would also like to use this opportunity to understand your individual circumstances and to let you know that your social worker [insert name] will be contacting you to arrange a care and support

assessment with a view to finding you an alternative home in the local area that meets your requirements and that you are happy to call home.

We would like to visit you on **[insert date] June 2024** between **[insert time]** to reassure you and answer any questions you may have . If you are unable to make this time, please contact **Kristine Handy on 07890 957820** to arrange a time that is more convenient for you.

We don't want you to worry as nothing is changing for you right now and Carla and I are on hand to help with any questions you may have. If you have any immediate questions or concerns, please do not hesitate to contact us on the details below.

James Trotter regeneration coordinator, Bromford Tel: 07976 086134

Carla Elliott, scheme manager, Bromford Tel: 07813 993150

[insert name], social worker, South Gloucestershire Council Tel: **[insert number]**

I look forward to meeting you soon.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'James Trotter', written over a horizontal dashed line.

James Trotter

Regeneration Coordinator

Tel: 07976 086134

James.trotter@bromford.co.uk