




Our Ref: CT/JT/kc

12 September 2017

Leaholme Court
The Avenue
Cirencester
Gloucestershire
GL7 1EG

1 Exchange Court
Brabourne Avenue
Wolverhampton
WV10 6AU

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Dear customer,

My name is James Trotter and I am a Housing Manager at Bromford. I am writing to let you know about a plan for Leaholme Court which will mean some changes for you, your family and your home.

We believe that having modern, energy efficient homes where customers want to live means you can see our homes as a springboard to being your best. We have looked at our homes at Leaholme Court to consider whether this scheme helps us to achieve this and meets your needs.

We have considered renovation works that would improve your home, but we know that these works would not alleviate the wider issues caused by the design and construction of the scheme.

Based on these factors, we have decided to re-house you and your neighbours to other homes that meet your needs. With this in mind, I would like to talk to you about what this means for you and your family and the options available.

I understand this may raise concerns or worries so I'd like to reassure you that you have plenty of time to consider your options. Our priority right now is to support you in finding a new home. My role is to help you through the process until we have found you somewhere else that you would be happy to live.

I would like to visit you on Monday 18th September 2017 where I can:-

- listen to your views
- answer any immediate questions or concerns that you may have
- and most importantly, discuss what this means for you personally.

I have pencilled you in for 9.30 am. This may not be convenient for you so if you are unable to make this time, please email Charlotte.Coombes@bromford.co.uk or call on 01285 885020 to arrange a time that works better for you.

In the meantime please do not worry, if you want to contact me before my visit, my number is **07976 086134** – if I'm not available, please leave your name, number and short message or text me and I will call you as soon as I can. Alternatively, please email me at james.trotter@bromford.co.uk.

I look forward to meeting you soon.

Yours sincerely,

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

James Trotter