




Our Ref: CTK1b/JT/KB

12 February 2018

1 Cirencester Office Park
Tetbury Road
Cirencester
Gloucestershire
GL7 6JJ

 bromford.co.uk
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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 our proposals for Cross Tree Crescent 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 our homes can be a springboard to help you and your family be your best. We have looked at our homes at Cross Tree Crescent to understand whether this scheme helps us to achieve this and meets your needs for the future. We have considered the future maintenance requirements for your home and feel investing in new energy efficient homes will be a smarter option in the long term for both Bromford and our customers. As we have a number of similar homes close together we have an opportunity to do something different in the area.

With this in mind, and as our plans evolve, we propose to re-develop a number of homes in your area so that we can build modern, energy efficient homes in place of the existing homes.

This is 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.

Please let me assure you that you have time to consider the proposal, talk to us about your views and discuss what this means for you and how we can help you. Our priority over the next few weeks is to give you an opportunity to tell us how you feel about this proposal.

I have arranged a drop in for all customers affected on Saturday 24th February at Kempford Village Hall. This will be your opportunity to

- Talk to us about your thoughts on our proposal
- Ask any immediate questions or concerns that you may have
- Hear about what happens next

I have pencilled you in for between xxxxxx and xxxxx. This may not be convenient for you so if you are unable to make this time, please contact Catherine.Bridges@bromford.co.uk or call **07764 290963** to change your slot or arrange a home visit at a convenient time if you would prefer to talk to me in private.

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

Tel: 07976 086134

James.trotter@bromford.co.uk