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8 March 2018

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BY HAND

Dear customer,

Feedback from Cross Tree Crescent consultation event

We said we would share the feedback from the customer consultation event on 24th February 2018 regarding our proposal to regenerate Cross Tree Crescent and Oakley Flats.

Twenty customers were able to visit the village hall to discuss our proposals and last week I followed up with customers unable to attend the event to get their feedback as well. In total, we have received feedback from all but four households– a response of 88%. We also had feedback from the Parish Council attendees which was also really useful.

What did you think about our proposal?

- Customers who have lived in Kempsford for a long time or all of their lives were very surprised at the proposal to regenerate
- Others were quite open to the change or, whilst surprised, would consider moving if we could help them get a property they liked and met their needs
- Most customers indicated they would like to stay in the village or would move as long as they could come back
- Newer customers were also surprised to hear of the proposal
- Some customers told us they have caring/family responsibilities that would need taking into account
- A few customers were not surprised as they know we have been regenerating some areas in Cirencester.

We understand this feedback means having an alternative home that is close by and being able to return to the any scheme is an important factor in making this regeneration proposal work for customers.

What you like about your current home?

- Responses to this question were mixed, with some customers saying their houses were warm and relatively economical to heat and other customers who said despite a heating upgrade they still suffer with damp and mould
- Customers who did not have a garage or easy access to the parking area confirmed parking is an issue. This is something we can also consider as part of the proposal
- Most customers love living in Kempsford because of the friendly people and the peaceful village setting
- The lack of a local shop was raised as something that could be an improvement, though some customers also understood that it is difficult for a shop to be profitable in the village. To overcome this customers visit nearby towns or have home shopping deliveries
- A few customers also said they would like to see some bungalows in the area to support customers with need for level access to stay here.

What happens next?

This information is really useful to help understand what it's like to live in Kempsford so thank you for taking the time to give us your valuable feedback. Those customers who attended the event told us they found it useful to meet face-to-face and have some time with us to discuss the proposal.

I am sure you are keen to understand what happens next as hearing about this kind of proposal can be unsettling. I can confirm that we are progressing the proposal to regenerate Cross Tree Crescent and Oakley Flats.

Many customers said they would like to know as soon as possible the outcome of the consultation and what this meant for them. With this in mind, early next week, Catherine Bridges will contact you to make an appointment for me to come and see you at home.

This is your opportunity to talk in confidence about how I can support you through this regeneration. Right now, nothing is changing for you and there is no timeline in place for you to move. My priority right now is to understand your housing needs, concerns, worries and questions, provide answers where I can, and find out where I can't and reassure you that I am here to help.

I look forward to meeting you again soon, and if you need to contact me in advance of our meeting, my contact details are at the bottom of this letter.

Yours sincerely,

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

James Trotter

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