

# Our Promise and Support for Abbey Residents

Who is this booklet for?

- Do you live on the Abbey?
- Do you own a home on the estate?

Then, this is for you!

Whether you are a homeowner, a Samphire Homes tenant, a private tenant, or a landlord, there is important information in this booklet **for you**.

**Please take a moment to have a look through this document and read it carefully**

If you have any questions, do drop us a line  
[abbeyengagement@flagship-group.co.uk](mailto:abbeyengagement@flagship-group.co.uk)  
or give us a call **0808 169 9301**.



Throughout 2021, we consulted with you on four options for your community. We are now sharing with you a design for the Abbey, that has been shaped with your feedback. We're still developing this design - and we want your thoughts on different parts of it over the next few months. We will then come back to you later in the year with a firm design for the Abbey.

Before then, we want to remind you once again of what you can expect from us in the coming months and years - this is our promise to you:



**Samphire Homes customers**

Everyone will be entitled to be rehoused in a new/ refurbished home, of appropriate size to meet your needs.

We will continue to manage and maintain your home, dealing with repairs, and addressing your property needs.

Samphire Homes customers will keep their rights and existing tenancy agreements.

We will consider improvements to all of our homes on the estate not only those affected by demolition.

**Homeowners**

Everyone will be entitled to at least a fair market value for their home, and possibly a replacement option, in the event that demolition takes place.

**All Abbey residents**

We will meaningfully consult with you so that we understand what matters to you.

We will continue to engage and consult with you throughout the regeneration process.

Nobody will be worse off financially, as a result of any proposed changes.

Any new homes will be more efficient, and cheaper to heat than existing properties, reducing running costs.

We will provide extra support and help for those that need it throughout regeneration.

We will make no profit, any extra will go towards providing more homes for people in need.

We are committed to working with people living on the Abbey to look for possible ways to make improvements to homes not affected by demolition.



## Our Promise to You: what it means for you

**1** This section applies to everyone on the Abbey whether you're a homeowner, a Samphire Homes tenant, a private tenant, or a landlord.

**We have meaningfully consulted with you, so that we understand what matters to you and we will continue to engage and consult with you throughout the regeneration process.**

Since 2019, we've been asking you for your views - what matters to you, what you like about the Abbey, and what could be better. Throughout 2021, we consulted you on possible options for your community.

We're continuing to ask you for your thoughts and ideas - we'll soon be inviting you to give your views on a number of different themes to shape the design for the Abbey.

We're going to keep on asking what you think and listening to your views in the months and years to come. That doesn't stop once we have come up with a firm design - as long as we are present on the Abbey, we want to work with you, asking you for your views, and listening to your thoughts.

**Nobody will be worse off financially as a result of any proposed changes**

We want to make things better on the Abbey, not worse for residents and we will make sure that nobody is out of pocket because of any changes and improvements that are carried out. What this means is that we will cover things like helping with moving home and any extra fees you may incur in the move.

**Any new homes will be more efficient and cheaper to heat than existing properties, reducing running costs**

We will build new homes in a way that makes them more efficient - for example, making them better at keeping warm in the winter - so that they are cheaper for you to run. Because of how we will build the homes, and because of the materials we will use, you can expect lower energy bills.

**We will provide extra support and help for those that need it throughout the regeneration**

We know that these kinds of improvements can often be uncertain and unsettling for people, and more so perhaps for some residents who may need a bit of extra help. Which is why we are here to offer support as needed. We will find out what help residents need and we'll be there on a 121 basis throughout the process, making it as smooth and as stress-free as it can be. We can offer help in a range of ways, such as helping with moving home and any extra fees you may incur in the move.

**We will make no profit; any extra money will go towards providing more homes for people in need**

**We will absolutely not make any profit out of this, any extra money will go towards providing affordable homes and creating sustainable communities.**

Flagship's vision is to solve the housing crisis in the East of England - which means better quality homes, and more choice of homes. **We are doing this to make a difference, not money.**

**We will consider improvements to all of our homes on the estate not only those affected by demolition**

As part of this project, there is the possibility of making improvements to homes not affected by demolition. We will look to see what we can do for these homes and keep you posted.



If you're a homeowner, this next section is for you. Please take a moment to read it:

**2** In the event that demolition takes place and your home is affected, you'll be entitled to at least fair market value for your home or a replacement option of equivalent value.



If demolition took place and your home is affected, we'd look to buy your home from you at the fair market value at the time - or a replacement option of equivalent value. The market value will depend on the housing market at the time but we will make you a fair offer. If you choose a replacement home, you will get a home of a high standard, that is more efficient to run than existing homes on the estate. The new homes will be of a quality that compares highly with similar new builds in the area.

We are not going to build any homes smaller than the existing homes on the estate. If homes are replaced, we will replace them on a like-for-like basis so that we can meet local housing needs.



If you're a Samphire Homes tenant this section is for you

**3** If demolition takes place and your home is affected, you will be entitled to be rehoused in a new / refurbished home, of suitable size to meet your needs and Samphire Homes tenants will keep their rights and existing tenancy agreements.



If you're a Samphire Homes tenant whose home is affected by demolition, you will have the right to a new or improved home of an appropriate size to meet your needs. We are not going to build any homes smaller than the existing homes on the estate. If homes are replaced, we will replace them on a like-for-like basis aiming to meet local housing needs.

And, you'll keep your rights. Your tenancy agreement will stay the same.

**We will continue to manage and maintain your home, dealing with repairs and addressing your property needs.**

If you're a Samphire Homes tenant, we are carrying on looking after your home and we'll fix things you need us to. We are here to help you to look after your home. Please contact our team if you have a repair that needs doing.





## In summary, here's what we promise you:

### I'm a homeowner on the Abbey:

- We will not leave anybody worse off financially
- If demolition were to take place and your home was affected, we will pay you at least fair market value for your home, or there would be the possibility of a replacement home offer on the Abbey - this will be of a high standard
- Any new homes on the Abbey will be cheaper to run
- Wider improvements on the estate could benefit you and your home
- We'll give extra support for those that need it
- We'll keep you informed and work closely with you.

### I'm a Samphire Homes tenant on the Abbey:

- You will keep all your tenancy rights
- There will be no change to your rent levels
- We'll keep any disturbance to a minimum
- You'll get a 'like for like' replacement home to suit your needs, on the Abbey
- Any new homes on the Abbey will be cheaper to run
- We'll give extra support for those that need it
- If your home isn't affected by demolition, we may be able to carry out improvements to your home
- We'll keep you informed and work closely with you.

### I'm a private tenant on the Abbey:

- As a resident, you'll benefit from wider improvements to the Abbey
- If it were to be of interest to you, we could potentially give you a priority option for any private rented homes we own
- We'll give extra support for those that need it
- We'll keep you informed and work closely with you.

### I'm a private landlord on the Abbey:

- The wider improvements could add value to your property
- You'll get a fair market value if your home is affected by the works
- We'll keep you informed and work closely with you.

## Your questions answered

### Who's doing this?

We are Flagship Group, working together with a range of experts. We are also working closely with a range of other organisations as we know that we can only make a real difference if we work together.

In November 2019 Flagship Group entered into a Memorandum of Understanding with Norfolk County Council and Breckland Council. What this means is that we committed to work together for the benefit of the Abbey.

### Will Flagship make any money out of this?

**Absolutely not.** We will make no profit, any extra will go towards providing affordable homes and creating sustainable communities

### Will new homes be smaller than they are now?

We are not going to build any homes smaller than the existing homes on the estate. The rules about building homes have changed since the Abbey estate was built, and standard house sizes are now larger than they were then. Internal rooms and storage spaces are also now wider and larger than before. If homes are replaced, we will replace them on a like-for-like basis aiming to meet local housing needs. What this means is that we are not going to replace anyone's home with a smaller one.



### How are you listening to residents' views?

We began speaking to residents in 2019 to find out what matters to you in your community. Then, in 2021, we carried out consultation on possible options for the Abbey. We heard your feedback and we've considered this carefully. We've also been carrying out work to understand what improvements might be possible for the Abbey; we've been thinking about things such as costs and disruption.

We'll be in touch soon with a design for the Abbey, and we're going to once again be asking you for your views on this. What you tell us will help us to shape the plan for the Abbey.

And, we're going to keep on listening to your views in the months and years to come: whatever we do on the Abbey will be shaped with your feedback.

### Why are you doing this?

We know from what you've told us that there are things that you love about living on the Abbey, but we also know that there are issues too - things such as anti-social behaviour, fly tipping, the condition of the properties, and use of the garage sites. We want to bring long-term improvements to the Abbey that tackle the issues that you have told us about in our conversations.

We are doing this because we want to create meaningful change and create opportunities for people across the Abbey.

The benefits would be for today's and tomorrow's residents. The Abbey is an important part of Thetford: what benefits the Abbey,

and its residents will benefit Thetford as a whole.

This is a once in a generation opportunity for the Abbey.

### What's the timescale for this?

We expect to have a firm design to share with you by the end of 2022. Once we have this we have to go through various processes before we can start work. We don't expect work to start for 3-4 years. And, we won't carry out all the work at once, whatever we do will be done in phases. We'll be focusing on smaller areas across the Abbey at a time. We want to cause minimal disruption for the community.

You might see people around and about carrying out surveys for us but that absolutely does not mean that any work has started.

### What's happening with the river?

The river is an area that we know could be improved for local residents. We are proposing a 'River Walk' towards the river making it easier to get to this area. With the new route, the riverside would become more of a recreational and ecological space for the community - a place for people to enjoy spending time.

### What are you doing about homes not affected by demolition?

For those homes not affected by demolition, we will be looking at the possibility of carrying out improvements. We will keep you updated on what's possible.

## We're here to help

If you have any questions, or any concerns, we're here to help. Please get in touch with us - [abbeyengagement@flagship-group.co.uk](mailto:abbeyengagement@flagship-group.co.uk) or **0808 169 9301** - if you need any more information.

**We look forward to hearing from you.**



If you would like a copy of this brochure in Portuguese, Lithuanian, Romanian or Polish please get in touch.

Entre em contacto conosco se pretender obter uma cópia desta brochura em português.

Prašom susisiekti, jei norite gauti šios brošiūros kopiją lietuvių kalba.

Dacă doriți să consultați un exemplar în limba română al acestei broșuri, nu ezitați să ne contactați.

Prosimy o kontakt, jeśli potrzebują Państwo broszury w języku polskim.