

# Barne Barton Update >>

**February 2026**

Dear Customer,

Following recent conversations and the feedback you've shared about the new homes, we've put together an updated Frequently Asked Questions guide to help answer some of the queries that have come up -

## **When will we know details of flat layouts, room sizes and be able to view the homes?**

We will aim to provide this information to customers individually in early March. Viewings will be arranged once the scaffolding has been removed, and we will keep customers updated on when this will be.

## **Who will cover moving costs?**

Some customers have asked whether we could use one removal company for all moves. We can arrange and cover the cost of the removal company, though customers would need to manage the move with them on the day. We'll provide more details as soon as they're available.

## **Will there be a disturbance payment?**

We will consider covering all reasonable costs related to moving for customers who are relocating to the new block as part of the project.

## **Will there be allocated parking?**

At the moment, we don't anticipate parking being an issue. After careful consideration, we've decided to keep the current "first come, first served" system for the block. We'll continue to monitor this and may review it in the future, including the possibility of introducing a parking management company if needed.

## **Will pathways be closed to create communal garden spaces?**

The pathways provide access to public land, and this is the only route through. As the land is public, we're unfortunately not able to close the paths.

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## **Can we leave any items in our current homes?**

Homes should be cleared of any unwanted items in full during the moving process. We won't be providing any skips and you will need to arrange disposal of any unwanted items. If you need any support with this please discuss this with Tracey Johns (Housing Officer) in advance.

## **Do garages need to be emptied?**

Garages will not need to be cleared immediately but please begin to think about this if you have a garage as we will need them cleared before May. We will contact anyone with a garage nearer the time about this and we will identify a suitable alternative storage solution for STAR belongings.

## **How will you keep us updated?**

We've found the recent individual meetings really helpful, as they allow us to offer support and respond to personal questions sensitively. We will continue to keep you updated through this newsletter and through our Frequently Asked Questions. At this stage, we don't feel that another customer meeting is needed. However, if any customer would like a further individual meeting, you're very welcome to contact us and we will arrange one for you.

## **Any comments?**

**If you have any comments or questions, please speak to your local Housing Officers or Justin Cartwright, Senior Development Manager, on 07824 609671 or [Justin.Cartwright@sanctuary.co.uk](mailto:Justin.Cartwright@sanctuary.co.uk).**