

Barne Barton Update >>

September 2025

Frequently Asked Questions (updated September 2025)

- **We're looking forward to learning more about the flats and understand the move process. Will we have an opportunity to meet with you and discuss?**

Of course! We will arrange a drop-in to discuss everything about the new homes and move process and will write to residents nearer the time. Nearer the completion date we will arrange for individual viewings of your new homes.

- **Do we know the width space for a cooker and fridge/freezer?**

Both will have the standard space of 620 mm

- **Will carpets and flooring be fitted in the flats and will we be able to discuss colours?**

Vinyl flooring will be fitted throughout the flats for all residents. In our last update we made an error when we said you could choose the colour as unfortunately the flooring had already been ordered. The flooring is a modern neutral grey colour.

However, you will as part of the disturbance arrangements be able to choose your own carpets to lay over the vinyl flooring should you wish. We are sorry for this earlier misinformation.

- **Will curtains and blinds be provided in the homes, and if so, will residents be consulted on colours?**

Unfortunately, curtains or blinds will not be provided. However, should your existing window dressings not fit your new home you can seek reimbursement for the reasonable cost of these by providing receipts as part of the disturbance payment.

- **Who will be arranging removal of belongings into the new homes?**

We will talk to you about this nearer the time and when we have accurate dates for completion. Reasonable costs incurred will be covered within the disturbance payments and we will work with you to make the moving process as comfortable as possible.

- **Will water connections be fitted for washing machines?**

Yes, washing machines will just need to be connected. There will also be space to stack a dryer on top of the washing machine if you choose to.

Barne Barton Update >>

- **Will CCTV be fitted on the block?**
Yes, CCTV will be fitted in communal areas as a security measure.
- **Will there be a trade button on the door entry system?**
Yes, there will be a trade button for deliveries, such as post. This will be video and voice call.
- **Will there be a post box for individual homes?**
There will be a post room with secure individual boxes for all of the flats, located in the main lobby. Residents will need to visit the post room to collect their post.
- **Will we receive home loss payments, and when will these be paid?**
Yes, all existing residents will be entitled to a statutory home loss payment of £8,100.

In addition, residents can also apply for a disturbance payment to help cover some of the reasonable expenses incurred when moving home – such as removals, disconnecting and reconnecting appliances and utilities, post redirection and/or new curtains. This should not exceed £1,500.

- **Will there be parking available?**
There will be some spaces available for parking but not for every flat. Residents will be able to use the spaces when they are available on a “first come first serve” basis or park on the street as now.
- **Are we allowed access to the site to look at the flats?**
Unfortunately, not while building work continues but you will be allowed access as we near completion.

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.