

Barne Barton Update >>

May 2026

Dear Customer,

Thank you to everyone who attended our recent drop-in event at Tamar View – it was great to see so many of you.

We know not everyone was able to attend, so we've pulled together some answers to some of the key questions that were raised. We hope this helps make sure everyone has the same information as we move closer to completion. Please do get in touch if your question is not answered in this update.

Rent, charges and bills

When will we know the rent and service charges?

We expect to confirm these in the next couple of weeks and will share details as soon as we have them. We want to reassure you that the new rent will not exceed your current rent.

What will the council tax be?

Each home will have a new Savage Road address, along with a flat number. We expect council tax to be similar to your current home and will confirm this once it's finalised

How will heating and energy bills work?

Electricity will be supplied by E.ON for the first 28 days, after which you'll be free to choose your own provider. Heating will come from a communal system, and you'll pay for what you use.

Will I be able to access my meter readings?

We are looking at how residents can access meter readings safely and will share more information once confirmed.

Building and facilities

Will there be somewhere for parcels to be delivered?

Unfortunately, there won't be a dedicated parcel room. For fire safety reasons, items can't be left in communal areas.

Why are the intercoms positioned low down?

Intercoms have been installed at a height that makes them accessible for all residents, including those who use wheelchairs.

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Is CCTV in place?

Yes, CCTV is in place and can only be accessed by authorised staff in line with data protection rules.

How does the sprinkler system work?

The sprinkler system is designed to respond only to serious fire conditions and won't be triggered by everyday activities.

What if my belongings get damaged in the event of a serious incident?

You may want to consider taking out contents insurance for additional peace of mind and we recommend this to all customers. You can find out more about this by visiting our [home insurance page on the website](#).

Parking and outdoor areas**I am concerned the barrier won't operate if there is a power cut?**

The barrier is supported by battery backup, and there is also pedestrian access available.

Will parking spaces be allocated?

Parking will not be allocated and will work on first come, first-served basis. If concerns are raised, customers will be encouraged to work together to resolve in the first instance.

Where can bikes be stored?

Bike storage is available within each flat. Bikes must not be stored in communal areas so these are kept clear in the event of an emergency.

Moving into your new home**When can we view or measure the new homes?**

We will arrange access as soon as it is safe to do so and let you know.

Can I make changes to my new home?

Any changes will need to go through our usual permissions process as in your current home.

Why can't I choose my kitchen?

We understand this may be disappointing, but this cannot be changed at this stage.

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Access and services

How do I access the building?

You will be provided with keys and fobs. Please take care of these as replacement items may be chargeable.

Are phone lines and internet available?

BT lines are installed and you can choose your provider, but Virgin Media is not available.

Will there be help available on moving day?

Yes, removals will be arranged and a handyman service will be available if needed.

Costs and support

Can I claim for moving costs?

Yes, reasonable costs can be claimed through your disturbance allowance.

What financial support is available?

You will receive a home loss payment and disturbance payments to support your move.

Other questions

Will demolition take place at Talbot Gardens?

Once all homes are empty you will see activity on site as we make the area secure. The process of demolition is expected to take around eight months and we will keep you updated ahead of this work starting.

Reporting a repair

We will continue to address any issues you have in your current home. Our Customer Hub is open 24 hours a day, seven days a week, including public holidays for **emergency repairs**. For housing enquiries, we are open Monday to Friday, 8am to 5pm. Please call us on [0808 168 3477](tel:08081683477).

If you have any further questions you can contact Tracy Johns, Housing Officer, directly by emailing tracy.johns@sanctuary.co.uk.