Sanctuary

Barne Barton Update

June 2026

Dear Customer,

Welcome to your latest community update.

We know many of you are looking forward to moving into your new home, and we wanted to share the latest progress, along with some important information about the next steps.

A first look at your new home

We are delighted to confirm that customer viewings of the new homes will take place on **2 July**.

This will be the first opportunity for all customers to see their new home in person, making it a significant milestone for everyone involved in the project.

Several customers have asked whether they will be able to take measurements for carpets and flooring during their visit. We are happy for you to do this during the viewing. If you are unable to take measurements on the day, we can arrange a follow-up visit.

Updated move-in timescales

In our last update, we explained that we were aiming to take handover of the new homes in late June, with customers moving in during late July.

Unfortunately, unexpected drainage works have delayed the completion of the development. As a result, we are now working towards an estimated handover date of **the end of July**, with customers expected to move in during **late August or early September**.

We understand this news may be disappointing, particularly as many of you are eager to move into your new home. However, it is important to us that all work is fully completed before customers move in, helping to avoid any further disruption once you are settled.

We will contact all customers directly as soon as we can confirm the final dates.

Council Tax

Your new home will have a new Savage Road address and flat number. We expect Council Tax charges to be similar to those for your current home.

We have already provided the relevant information to Plymouth City Council to set up Council Tax billing. However, we understand there are currently delays within the Valuation Office, which means Council Tax bills may not be issued immediately when you move in.

To help avoid any unexpected costs later, we recommend setting aside an amount similar to your current Council Tax payment until your new bill is issued. This will help prevent any arrears building up when charges are backdated.

Please let us know if you currently receive support with Council Tax through benefits, we will then contact you directly to discuss what this means for you and any action you may need to take.

Heating and energy costs

As previously shared, your home will be connected to a communal heating system. This means you will only pay for the heating you use.

We are continuing to work with our partners to understand how residents will be able to access meter readings and monitor their energy usage and costs. We will provide further information as soon as it becomes available.

Getting ready to move

We appreciate that many customers will be using this time to prepare for their move.

If you have furniture, household goods or other items that you no longer need and that you are unable to dispose of yourself please speak to your Housing Officer.

You can find out more about collection services by visiting www.plymouth.gov.uk/bulky-waste-collection.

Your local recycling centres are at Chelson Meadow and Weston Mill – opening times and details of what is accepted can be found by visiting www.plymouth.gov.uk/recycling-centres .

Keeping you safe - repairs and site security

We would like to remind all customers that we continue to operate a repairs service for the existing blocks on site, including an enhanced caretaker service in communal areas. Please do continue to report any repairs or issues to us.

Thank you for your continued patience and understanding while work on the development is completed.

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We also wanted to take this opportunity to remind customers that we continue to prioritise security across the estate. If you have any concerns or spot any issues with people accessing areas of the development or empty block, please **contact Paul O'Hanlon, site manager, directly on 07584 531850.**

We would also encourage customers to report any issues of criminal or antisocial behaviour across the development site to the police and your Housing Officer.

Reporting a repair

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 Please call us on 0808 168 3477.

Keeping you informed

We know this project has been a long journey, and we are excited to be getting closer to welcoming you into your new home. We will continue to keep you updated and share further information as soon as it is available.

If you have any questions, please contact your Housing Officer, who will be happy to help via email at tracy.johns@sanctuary.co.uk.