Sanctuary

Barne Barton Update

September 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.

Updated move-in timescales

In our last update, we explained that we were aiming to take handover of the new homes at the end of August, ready for move-in in September.

While we are now close to completing the new homes, there are still a number of outstanding works that need to be finished before the development can be handed over and residents can move in.

As a result, we are unfortunately unable to confirm move-in dates at this time. We are currently working towards the **end of October** for the completion of these works and for customers to begin moving into their new homes.

We understand this news will be disappointing, particularly as many residents have been waiting for some time to move. However, it is important that all outstanding work is completed before anyone moves in. This will help ensure your new home is fully ready and minimise disruption once you are settled.

We will continue to work closely with the construction team and will provide a further update as soon as we can confirm the final completion and moving dates.

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 .

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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.

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.