



[NAME]

[ADDRESS 1]

[ADDRESS 2]

11 August 2026

Dear [Name]

CONSULTATION – Section 105 of the Housing Act 1985

Over the past year, we have been keeping customers informed about the investigations, repairs and improvements needed at City Green Apartments. Having considered the findings and the options available, we are now asking for your views on a proposal that could affect you and your home.

Before we share the proposal in more detail, I want to reassure you that your safety is our top priority and we are here to support you during this consultation and beyond. We know that receiving a letter like this may be worrying, we have not made any final decisions and we want to hear your views before we do this.

Key things you need to know

- **Tell us what you think:** This letter explains why we are reviewing the future of your home in City Green and our proposal to help customers permanently move to alternative, suitable Gentoo homes.
- **We're here to support you:** We know this is your home and we're committed to supporting you every step of the way.

What happens next:

- **We want to hear from you:** details on how to give us your thoughts are on page three of this letter.
- We'll hold weekly drop-in sessions if you'd like to talk or need help.
- **We're here for you:** If you have any questions or just want to talk, please call us on 0191 525 5051 or visit the customer portal at www.gentoogroup.com/city-green-customer-portal

Gentoo Group Limited

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A charitable community benefit society, registration number 7302
VAT Reg No. 357 3560 82

What has happened at City Green?

Over the last few years, rainwater has been getting into parts of the building. We know this has been frustrating for customers, and we are really sorry for the time this has taken and the problems this has caused despite our efforts to fix the issues.

During this time, we have carried out a range of independent and specialist surveys to understand what may be causing the water ingress issues and look at possible long-term solutions to fix the building, including fire safety upgrades. To date this has cost more than £230,000.

The inspections found that there is no simple way to fix the problems. They also found that any major repair programme would require customers to leave their homes for a prolonged period and that additional fire safety work, including installing a sprinkler system, would also be required as part of any major refurbishment project.

Even after carrying out this work, there would be no guarantee that all issues affecting the building would be fully resolved and the repair work and fire safety improvements will cost more than £10 million to complete.

There is no certainty that we can permanently fix the water entering your home and the building. The building would also always remain on a simultaneous evacuation strategy, meaning each time the fire alarm is activated, all customers must evacuate.

Having considered all of the information, Gentoo's current view is that helping customers to move to alternative Gentoo homes is the best outcome for customers living in City Green. It is possible that we may need to consider demolishing the building in the future.

We understand that this is a significant proposal which could have a major impact on you. No decisions have been made, and this consultation gives you the opportunity to tell us what you think before any final decision is taken.

As a social housing provider, we must make careful decisions about how we use our money so that we can continue to provide safe, good quality homes for all our customers.

We are now consulting with you on a proposal to help customers living in City Green to permanently move to alternative, suitable Gentoo homes.

What will the consultation cover?

We want to understand how moving home could affect you, what support you may need, and what is important to you if this proposal goes ahead.

Your feedback will help us understand the impact on customers before any final decision is made.

What would this mean for you?

If a decision is made for customers to move from City Green, we would work closely with every customer and household to find a suitable alternative Gentoo home.

Each household would receive a Home Loss Payment of £8,100. This is a payment set by the Government to recognise the disruption of having to permanently move from your home.

We would also arrange and pay for any removals to help you move into your new Gentoo home.

If you move to another Gentoo home, you would also receive up to £1,500 to help you settle in. This could be used for things such as flooring, blinds, decorating or new appliances.

Before any decision is made, we would like to hear from you about:

- How moving home may affect you or your household
- If you support the proposal
- What would be important to you when choosing a new home
- Any support you may need if you have to move
- Any concerns or questions you would like us to consider

What happens next?

Nothing will change immediately.

This is your home and it is important that we understand your views before any decision is made.

You can share your feedback by:

- Completing the form online by scanning this QR code
- Completing the enclosed form and returning it in the freepost envelope provided
- Attending one of our drop-in sessions in Flat 39, City Green:
 - Wednesday 12 August, 10.00am – 11.30am
 - Thursday 13 August, 1.00pm – 2.30pm
 - Wednesday 19 August, 4.00pm – 6.00pm
 - Saturday 29 August, 9.00am – 11.00am



- Wednesday 9 September, 2.00pm – 4.00pm
- Thursday 17 September, 4.00pm – 6.00pm
- Arranging a meeting with our dedicated City Green team by calling 0191 525 5051

Please share your feedback with us by **21 September 2026**.

The law requires us to consult with customers before making housing management changes that may affect them. This letter forms part of the consultation and is sent in line with Section 105 of the Housing Act 1985. A copy of this consultation is available for inspection at Sunderland City Council, City Hall, Plater Way, Sunderland, SR1 3AA.

We will carefully consider all feedback before making a decision. We will then write to you in early October 2026 to let you know the outcome of the consultation and the decision that has been made.

If the decision is made that means customers need to move from City Green, nobody would be expected to move until they have found a suitable new home and have the right support in place.

We know that your home is one of the most important things to you. That is why we want to hear your views and understand what matters most to you before any decision is made.

If you would like to talk to someone about your concerns, discuss your housing needs or simply ask a question, please contact our dedicated City Green team on 0191 525 5051.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Marc', followed by a stylized, flowing signature.

Marc Edwards

Executive Director of Property

Questions and answers



We want to make sure you understand why we are consulting with you on the proposal to permanently move you out of your home in City Green so you can provide us with your views and concerns as part of the consultation. We have provided answers below to some of the key questions but please contact us to discuss any specific questions you have.

Q – Is the building safe to live in while Gentoo decides on its future?

A – We have put additional measures in place, including the new fire alarm system, a simultaneous evacuation strategy and support to stop damp and mould developing in your home, to help keep customers safe while we consider the long-term future of the building.

Q - Why can you not fix the building?

A – We have carefully explored what major investment works could be carried out to address the building's issues, including water entering the building, window defects and fire safety improvements.

However, the specialist contractors we consulted advised that, even if these improvement works were completed, they would be unable to provide guarantees or warranties that the problems would not return in the future. This is because any major repair programme would need to work around many parts of the existing structure of the building, such as internal walls, ceilings, balconies, staircases and external wall systems, rather than replacing them all.

To provide the level of assurance normally expected through warranties, the building would need to be completely stripped back to its core structure within its existing steel frame. This would involve removing and replacing major elements of the building. This level of work would increase costs significantly beyond the current estimates provided.

Based on the evidence available, Gentoo's current view is that supporting customers to move to suitable alternative Gentoo homes may provide the safest and most positive long term outcome.

Q – Has a decision already been made?

A - No. We have not made a final decision about the future of City Green. We understand this is an important matter that affects your home, so we want to hear your views before deciding what happens next. We will carefully consider all feedback received during the consultation and will keep you informed throughout the process.

We will write to you in early October 2026 to let you know the outcome of the consultation and the decision that has been made.

Q – What will you do with the building if all customers move out?

A – This is a decision we will make at a future date, however Gentoo may consider demolishing the building.

Q – When would I receive the home loss payment?

A – As a Gentoo customer you would be entitled to compensation under the Home Loss Payments Regulations 2023 scheme. This payment is £8,100. Gentoo would also provide additional financial support to all customers moving to another Gentoo home of £1,500 to allow you to complete things like decorating or installing carpets to your new home. You would not receive your home loss payment of £8,100 until after your tenancy agreement at City Green is terminated.

Q- Does the home loss payment affect the benefit payments I receive?

A - Home loss payments are not considered income, but they may be treated as savings for means-tested benefits. If your savings exceed £6,000 at the end of your assessment period, you would need to notify the Department of Work and Pensions (DWP) before the period ends. We would recommend keeping receipts for any purchases and updating the DWP when your savings fall below £6,000. Our Money Matters Team would be available to support you if you have any questions regarding your personal circumstances.

Q – How would Gentoo support me to move?

A – A dedicated team would support you to meet your individual rehousing needs. The team will support you to find a new home and help you move.

You will also receive financial compensation as outlined in this letter. This is per household, one statutory home loss payment of £8,100 per flat not per customer.

Q – How would Gentoo help me find a new home?

A – We would assist you throughout the entire process of finding your new home. This includes understanding your specific housing needs and working with you to secure a suitable home of your choice.

Q – How would I bid for a new home?

A – We would conduct an in person individual Housing Needs Assessment with you. This would cover the type and size of property you need, as well as your preferred area within the city. You would be given a priority banding of ‘Band One Plus’ for a move, and we would assist you in finding a suitable home and, where needed, bid for properties on your behalf. Once a potential property was identified, we would arrange a viewing for you.

Q – What priority or banding would I receive when bidding for a new home?

A – In-line with our current Allocations Policy you would be awarded ‘Band One Plus’ this banding is only for customers whose homes are going through a renewal, disposal or demolition programme.

Q – How many property offers would I receive?

A – After completing your Housing Needs Assessment we would expect to be able to find you a suitable home within three offers. If this approach does not result in finding a new home, we would work with you to identify an appropriate alternative.

Q – What if more than one customer at City Green bids for the same home?

A – If two or more customers from the City Green bid for the same home, priority would be given to the customer with the longest continuous Gentoo tenancy.

Q – Can I remain in the area?

A – As part of the bidding process for a new home, we would work with you to offer homes in locations that meet your housing needs. We are confident that, should we need to move you out of City Green, we will be able to find you a suitable alternative property once we understand your needs.

Q – Would Gentoo help me to move my belongings to a new home?

A – Yes, if you remain with Gentoo we would provide a removal service from your current home to your new home. If you required additional support, your individual requirements would be discussed with your local Neighbourhood Team.

Q – What if I don’t want to move to another Gentoo home?

A – You would not have to move to another Gentoo home if you do not wish to and are welcome to find another property yourself. This could be through another social housing provider, private rent, securing a mortgage or moving in with friends or family. You would still receive the statutory home loss payment of £8,100 per flat.

Q – What if I do not want to move?

A – Gentoo is carefully considering all options and taking your feedback into consideration. If you did not want to move, you can use your feedback form to tell us this.

However, if Gentoo decide to permanently move all customers out of the building, we hope you will work with us to find you a new home.

If you or someone you know would like this information in large print, on CD or in Braille then please contact us.

If you or someone you know would like this information in another language, then please contact us. Interpretation services are available.

যদি আপনি বা আপনার জানা-শোনা কেউ এই তথ্য অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন। দোভাষী পরিষেবা পাওয়া যাচ্ছে। (Bengali)

如果您或您認識的人希望此信息是其它語言，請與我們聯繫。口譯服務可提供。

(Cantonese)
اگر شما و یا شخص دیگری که شما می شناسید مایل هستید این اطلاعات را به زبان دیگری دریافت نمائید، لطفاً با ما تماس حاصل کنید. خدمات ترجمه موجود می باشد. (Farsi)

如果您或您认识的人想要本信息以另外一种语言版本提供，那么就请与我们取得联系。我们同时还提供口译类服务。(Mandarin)

Jeśli Państwo, lub jakaś osoba, którą Państwo znają, chcieliby otrzymać te informacje w innym języku, proszę się z nami skontaktować. Dostępne są także usługi tłumacza ustnego. (Polish)