



[Customer name]

[Customer address]

6 October 2026

Important update on City Green Apartments

Dear [Customer name]

I am writing to you with an important update following the recent consultation we carried out with you and all other customers living in City Green.

Firstly, I would like to thank everyone who took part in the consultation. We received responses from 43 of the 45 households. Your feedback, comments and questions were invaluable in helping us understand the impact of the issues affecting you, your home and how you felt about our proposal to permanently move everyone out of City Green.

Key things you need to know

- **A decision:** Following the consultation, we've made the very difficult decision to permanently move all customers out of City Green Apartments.
- **We're here to support you:** We know this is your home, and we're committed to supporting you every step of the way. Please be assured we will not be asking you to move immediately, and our dedicated housing team will work with you on finding you a suitable alternative home.
- **The future of the building:** While we have made the difficult decision to ask you and your neighbours to move out of City Green, we have not made a final decision about the future of the building. We can confirm that the building will not be used as housing in the future.

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What happens next:

- Colleagues from your dedicated housing team will be in flat 39, City Green today (6 October) between 12pm and 4.30pm if you need immediate support or you can call them on **0191 525 5051**.
- We will contact you to arrange a personalised one to one appointment to discuss this letter and any questions or concerns you have in the next few days.
- Later in October and November, we will then start individual conversations to understand your needs and find a home that's right for you.
- A dedicated housing team will be available to offer advice and support each step of the way.
- We will hold weekly drop-in sessions every Wednesday in flat 39, City Green if you'd like to talk or need help (starting from Wednesday 14 October 2026).
- **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 <https://www.gentoogroup.com/city-green-customer-portal/>

Our commitment to you

We understand that this news will be very difficult and emotional and we want to reassure you that this is not a decision that we have taken lightly. You are safe to continue living in your home with the existing support we have put in place.

You will be supported every step of the way throughout this process. Our focus is on helping you find a new home that is right for you whilst providing the information and advice you need along the way. We will also provide you with financial and practical support, more information about this is included in the 'additional information' section of this letter.

If you have any questions or would like to speak to a member of the team, please contact us on **0191 525 5051** or visit the customer portal at <https://www.gentoogroup.com/city-green-customer-portal/>

Thank you again for your engagement throughout this process. We deeply appreciate your support as we move forward together.

Yours sincerely,



Marc Edwards
Executive Director of Property



Additional information

Can you tell me more about the consultation?

The consultation took place over six weeks from 11 August to 21 September 2026.

During this time, we listened carefully to your feedback and:

- held customer drop-in sessions and meetings
- contacted customers through letters, text messages, emails, telephone calls and home visits
- shared information about the ongoing water ingress and fire safety challenges affecting City Green
- provided information about the options available to Gentoo and the potential impact of each option
- gave you opportunities to ask questions and tell us how any decision could affect you and your household.

We would like to thank everyone who took part in the consultation.

What feedback did we receive in the consultation?

Of the 45 occupied homes at City Green, 43 households participated in the consultation. This level of engagement was exceptional and ensured that we had a clear understanding of your views before any decision was made.

Throughout the consultation, customers shared a wide range of views. Some told us they wanted clarity and certainty about the future following ongoing water ingress issues and the changes to the building's fire safety arrangements. Others spoke about the impact that moving from a home and community they value would have on them and their families.

Every comment, question and concern raised during the consultation was reviewed and considered. Your feedback helped to shape the information presented to both Gentoo's Customer Committee and Group Board.

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What was the outcome of the consultation?

After taking everything into consideration, our Board has made the difficult decision to permanently move all customers into a new home.

We know this will have a significant impact on you and your household. We recognise that some customers may feel relieved that a decision has now been made, while others may feel worried, disappointed or uncertain about what this means for them.

We did not make this decision lightly. Our Board carefully considered all available information, including the feedback received during the consultation, before reaching its final decision.

What about the future of the building?

While we have made the difficult decision to ask you and your neighbours to move out of City Green, we have not made a final decision about the future of the building.

We can confirm that the building will not be used as housing in the future.

What happens next?

Our priority is now to support you to find a suitable new home.

You can expect:

- Dedicated support from our housing team throughout the rehousing process.
- Personalised one to one conversations to understand your housing needs and preferences. We will make contact with customers starting from next week to arrange an appointment for these conversations. We expect to have all personalised one to one conversations completed by the end of November 2026.
- Weekly drop in sessions every Wednesday between 1pm and 3pm. Starting from 7 October 2026.
- Help identifying suitable alternative homes. Regular updates and opportunities to ask questions.
- Financial support:
 - Every household will receive compensation under the Home Loss Payments Regulations 2023 scheme. This payment is £8,100 and will be paid when you end your tenancy at City Green. (We will review any rent arrears or other debts on your account before making the statutory home loss payment and discuss your specific circumstances with you.)



- For customers moving to another Gentoo property, we will also provide additional financial support of £1,500 to help make your new house a home. This will help cover things like decorating, installing carpets or purchasing household items like furniture.
- Personal and practical support including:
 - Disconnection and reconnection of white goods
 - Removal firm and packing service
 - Broadband telephone and Sky reconnections
 - Mail redirection
 - Support registering with a new GP and/or dentist
 - Help updating your council tax or electoral roll information

We have included a document with this letter containing more detailed information and answers to any questions you might have.

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