

Important update on the future of the 3Ls

Dear NAME,

I am writing to you with an important update following the recent consultation we carried out with customers living in Lambton, Londonderry and Lumley towers. This consultation was about the future of these buildings and specifically about whether we would make the decision to demolish these buildings and help all customers living in the buildings to find new homes.

Key things you need to know

- **A decision:** After listening to your feedback, we've made the very difficult decision to demolish Lambton, Londonderry and Lumley Towers.
- **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:

- A dedicated housing team will be based in Londonderry Tower Café to offer face-to-face support.
- We'll hold weekly drop-in sessions if you'd like to talk or need help.
- We'll start housing needs conversations from August onwards to understand your needs and find a new home that's right for you.
- **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/the-3ls-customer-portal**

Gentoo Group Limited

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

The consultation

The consultation took place over six weeks from the 6th of May to the 13th of June 2025. During this time, we listened carefully to your feedback and we:

- held six customer drop-in sessions, daytimes, evenings and weekends.
- contacted all customers in a number of ways to get their views including letters, text messages, emails, phone calls and knocking on doors.
- shared information and background reading with you in writing during this time, in an A4 folder.

In the consultation we asked what your thoughts were on the demolition and what kind of impact this would have on you and your lives.

Of the 158 eligible flats, 129 customers responded and 29 did not respond. The majority of comments from customers were supportive of the proposal, and but a smaller number of customers were still concerned.

The results of the consultation

Thank you for taking the time to share your thoughts and views with us. We really appreciated your openness, and we used every single comment to help us come to a final recommendation to our board and our customer committee.

After carefully considering all feedback and reviewing the significant investment, fire safety, and structural needs of the buildings, we have made the difficult decision to move forward with the demolition of the 3Ls.

We did not make this decision about your home lightly. We are aware that this decision will have a big impact on you, and your life, and we are here to support your move every step of the way.

What happens next?

We will be taking all of your thoughts and feedback into the next phase of this move and our top priority is helping you move to a new home that suits your needs. Here's what to expect:

- We have a dedicated housing team on hand for you, in Londonderry Tower Cafe on these dates.
 - Tuesday 5th August from 10- 4pm
 - Wednesday 6th August from 4.30 - 6.30pm
 - Thursday 7th August from 10 – 4pm

- Friday 8th August from 10 -12pm
- Saturday 9th August from 10 – 12pm
- Drop-in sessions weekly on Wednesdays (starting on Wednesday 13th August) between 1 and 4pm if you need them for advice and support.
- Our team will work with you to find a suitable new home based on your needs and preferences in one-to-one conversations over the coming months. We will start these conversations in August with customers, starting with those people who have been Gentoo customers for the longest time.
- We will contact you to arrange a convenient time to start these conversations and we expect to have spoken to everyone for a housing needs assessment by mid-November. Based on the continuous length of your tenancy, we think your housing needs assessment will take place DATE.

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

Our commitment to you

I want to reassure you that we will be with you every step of the way throughout this move. Our team is here to answer any questions, listen to your concerns, and help make this move as smooth as possible.

If you have immediate questions or need extra support, please do contact our dedicated team on **0191 525 5051**. You can also visit our customer portal at **www.gentoogroup.com/the-3ls-customer-portal** for more information.

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

English (Source)	If you would like this information in another format or another language, please speak to your Neighbourhood Co-ordinator or call us on 0191 525 5000
Arabic	إذا كنت ترغب في الحصول على هذه المعلومات بصيغة أخرى أو بلغة أخرى، يرجى التحدث مع منسق الحي الخاص بك أو الاتصال بنا على 0191 525 5000
Bengali	আপনি যদি এই তথ্যটি অন্য ফর্ম্যাটে বা অন্য ভাষায় পেতে চান, অনুগ্রহ করে আপনার নেবারহুড কো-অর্ডিনেটরের সাথে কথা বলুন বা আমাদেরকে 0191 525 5000 নম্বরে কল করুন
Farsi (Persian)	اگر مایلید این اطلاعات را به فرمت یا به زبان دیگر دریافت کنید، خواهشمند است با هماهنگ کننده همسایگی خود صحبت کنید و یا با شماره 0191 525 5000 با ما تماس حاصل نمایید
Kurdish Sorani	ئەگەر تۆمەت ئێمە زانیاریانەت بە شتێواز یان زمانێکی جیاواز بە دەست بگات، تۆ کایە بە کارڕێکخەری گەرمەکەت بۆ یان بە ژمارە 0191 525 5000 تەلەفونمان بۆ بکە.
Simplified Chinese (Mandarin)	若希望获得本信息的另一种格式或语言版本，请告诉你的社区协调员或拨打 0191 525 5000 联系我们
Polish	Jeżeli chciałby Pan/ chciałyby Pani otrzymać te informacje w innym formacie lub w innym języku, proszę porozmawiać z Koordynatorem Dzielnicy lub zadzwonić do nas pod numer 0191 525 5000
Romanian	Pentru a primi aceste informații într-un alt format sau într-o altă limbă, vă rugăm să vă adresați Coordonatorului de cartier (Neighbourhood Co-ordinator) sau să ne sunați la numărul 0191 525 5000.
Ukrainian	Якщо Вам потрібна ця інформація в іншому форматі або іншою мовою, зверніться, будь ласка, до свого місцевого координатора чи зателефонуйте нам за номером 0191 525 5000