

Housing and Property Services
The Basildon Centre
St Martins Square
Basildon
SS14 1DL
Telephone: 01268 533333

14 December 2023

All Residents

Brooke House

Delivered via email and posted

Dear Resident,

I am writing to provide you with a further update regarding repairs to Brooke House and the temporary decant of the building that we recently told you about, which is necessary to enable us to undertake these repairs.

Firstly, I would like to thank all of you who spoke with our officers over the last two weeks and for your understanding and patience. I hope you found our presence helpful, and you are feeling reassured that the building remains safe. We will be taking a planned and measured approach to temporarily moving you whilst works to the staircases and roof are completed.

The Council has listened to your views and reviewed the questions raised. We have produced a frequently asked questions (FAQs) sheet that is available on our website (please see link below) which I hope will provide some of the answers you are looking for. As detailed in my previous letter we are still working through the finer detail of the decant plan and we hope to be in a position to share this with you very shortly.

A dedicated web page for Brooke House residents has been set up for you to access copies of all communications, FAQs and relevant policy documents – here is a link you can use www.basildon.gov.uk/brookehouse

We are planning to commence the temporary moves from February 2024, unless you are experiencing leaks and water damage. Contact has been made with residents who have made us aware of water damage and where necessary emergency alternative accommodation will be provided. If you are experiencing water damage but have not already spoken to us about this, please contact your Tenancy Officer through the contact details below.

Officers will be continuing to contact those residents we have not been able to speak with yet, as it is important that we know your up-to-date circumstances and contact details, as this will help us to support you with your temporary move.

I want to ensure that future communications are easily accessible, so I would encourage you to use the email address below to ensure we have a current email address for you. If you do not have access to email, you may have a relative or friend that we could send communications to on your behalf, again please let us know if you would like us to do this.

The next steps will be for us to start setting up individual contact with you to formally start the decant process and explain in detail how this will affect you based on you and your family circumstances and housing needs. In the New Year this will be started with those residents living on the top floor.

Several residents have expressed an interest in being involved in a resident's group so we will be contacting those interested after Christmas to explore how we can progress this.

If you have any concerns or further questions, please contact us in the following ways:

- Mobile - 07973956276
- Direct line – 01268 206813
- 3TTEM@basildon.gov.uk

If you are a leaseholder please contact us on lease.enquiry@basildon.gov.uk

I will provide further updates after the Festive break.

Yours sincerely



Lesley O'Shea
Director of Housing and Property