

What are the reasons for looking at options and asking the government for investment?

- Negative and damaging media headlines about College Bank and Lower Falinge
- Low levels of satisfaction with homes and neighbourhoods
- Not enough people want to move to the homes available in College Bank and Lower Falinge
- Welfare reform changes have made the homes less popular than before
- College Bank and Lower Falinge cost more to manage and maintain than they generate in rent – they are the highest cost neighbourhoods to RBH and tenants rents in other areas are paying the cost of this
- The design of both College Bank and Lower Falinge mean they are physically cut off from the Town Centre and surrounding areas – fencing, walls, main road.

What are the options that the 'masterplan' will look at:

- Continuing to manage College Bank and Lower Falinge as they are – what this would mean for the medium and long term for existing and potential future residents
- An option that looks at some level of demolition of existing homes and what type of homes or facilities could then replace these – and what this would mean for the medium and long term for existing and potential future residents
- What options there are for extra investment to improve the existing homes – to make them better for people living in them now and people who will be living in them in future
- How to support existing and future residents to have better health and better life opportunities – for children, for work and for older people – and how each of the options for physical change could help with these

What does it mean for me and my home while the 'masterplan' work is underway?

- We will not be starting on site with further 'major investment' works – for example works like window replacement carried out to the whole block until we have reviewed the options.
- We will continue where the contracts for this has started – for Lower Falinge this means the works in Pershore, Romsey, Quinton, Stavordale, Hilton, Edington, Bromfield
- We will be asking for your views on your home and your neighbourhood – the people living here now know many of the issues best

What would it mean if an option was chosen which meant the home I lived in might be demolished?

We will keep all existing residents updated as any options develop so you would know if this was a possibility months before any final decision was made

RBH have carried out some demolition in recent years, including two blocks in Lower Falinge and we have a clear policy for this:

- To contact all directly affected residents as soon as a decision is made
- To offer face to face help and support to look at options and preferences
- To ensure the wider community has clear information on what is proposed
- To give priority rehousing for a similar home
- To pay homeloss of £5300 for each RBH tenancy which is ended as a result of demolition
- To pay the value of the home for each leaseholder property which is acquired as a result of demolition – based on an independent valuation
- To support RBH tenants with moving costs of £250
- We will manage empty homes and continue to maintain the neighbourhood and repair homes during the period when people are moving out

How will we know which is the right option

- We will review the options with the local community
- We will look at what money is available compared with the costs – including asking the Government for resources and looking at whether private sector investment can help
- We will look at what they can deliver against two tests – will they improve the quality of homes and will they improve the life chances of residents.

How will we know if we have done the right thing

If we choose an option which involves change this can take a long time (perhaps more than ten years) but we will continue to test what we are doing by asking:

- do the people who live in Falinge and College Bank now have a better quality home and better quality of life than they did in 2016 – whether they remain in their home / neighbourhood or move
- do the people who move in to the neighbourhoods in future have a better quality home and better quality of life than they did before they moved in