

First Name/Surname

Address 1

Address 2

Address 3

Postcode

DATE

Dear Title/First Name /Surname

Re Sheltered Housing Consultation

The Housing department is about to start a consultation on its provision of sheltered housing.

The consultation will start on 3rd February 2014 and last until 31st March 2014.

During that time we want to talk to all our sheltered housing tenants about proposed changes to the service. These include:

- The introduction of service charges
- Changes to the current service model
- Changing the use of sheltered schemes due to decreased demand

The attached questionnaire gives more details on the proposed changes.

We understand that you may have concerns and so we want to give you the opportunity to understand and discuss the proposals, and to feedback your views. This can be done in the following ways:

1. We will be holding meetings for tenants at the sheltered housing complexes to allow open forums for discussion. You can attend the forums at your own complex or a different scheme if you prefer.

Dates of all the meetings can be found on the enclosed sheet.

2. We have attached a questionnaire for you to complete and return to us. A housing officer or manager will attend the forum at your complex and you can return the questionnaire to that officer in the enclosed free post envelope.

Alternatively you can post the freepost envelope. There is no need to put a stamp on the envelope.

You do not have to give your details. However, if you would like someone to contact you to discuss the proposals further then you will need to provide these.

3. The consultation will also be available via the council's consultation portal at <https://consult.thurrock.gov.uk/portal/tc>

This will allow family, friends and other interested parties the opportunity to share their views.

If you have any queries regarding this letter, please speak with your sheltered housing officer who should be able to help you.

If your sheltered housing officer cannot help, she/he will be able to contact a manager who can answer your queries.

We look forward to seeing you at one of the forthcoming meetings.

Yours Sincerely

Sue Kane

Sheltered Housing Manager