

# Abbey Insights

## Quarterly Newsletter

### Planning Update

Back in April 2024, we submitted an outline planning application for the Abbey Estate. On 16 October, Breckland Council rejected the application.

We are taking time to carefully review the decision, reflect on the feedback, and think about what the right next steps might be. This is an important process. We will keep you updated as things progress, and we appreciate your patience and understanding as we take this time to consider the best way ahead.

### ITLA Update

Following the planning decision, John, the Independent Tenant and Leaseholder Advisor (ITLA), will now be stepping away from his role.

We'd like to thank John for his input throughout over the last few months, for attending every 1-2-1 conversation with residents in phase one and being available to anyone who wanted to talk about the regeneration.

We'll work with Citizens Advice Diss & Thetford (CADAT) to appoint a new residents' advisor. If you have any questions in the meantime, you can reach out to them at the Neighbourhood Centre or by calling 0808 812 7138.

### Neighbourhood News

As part of our **Spot it. Report it.** campaign, residents are encouraged to report any neighbourhood issues they notice including fly tipping and graffiti or vandalism.

To find out whether to report a problem to Breckland Council or Flagship based on whose ownership the land is in, you can use the Breckland Council public map here:

<https://www.breckland.gov.uk/mymaps>.

To report a neighbourhood problem to Flagship:



0808 169 9301



<https://www.samphire-homes.co.uk/my-community/report-a-neighbourhood-issue/>

To report a neighbourhood problem to Breckland:



01362 656870



<https://www.breckland.gov.uk/report-flytipping>

### Working Together for a Safer Community

Our Safe Communities Team is joining forces with local Police and Breckland Council to address anti-social behaviour (ASB) in the area. This includes taking legal action where tenancies have been breached.

If you witness or experience ASB, please report it to us:



0808 169 9301



<https://www.samphire-homes.co.uk/my-community/safe-communities/report-anti-social-behaviour-form/>

Want to know what kinds of incidents we investigate? Visit our website to learn more.



For any criminal activity:

- Call **999** in emergencies
- Call **101** for non-emergencies

We're committed to making the Abbey Estate a safer place for everyone. Over the coming months, our team will be knocking on doors in the area to hear directly from residents. Please feel free to share any concerns—your voice helps shape a safer community.

