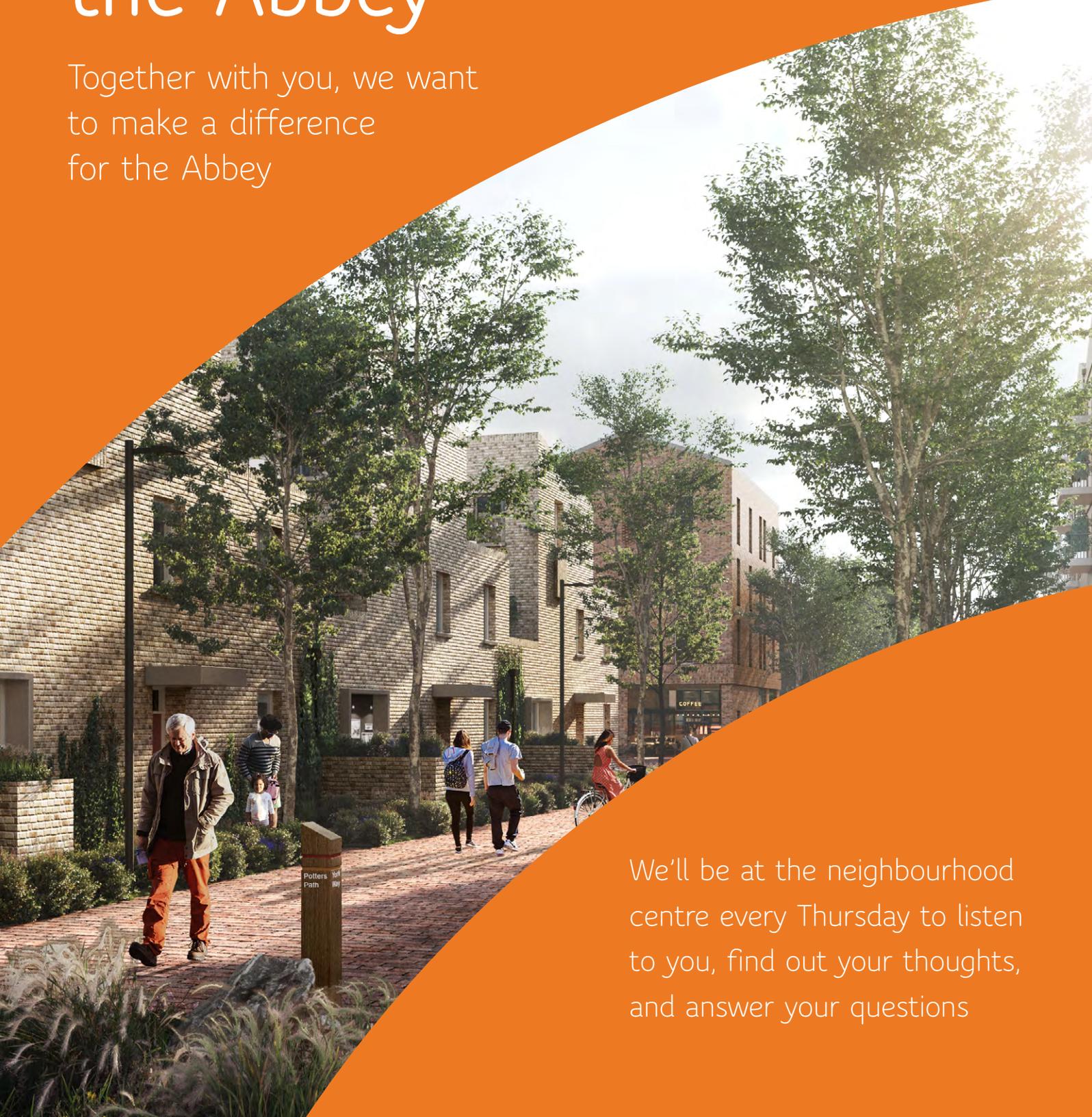


A design for the Abbey

Together with you, we want
to make a difference
for the Abbey



We'll be at the neighbourhood
centre every Thursday to listen
to you, find out your thoughts,
and answer your questions

A letter from our Chief Executive

Dear resident

I wrote to you recently to give you an update on the consultation that took place last year. I was so pleased that more than 2,000 surveys were completed in 2021, thank you once again for taking the time to share your views with us.

Since I last wrote to you, our team has been looking in depth at your feedback to understand what matters to you. We've also been carrying out work to understand what's possible, and have now identified a possible design for the Abbey.

We have always wanted to unite and not divide the community through any improvements, and we've tried to include as many of the things that you told us you want as possible in this design. You can see this on page four.

But please remember, this isn't the final plan - there are still parts of it that you can help shape. Which is why, over the next few months, we'll be asking for your views on different themes, such as open space and streets. You'll find more information on this on page fourteen.

I know that you may have questions about what this means for you. So, we've also sent you 'Our Abbey Promise and Support for Residents'. This may answer some of the questions you have but if not, please do get in touch with our team; we are always here to help.

I'll write to you again later in the year to let you know about the public exhibition we'll be holding when we will share the firm design for the Abbey with you - the details of which are set to be shaped with you in the coming months. Please do have your say, if you can.

With my best wishes,

David McQuade

Chief Executive, Flagship Group

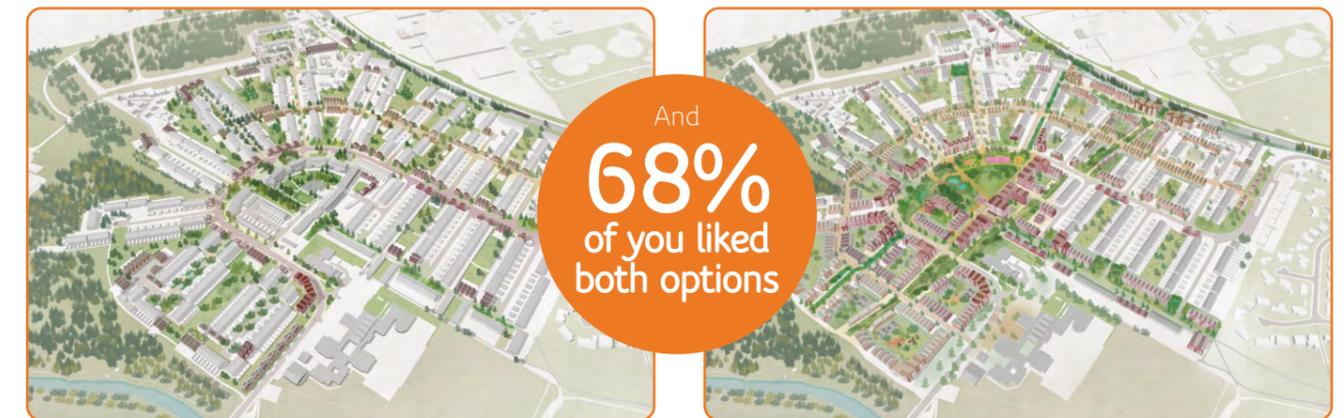


How we got here

We began our conversations with you about the Abbey in 2019. We wanted to find out what matters to people on the Abbey - what you like, and what could be better.



Then, throughout 2021, we held consultation on possible options and ideas for the Abbey. We did this in four steps.



Transforming the garages

Improvements for everyone and a new park

What's possible for the Abbey

We've also had to find out what's possible for the Abbey. We've spent the last few months looking at things such as costs, disruption, and making the most of this opportunity for the Abbey. This work has helped us to understand the best way to bring improvements that people want to see.

Where we are today

We want to unite and not divide the community through a programme of improvements.

We want to create meaningful change and opportunities for people across the Abbey. We want as many people as possible to benefit from the improvements, and we want to carry out these improvements in the best way for the Abbey.

And so, based on all of this, we've come up with a design for the Abbey. This isn't a firm plan but a design that we believe not only reflects your feedback - what you like, what you don't like - but one that we can achieve too.

A design for the Abbey



This is a design for the Abbey. It's been shaped with the feedback you've given us since we began speaking to you in 2019. Over the next few pages, we'll explain in a little more detail what is included in this design.

This design isn't final. We're continuing to work with you to develop the design before a public exhibition by the end of this year.

KEY:

- 1** The existing streets will have better organised parking, and new trees and planting. We're considering what can be done to improve existing homes too.
- 2** You'll have a new neighbourhood heart, including a new community centre.
- 3** There will be lots of opportunity to improve the back green spaces. What we will do is create back green spaces that meet the needs of your community.
- 4** The design includes the park – this is why we have moved the flats to the opposite side of the road.
- 5** The lane is included and runs to Durham Way, linking into the existing footpaths near the river.
- 6** Because of your feedback on the previous options, this design keeps more of the existing homes near the riverside whilst still making sure there are clear, improved routes towards the river.
- 7** We're proposing to traffic calm Canterbury Way making it safer to walk, cycle and cross the road. Improved bus stops will have places to sit and wait.
- 8** We've included the connection to town via Potters Path – we're identifying spaces for replacement bungalows.

A design for the Abbey

A design for the Abbey is based on your feedback and includes the elements – the solution ideas – that you told us that you would like to see. All the solution ideas aim to make the most of what the Abbey has to offer, and tackle any of the issues that you’ve told us about since we began our conversations with you in 2019. You can find out more about what is included in the design over the next few pages.

Improvements to existing streets and green spaces

We want to make sure that there are benefits for everyone living on the Abbey.

We are looking at the improvements we can do for existing streets – things like better parking, better lighting, and new trees and planting.

We know you love your back greens, so we think we should keep as much of these as possible.

You told us you don’t like the idea of using the back greens for parking so we’re keeping most of the parking on the street instead. There will be lots of ways we can improve the back greens for people of all ages to enjoy – with play spaces, seating areas, trees, and planting.

You’ll have the chance to tell us what you would like to see in the coming months!

“Maybe some low lighting for the greens so people can enjoy the greens during the warmer nights”



“I like the idea of the trees”



The neighbourhood heart

Many of you liked the idea of transforming the existing neighbourhood centre – so you’ll see this in the design too. We could create a new community centre and community square, opposite the new park at the heart of the Abbey. There would be spaces for new and existing shops as well as a café and new homes.

Exeter Way will be transformed with wider footpaths, level access, better lighting, and

spaces to socialise – this will really open up the heart of the community for everyone!

We will work with the community centre, the existing businesses and you to make sure the neighbourhood heart offers what you need on the Abbey.

“Not only will it encourage more community spirit, it will encourage residents from other areas to visit and use shops and facilities creating a more attractive area”



“I like the idea of more shops”

Transformation of the garage sites and the new lane

The new lane was something many of you liked so we've kept that in the design. But, we know that many of you thought there were too many new homes near the riverside, so the lane now stops at Durham Way – from here you can walk towards the river and onwards to the forest.

The lane does use some space of the existing back greens, but we have made sure that there is still good access to the greens from the lane. And, the new lane will also be a safe, car free space for children to play and for you to meet friends and family too – you'll now have a variety of different spaces to enjoy!



"Abbey needs safer places for kids to play"



"I would like outdoor areas for picnics, community get togethers, stone fire pits, seating for neighbours to use and sit together and get to know each other"



Potters Path

Many of you voted in favour of Potters Path, so we have kept it in the design. Connecting the east and west of the Abbey, the existing footpath from the shops to town will become Potters Path. This will be a clear, safe route from the neighbourhood heart and park towards the town. It will have new homes facing onto it and green spaces to play and rest, and it will be a well-lit route, safe and convenient for cyclists and pedestrians alike.

"Better paths are required"

"The plans are good but need more bungalows in them for elderly residents"

We know that you've asked about the removal of bungalows to make Potters Path. We are looking for new locations to provide new replacement bungalows.





The riverside

Lots of you liked the idea of making it easier to get the riverside so this can become a space for recreation and for ecology that the whole community can enjoy. However, we know that you didn't like the idea of removing many of the existing homes in the 'Improvements for everyone' option. So, we've reviewed what we can do here.

In this design, you will now see that more of the existing homes have been kept, and there are less numbers of new homes. But, importantly, we have made sure that we can still create improved green links to the riverside and build new homes that look over the river, as we know that being able to enjoy open space is important to you.

"It looks like a lot of buildings crammed into all the spaces"



"More four bedroom houses"

A new park

One of your favourite ideas was the new park so we have kept this in this design. The park could have places to sit, rest and play, with features such as a multi-use games area, adventure play area, pond, nature trails, trees and planting. We want to work with you to design the park - we'll be in touch shortly to let you know how to tell us your thoughts on this!

To create the space for the new park we would need to move the Canterbury Way flats to the opposite side of the road, but these will be carefully designed so they do not overlook existing homes. We also need to create a new space for the community centre in the neighbourhood heart which will be something everyone can enjoy.

"Please make sure you provide safe and age appropriate areas for 10 to 18 year olds"



"It would make everyone more social, kids have play areas"



What this means for the Abbey

Based on your feedback during the consultation and the work we've carried out ourselves to understand what's possible, we've come up with a design for the Abbey that you've read about on the previous pages.

We've worked to capture as many of the ideas that you want as possible, and we've also listened to what you've told us that you don't want. For example, this design has less new homes - we know that this is important to you and we've heard what you've said. We have always wanted to unite and not divide the community through any improvements.

Whilst this is a design for what could be possible, you can still help to shape the detail of parts of it over the coming months. You can find out more about how you can tell us your thoughts on page fourteen.

Next Steps

This design isn't final. We're continuing to work with you to develop the design before a public exhibition by the end of this year.

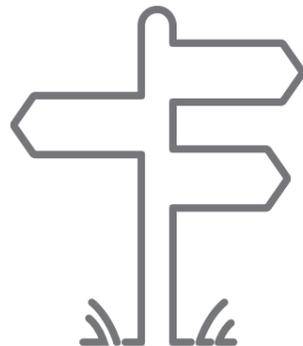
Within the design there are some things that will be included. These are the solution ideas we've described on pages six and seven:

- Improvements to existing streets and green spaces;
- Transformation of garage sites and the new lane;
- A new park;
- The neighbourhood heart;
- Potters Path;
- Better access to the riverside.

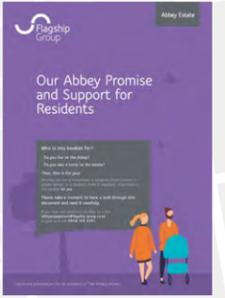
There are still some parts of the design that we need your help with, and over the next few months we want to hear your thoughts on:

- Opportunities for the open space - areas to play, relax and for everyone to enjoy;
- What the streets might look and feel like, and how you'd get around the Abbey;
- What the new homes might be like, and what improvements you'd like to see to existing homes;
- Your neighbourhood heart, and what you'd like to see in the centre of your community.

We'll let you know how you can have your say on pages 14 -15.



We are here to support you and we've made a promise to everyone on the Abbey of what you can expect when work begins.



I'm a homeowner on the Abbey:

- We will not leave anybody worse off financially
- If demolition were to take place and your home was affected, we will pay you at least fair market value for your home, or there would be the possibility of a replacement home offer on the Abbey - this will be of a high standard
- Any new homes on the Abbey will be cheaper to run
- Wider improvements on the estate could benefit you and your home
- We'll give extra support for those that need it
- We'll keep you informed and work closely with you.



I'm a private landlord on the Abbey:

- The wider improvements could add value to your property
- You'll get a fair market value if your home is affected by the works
- We'll keep you informed and work closely with you.



I'm a Sapphire Homes tenant on the Abbey:

- You will keep all your tenancy rights
- There will be no change to your rent levels
- We'll keep any disturbance to a minimum
- You'll get a 'like for like' replacement home to suit your needs, on the Abbey
- Any new homes on the Abbey will be cheaper to run
- We'll give extra support for those that need it
- If your home isn't affected by demolition, we may be able to carry out improvements to your home.
- We'll keep you informed and work closely with you.



I'm a private tenant on the Abbey:

- As a resident, you'll benefit from wider improvements to the Abbey
- If it were to be of interest to you, we could potentially give you a priority option for any private rented homes we own
- We'll give extra support for those that need it
- We'll keep you informed and work closely with you.

What happens next

We're still having conversations with you, and we will continue to do so in the months and years to come. Here's how you can share your thoughts with us:

We're going to be in your neighbourhood centre from 1pm - 4pm every Thursday. This might be just one member of our Flagship team, or it could be some of the wider team which is working on the design for the Abbey. We'll be here to listen to you, find out your thoughts, and answer your questions.

You can email us
abbeyengagement@flagship-group.co.uk

Or you can call us
 0808 169 9301

You'll also find out information and updates on our Facebook page
www.facebook.com/abbeyengagement

And, we've just launched a new website for the Abbey
www.flagship-group.co.uk/the-abbey

In the coming months, we'll be listening to what you tell us as we develop the design for the Abbey. Then, when we have firmed up this design, we'll be holding a public exhibition on the Abbey to share this with you. We want to do this by the end of 2022; we'll write to you to let you know when this is happening.

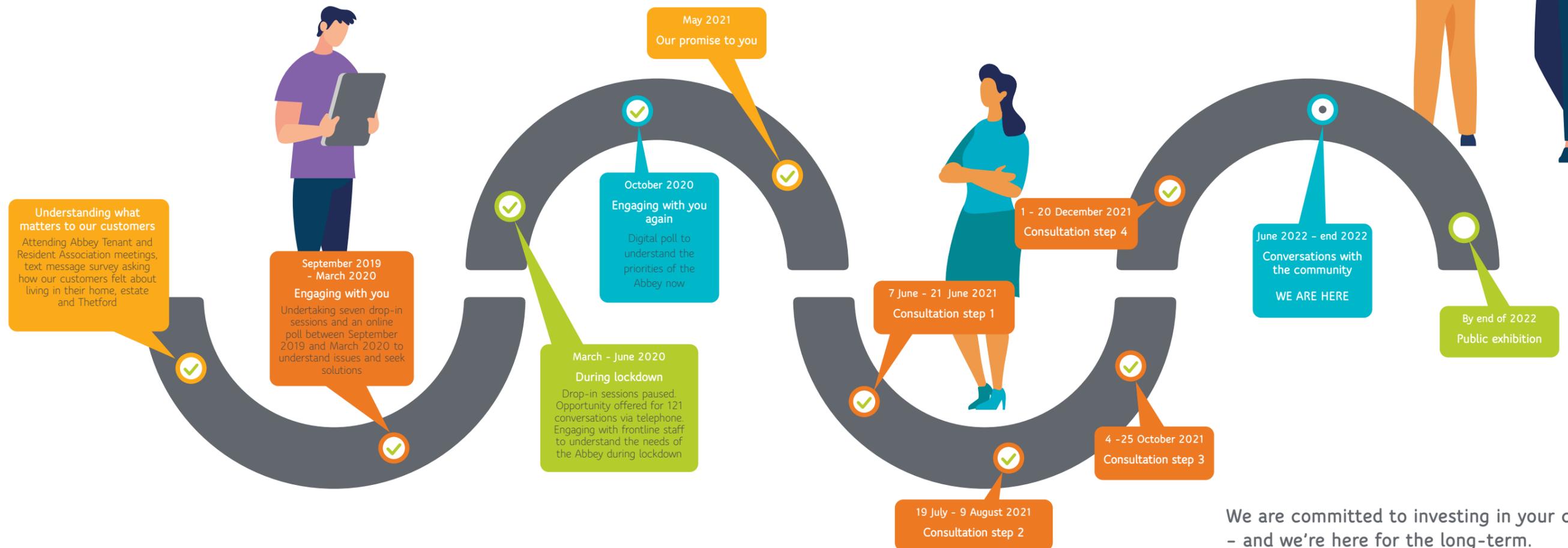


Your questions

We know that you may have questions, and so, we've also sent to you **Our Abbey Promise and Support for Residents**. This not only includes our promise for the community, it also explains what support we will offer to you if you're a homeowner, a Samphire Homes tenant, a private tenant, or a landlord. But if you have any other questions not answered in Our Abbey Promise and Support for Residents, then we are here to help. Please get in touch with us.



A public exhibition will be a series of different events in your community where we'll show you the plan for the Abbey, give you more details, and answer your questions. These events will take place at different times and places so we can make sure that you can all come along and join us.



We are committed to investing in your community - and we're here for the long-term.

Contact us

31 King Street Norwich Norfolk NR1 1PD

✉ abbeyengagement@flagship-group.co.uk

☎ 0808 168 4555

If you would like a copy of this brochure in Portuguese, Lithuanian, Romanian or Polish please get in touch.

Entre em contacto conosco se pretender obter uma cópia desta brochura em português.

Prašom susisiekti, jei norite gauti šios brošiūros kopiją lietuvių kalba.

Dacă doriți să consultați un exemplar în limba română al acestei broșuri, nu ezitați să ne contactați.

Prosimy o kontakt, jeśli potrzebują Państwo broszury w języku polskim.