

Housing

Communications strategy for liaison with Thurston Parish Council

Introduction

This communications strategy is required to meet condition 30 of the planning permission granted for the erection of a 54no unit extra care Affordable Housing scheme on land south of Heath Road, Thurston (Planning Reference: DC/21/04549).

Subject to formal contractual agreement, RG Carter Southern Ltd will be Housing 21's contractor for the construction of the scheme ("the Contractor").

Lead Contacts in this Communications Strategy are:

The Developer: Housing 21

- Lead Contact for the project: Peter Smith, Construction Project Manager
- Email address: peter.smith@housing21.org.uk
- Phone: 07545 208747

The Contractor: RG Carter Southern Ltd

- Lead Contact for the project: Adam Livermore
- Email address: adam.livermore@rgcarter.co.uk
- Phone: 07825 015134

Thurston Parish Council

- Lead Contact: Vicky Waples, Clerk & Proper Officer to the Council
- Email address: info@thurstonparishcouncil.gov.uk
- Phone: 01359 232854

These contact details will be updated throughout the lifecycle of the project, should there be any change in the Lead Contacts.

The Developer will keep Thurston Parish Council up to date on the progress of the construction of the development. This will be done via:

- Open lines of communication
- Regular email updates
- Attendance at meetings

Open lines of communication

Using the Lead Contact information above open lines of communication between Thurston Parish Council, The Developer and The Contractor will be maintained for the duration of the construction project. This will give the Parish Council the opportunity to ask questions and raise any issues or concerns. Equally it will enable the Contractor and the Developer to inform the Parish Council of any important matters arising on a day-to-day basis if necessary.

Regular email updates

Once every quarter The Developer will provide the Clerk of Thurston Parish Council with an update on the progress of the delivery of the scheme. This regular update will be emailed. Updates will be provided at the following intervals:

- First week of March 2023

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- First week of June 2023
- First week of September 2023
- First week of December 2023
- First week of March 2024
- First week of June 2024
- First week of September 2024

If building works are still ongoing after September 2024, then these quarterly email updates will continue until construction of the scheme is complete.

These email updates will include important milestones including:

- the forecast Start on Site date
- ground-breaking
- topping-out
- the official naming of the new extra care court
- the start of the marketing of the new homes
- the opening of the show home on site
- the forecast Practical Completion date
- The official opening of the scheme.

The email updates will also cover any sundry issues of relevance or importance to the local community. Examples include if there is any impact on neighbours in the vicinity of the site; any temporary planned road lane closures; any issues arising; and how local people will be able to register an interest in the new properties.

Midway through the construction of the scheme, in line with Housing 21's commissioning plan for new extra care development, Housing 21 will employ a Housing and Care Manager who will take the lead on all aspects related to the commissioning of the new Heath Road court. Once in post, updates from the Housing and Care Manager will be included in the quarterly email updates to the Parish Council.

Attendance at meetings

On up to a maximum of two occasions per calendar year, if requested by Thurston Parish Council, a representative of The Developer will attend a meeting of the Parish Council to give an update on the construction of the scheme in person. In this way The Developer representative will be available to answer any questions posed by Councillors in person, face-to-face.

Conclusion

Both Housing 21 and RG Carter Southern look forward to working with Thurston Parish Council to ensure this development is a success, both during its construction and following completion when the new court becomes operational.