

March 2026

Why are we reviewing the future of The Heriotts?

We are carrying out a review of the long-term future of The Heriotts to make sure we can continue to provide safe, good quality homes and use our resources fairly for all of our homes and our customers.

We are at an early stage in this process and want to understand your views before any decisions about the future are considered.

What has happened so far?

- Around **£600,000** has been invested in recent years in essential safety improvements to make sure The Heriotts is safe and compliant with current Building and Fire Safety Regulations.
- **15 flats** were kept empty while these works were carried out and will stay empty while we carry out this review.
- We previously discussed improvements to the shared (communal) areas within the Grade II Listed Building. These improvement works are estimated to cost around **£700,000**.
- We have paused these plans while we review the long-term future of the scheme.

What future investment is needed?

Independent surveys show that The Heriotts will need significantly higher investment than most of our other schemes. This is largely because the main building is Grade II listed and all buildings sit within a Conservation Area, which makes repairs more complex, time-consuming and costly.

Current estimates indicate:

- Around **£2.6 million** may be needed over the next 30 years to maintain the buildings.
- This is approximately **44% higher** than earlier estimates.



- Around **£1.8 million** of this investment is likely to be required within the next five years.
- No funding has yet been identified for future maintenance of the road and parking areas.
- Additional investment will be needed to ensure homes meet the government's energy efficiency standard (EPC C) by 2030.

We will carry out a further survey to confirm the likely costs across the whole scheme and ensure our information is up to date.

As the main building is listed and all the buildings are located within a Conservation Area, many repairs require Local Authority consent. This means costs can vary, and the figures above are estimates.

Why are you reviewing now?

The scheme is currently popular. However, we believe this is the right time to review its long-term future because:

- A number of flats are already empty.
- Major works would need to begin in the near future and are likely to cause disruption to customers.
- Most of the anticipated costs fall within the next five years.
- Delaying the review could mean:
 - Costs increase further.
 - The buildings deteriorate.
 - Uncertainty continues for customers.

What does this mean?

The scale and timing of the investment needed mean we need to consider whether The Heriotts can continue to provide the quality of homes residents expect over the long term in a financially sustainable way.

That's why we are carrying out this review now. We want to fully understand the possible options and hear your views before any decisions about the future are considered.



What will happen during the review?

During this review, we really want to hear your views and experiences. You will have **60 days** from **Thursday 5 March 2026** to share your feedback.

You can share your views (**Closing date: 5pm on Monday 4 May**) by:

- Completing the feedback form, included with this briefing note, and returning it in the envelope provided, to a member of the Retirement Housing Officer team.
- Submitting your feedback online at: www.platformhg.com/heriotts-customer-review
- Requesting a one-to-one meeting.
- Asking a family member or advocate to share your views by completing the form on your behalf.

All feedback will be noted, so that it can be carefully considered as part of the review.

What about my family, carer or advocate?

You are encouraged to involve your family, carer or advocate. We are happy to meet with them and, with your permission, include them in discussions and correspondence.

Will you share the outcome of the review and if so, when?

The review period will last 60 days, giving you the opportunity to share your views. Once the review has ended at **5pm on Monday 4 May** and all feedback has been considered, we will arrange a further Residents' Meeting to explain the outcome and outline any next steps.

Will everything continue as normal whilst the review is taking place?

Yes. All services relating to your tenancy, including repairs and maintenance, will continue as normal during the review.



Who can I contact if I am worried or have any concerns?

We are here to support you, so please contact:

In person: Speak to The Heriotts Retirement Housing Officer Team.

By Email: TheHeriottsEnquiries@platformhg.com

By Tel: 01905 795036

You can also request a one-to-one meeting at any time during the review.

