



REGENERATION UPDATE

As you will be aware, Swan is planning to redevelop an area of the Exmouth Estate around Commercial Road and Brayford Square to make Exmouth a better place to live, work and socialise.

The vision is to create approximately 250 new high-quality, affordable homes alongside community facilities such as new shops and green spaces, as well as to make environmental improvements.

To help us make sure that the redevelopment best meets the needs of the community, we've been consulting with estate residents and local people since September 2019, working alongside the Exmouth Residents' Steering Group (ERSG) and running consultation events (in person and online).

Our latest public consultation events took place online in February (2021).



Read about Swan's response to Covid-19 at www.swan.org.uk

REGENERATION UPDATE CONTINUED...



A video showing the vision for the scheme and giving an overview of the proposed designs was posted on our social media channels and at www.exmouthresidents.co.uk



A Story continued booklet on feedback to date and designs for the scheme was sent to every household on the estate



3 online live consultation events were held, two in English and one in Bengali



Posters advertising the live consultation events were posted across the estate



1,264 unique page views were recorded to the website



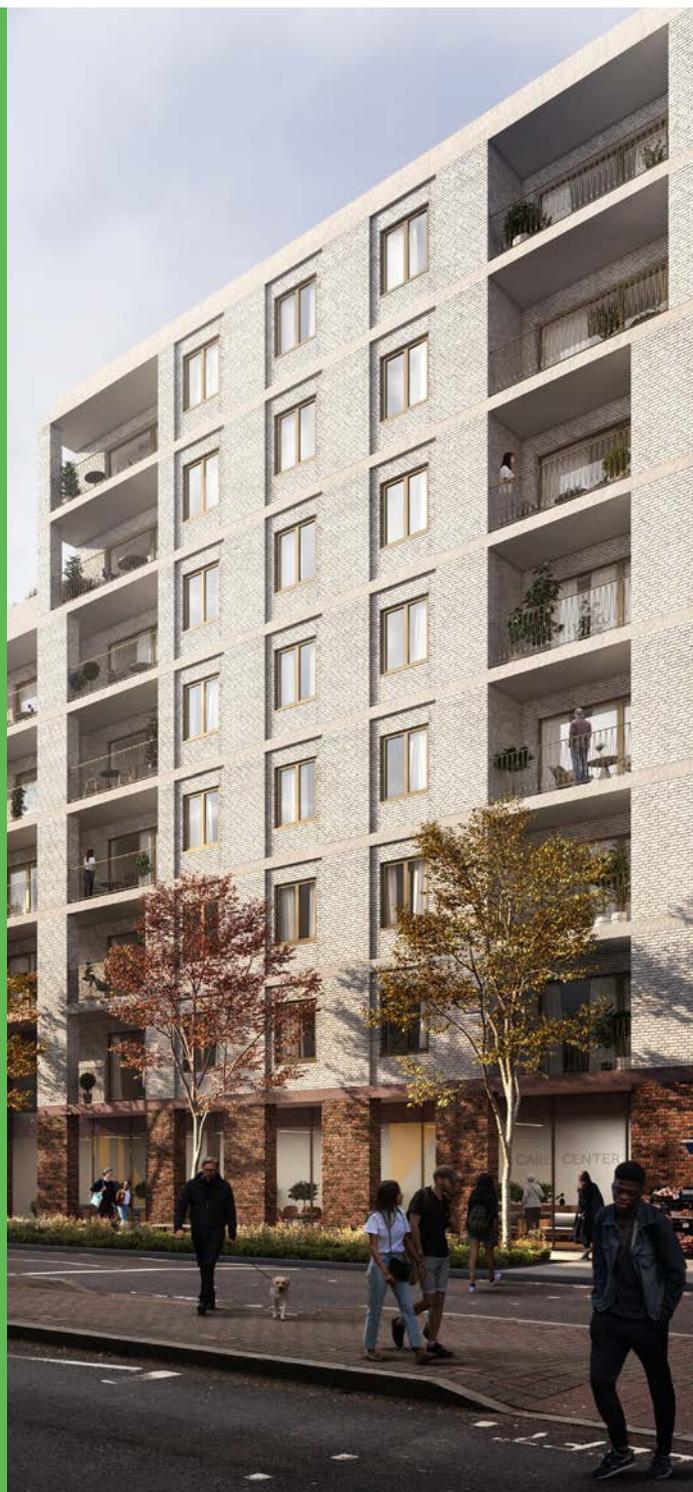
Facebook adverts reached nearly 3,500 local people



Over 250 phone calls were made to estate residents



A questionnaire in the Story Continued booklet and on exmouthresidents.co.uk enabled residents to feedback on the designs



Next steps

Our team has been working hard to finalise the masterplan for the redevelopment based on the feedback that we received from estate residents at the last consultation. A planning application will be submitted to the London Borough of Tower Hamlets this month. If this is approved, we expect work to start in early 2022.

In the meantime, we will continue to keep you informed by meeting with the ERSG and sending out regular newsletters, like this one, and posting updates on our website at www.exmouthresidents.co.uk You can also get in touch with the team by emailing involvement@swan.org.uk

GET OUR NEW MYSWAN PORTAL TODAY!

We're delighted to officially launch our new residents' portal, 'MySwan'.

MySwan allows you to check your rent balance and pay your rent, at a time that suits you.

Thank you to those residents who have been the first to try the new portal over the last few months. You have given us useful feedback so that we can make sure that it is really is as easy as 1,2,3 for everyone to use.

MySwan is available 24/7, 365 days a year on a desktop or mobile device such as a tablet, laptop or smartphone. It's simple, fast and safe. The next time you have a question or want to reach us, just log onto MySwan.

Yasmine, one of our residents at Blackwall Reach in East London, has tried the portal. She said she found it:

Sign up to MySwan today at www.swan.org.uk

SIGN UP NOW

“Quick and easy to register - I really love being able to access services 24/7.”

swan
somewhere to feel at home

About Us Residents Care & Support Regeneration Schemes Corporate Contact Us 

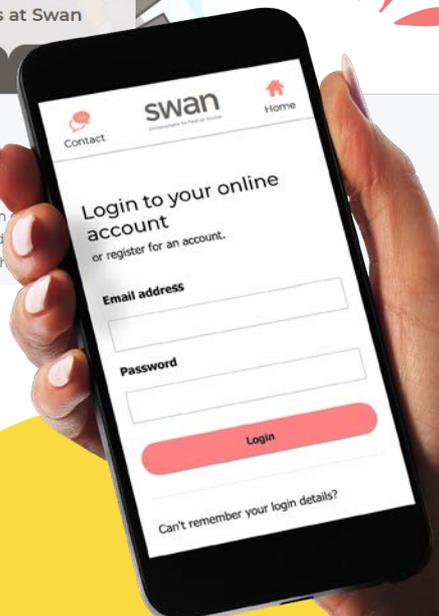


“ Delivering brilliant customer care and great places to call home.”

Building homes and regeneration

At Swan, we are committed to growth and innovation in the UK's leading regeneration housing associations and... Efficient and enterprising, we deliver new, high quality...

Or contact our **Customer Services** team on 0300 303 2500 who will be happy to help you get set up on the portal.



PAYING YOUR RENT

is as easy as 1,2,3
with the MySwan portal

SIGN UP NOW



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