

Downsizing to a Smaller Home

We wanted to hear from customers about whether their current home still meets their needs and whether they would like support to explore moving to a smaller, easier-to-manage home, either now or in the future.



We invited customers in Cheshire East who may be living in a larger home than they need to complete a short survey by email, text and phone. **9** customers took part.

What did you say

- Most of you are managing well in your current home.
- Some of you said the size, layout or upkeep of your home could become difficult in the future.
- Some of you have unused rooms and may be living in homes larger than you need.
- Over half of you have thought about moving to a smaller, easier-to-manage home.
- Moving costs and practical support are the biggest barriers to downsizing.
- You have told us practical help with moving, including removals, would make downsizing easier.
- Three of you asked to be contacted for more information about downsizing support.

What we will do

- ✓ By July 26 we will explore a communications campaign to remind customers about support available if they are thinking about downsizing.
- ✓ We will raise moving cost barriers with senior management and explore whether a small budget could be made available to support customers who want to downsize by March 27.
- ✓ We will explore what practical moving support could be available, including Plus Dane budget options, Cheshire Homechoice budget options and possible contractor support by July 26.
- ✓ We will contact the three customers who asked for more information to discuss their options and support available by July 27.