

Your update

PLANNING FOR THE REDEVELOPMENT OF FRIARS CLOSE AND BURRELL STREET

SECOND RESIDENT VOTE ON 17 OCTOBER

Following this round of consultation, we will ask you to support the scheme proposal through a final vote before we submit them to Southwark for planning.

Your Independent Tenant Advisor, Ray Cole, will provide voting instructions the week before the vote opens. All votes will be independently collected and verified to provide a fair and transparent process.

Voting opens on Monday 17 October and runs until Friday 28 October.

Don't miss your chance to have your say on the future of your estate!

RESIDENT EVENT - EMERGING DESIGNS PROPOSAL

We want to thank everyone who joined the resident event on Saturday 10 September and engaged in discussions with our team about the emerging design proposals and the next steps for the redevelopment.

The turnout was great, we engaged with a total of 18 households and the overall feedback was positive. Our joint venture partner Mount Anvil, the architect, Allies and Morrison and landscape architect, Exterior Architecture, were also on hand to answer all your questions.

We will consider your feedback as part of the emerging design proposal and will continue to engage with you on this ahead of the final resident vote on the proposals.



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KEY THEMES FROM THE EVENT

When asked how you felt about the proposal seen on the day,

- 69% of you said you were 'happy' with the emerging design proposal.
- 'Security', along with 'Landscaping and gardens' came up as the two elements of the designs that you liked the most.
- You also wanted more information on room sizes, storage and ventilation; while the majority of people at the event thought that the information provided made them more likely to support the redevelopment proposals.



You said

“I like the open space outside”

“I was not planning to return but I have now changed my mind”

“It is reassuring to be discussing with staff”

“I like the idea of having a lot more homes”

You wanted to know more about

Room sizes in comparison to your existing homes

Ventilation and windows

How much storage you will have

When you will move out of your home and back

NEXT STEPS

Here is an indicative timeline for the next steps in the redevelopment of your scheme. We will keep you updated on any changes to these timescales.

- 15th October: consultation event
- 17th October: final resident vote opens
- 28th October: vote closes
- November: prepare planning application documents
- December: submit planning application to Southwark.

Hold the date: Saturday 15 October

Resident consultation event

Come along to the event where we will show you how we have considered your views from the last drop-in session into the latest design proposals. Pizzas were popular at the last event, so we invited the van again. Pop by and enjoy a slice!

When: 15 October, 11am-2pm
Where: Friars Close courtyard

HOUSING MANAGEMENT UPDATE

Ground Maintenance & Cleaning

We are aware of concerns around the standard of cleaning on the grounds of the estate, and we apologise that the standards have fallen. We have raised this with our cleaning and garden maintenance contractors to ensure that an improvement is made as soon as possible and hopefully you will have already noticed some progress on the ground maintenance. Going forward, we will be taking a more proactive approach in monitoring the cleaning and garden maintenance, and resolving matters before they become a wider issue.

Private Gardens

A gentle reminder to those that have a private garden as part of their property, it is your responsibility to keep it tidy to prevent overgrowth and pest. It's important that we work together to keep gardens free of any bulk waste. David will be monitoring the upkeep of the gardens facing Burrell Street. Should you have mobility issues and facing difficulty with maintaining your garden, please discuss this with David at the next surgery.

Housing Officer surgeries

Your housing officer, David Wade will be holding surgeries fortnightly to discuss any housing and estate related queries.

When: starting Wednesday 12 October 11-2pm

Where: 26 Friars Close

Next dates: 26 October, 9 November.

Outside the surgeries, the quickest way to report a repair on My Riverside, either online or via the app; you can also email southcentrallondonhsg@riverside.org.uk or call the Customer Service Centre on **0345 111 0000**.

Service Charges

From 22 September, customers will receive their annual Income and Expenditure statement. Please do get in contact with us, using the contact details above, should you have any queries.

STAY IN TOUCH

DROP-IN SURGERIES

Ray Coyle, your Independent Tenant Advisor, will be at 26 Friars Close every Tuesday from 3.30pm to 6.30pm to discuss any concerns you might have and offer impartial advice.

Jade Adnett, your Resident Liaison Officer
07980 761482
friarsclose@riverside.org.uk
www.riverside.com/friarsclose

David Wade, your Housing Officer
0345 111 0000
southcentrallondonhsg@riverside.org.uk

You can report and book repairs quickly and easily with My Riverside, either online or via the app. Request a communal area repair via our website. This includes areas like an entrance hall, stairwell or a garden.