

Your end of year newsletter: December 2022



Your

Calverley Close

www.riverside.org.uk/calverleyclose



Season's greetings from Riverside

As we approach the end of 2022, we want to take the opportunity to wish everyone at Calverley Close a peaceful festive break and a happy New Year; and to thank you for engaging with us throughout the year on the plans for the redevelopment of your estate.

In this newsletter, there is key information regarding:

1. What's happening?
2. What's next?
3. Help us strengthen the planning application
4. Countryside joins the Vistry Group
5. Festive break
6. Housing management update
7. Drop-in session details
8. How Riverside is supporting customers through the cost-of-living crisis
9. Reducing our environmental impact
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For updates about the redevelopment of your estate, please visit www.riverside.org.uk/calverleyclose or contact your Resident Liaison Officer.

What's happening?

We have been responding to queries and requests for further information from Bromley Council, following the submission of our planning application for Calverley Close in the Summer. We want to reassure you that there are no changes to the design or offer which has been presented to you previously, and outlined in the brochure issued to everyone before we submitted the planning application in the summer. You can view the additional documents provided to Bromley Council on the online planning portal; the reference number for the planning application is '22/03013/FULL1'. Please contact your Resident Liaison Officer if you need any help with accessing this information.

What's next?

Bromley Council planners are scheduled to discuss the planning application for Calverley Close at the next Development Control Committee on Tuesday 10 January at 7:30pm, at Bromley Civic Centre. The Council will publish the agenda of the Committee meeting a week before the meeting; we will write you after the break to confirm our planning application is on the agenda and remind you of the event.

Help us strengthen the planning application

Members of the public can speak at the Committee, one in support and one objecting. Supporting the application involves standing up and speaking for a couple of minutes about the benefits of the redevelopment of your estate, such as improved access around your home and your estate; a reduced need for repairs and maintenance; new community spaces, play areas and improved security.

When: Tuesday 10 January, 7:30pm

Where: Bromley Civic Centre.

If you wish to support the plans at the Committee, please get in touch with your Resident Liaison Officer. You can also attend as a support group; however, only one person will be able to speak on behalf of the group.

Countryside joins the Vistry Group

Our joint venture partners Countryside have recently merged with another developer called the Vistry Group. This is a very recent development which has no effect on our proposals for Calverley Close. Countryside has confirmed their ongoing commitments to Riverside projects.

Festive break

The London regeneration team will break for the festive period between Thursday 22 December and Tuesday 3 January. Our housing management team will break from Friday 23 December to Tuesday 3 January. Any regen or housing management queries submitted during this time will be answered to after the break.

You can continue to report repairs with our Customer Service Centre at any time, via the **My Riverside app**; by email at southcentrallondonhsg@riverside.org.uk or you can call 0345 111 0000.

Housing management update

Once again, we want to offer our apologies for those of you who have recently been experiencing loss of heating and hot water to your homes. We want to reassure you that our repairs team and heating contractors are doing all they can to keep your homes warm during this time. To report any new issues, please contact our Customer Service Centre.

Drop-in session details

Your next drop-in surgery with your housing officer, Tracy is on **18 January 2023, 10am-noon** in the Calverley Office, to discuss housing management matters.

Your next session with your resident liaison officer, Mandy is on **26 January 2023, 12-2pm**. As always, if you have any questions about the redevelopment of your estate, please do get in touch with us by emailing calverley@riverside.org.uk.

How Riverside is supporting customers through the cost-of-living crisis

We know things are challenging for many of our customers right now. The cost-of-living crisis is pushing up prices and people are having to make difficult choices as a result. Did you know that Riverside, as your landlord, is offering free support to customers through these testing times?

We have recently extended our [Let's Talk campaign](#) to remind everyone of all the support services available to our customers. From money advice to help with creating a first-class CV, we've highly skilled professionals on hand to help and advise you. Find out more on our website at www.riverside.org.uk/lets-talk or call us on 0345 111 0000.

Reducing our environmental impact

As part of our journey to improve the experience of our customers, we're keen to make more use of emails and texts where we can, instead of sending physical letters, to update you about the redevelopment of your estate.

Don't worry, we will still send you letters if we don't have an email address for you. There are many great reasons to do this, including cost savings and a reduction in our environmental impact. Please make sure you share your email address with us; you can update your contact details in a few steps on **My Riverside**. Please contact your Resident Liaison Officer if you have any questions or need help with this.

How to contact us

We appreciate that, as we progress with the redevelopment of your estate, it may cause you some concern. If you would like to discuss this further, please email us at calverley@riverside.org.uk; you can also contact your resident liaison officer, Mandy Rana on **07929 368603**. Alternatively, you can reach your independent tenant advisors on **0800 616 328**.

Riverside Regeneration Team



Transforming **lives**
Revitalising **neighbourhoods**

Riverside is a charitable Registered Society under the Co-operative and Community Benefit Societies Act.