

Your December 2022 newsletter



Your

Friars Close

www.riverside.org.uk/friarsclose



Season's greetings from Riverside and Mount Anvil

As we approach the end of 2022, we want to take the opportunity to thank you for engaging with us this year on the plans for the future of your estate.

The overwhelming majority of votes in favour of the redevelopment is the result of your ongoing engagement with us and clearly demonstrates your support. We look forward to continuing to ensure you are at the heart of the redevelopment plans next year and beyond.

In this latest newsletter update, there is key information regarding:

1. What's happening now?
2. What's next?
3. Thank you for joining us at the Night Walk
4. Festive break
5. Housing management update
6. Drop-in session details
7. Reducing our environmental impact
8. How Riverside is supporting customers through the cost-of-living crisis
9. We have issued a new Privacy Notice
10. How to contact us.

For updates about the redevelopment of your estate, please visit www.riverside.org.uk/friarsclose or contact your Resident Liaison Officer.

What's happening now?

We are submitting the planning application for Friars Close and Burrell Street this month. Southwark Council will then discuss whether they want the plans to go ahead; this will take place at a Planning Committee meeting by May 2023.

Over the coming months, we will be in touch with you about how you can further show your support and give the plans the best chance of obtaining planning permission.

What's next?

Once the planning application has been validated, Southwark will carry out their own consultation with the local community and will invite you to comment on the plans. We will write to you at a later date to confirm the planning validation number, along with information on how you can submit your comments via their planning portal.

Please get in touch with your Resident Liaison Officer, Jade Adnett if you're interested in submitting a comment or have any questions about this; alternatively, you can contact your Independent Tenant Advisor, Ray Coyle.



Thank you for joining us at the Night Walk

We hope you enjoyed the night walk with lighting consultant, Light Follows Behaviour, that you attended on 17 November. The consultant gathered some useful feedback from you around lighting strategy, which will inform the design of the new scheme.

Some of the key feedback highlighted, was:

- Communal areas should be well-lit
- There were preferences for white and warm lighting
- You'd like to see good levels of lighting in communal areas on the ground floor, so you feel safe when accessing the building.

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 be off 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 **MyRiverside app**; by email at southcentrallondonhsg@riverside.org.uk or you can call **0345 111 0000**.

Housing management update

In response to the concerns raised around fly tipping on the estate, we are installing two cameras by the bin stores to deter illegal dumping. Your housing officer, David Wade has written to you about this.

Drop-in session details

The next drop-in surgery with your housing officer and resident liaison officer is on **Wednesday 11 January, 11am-1pm.**

Your Independent Tenant Advisor, Ray Coyle will resume weekly drop-ins after the break on **Tuesday 10 January, 3.30-6.30pm.**



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 digital transformation journey to improve the experience of our customers, we're keen to make more use of digital channels from next year, to update you about the development of your estate.

This means using emails and texts instead of sending physical letters to your address, if we have an email address for you. 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 we have the correct email address for you. You can update your contact details in a few steps on the My Riverside app; ask your RLO if you have any questions about this.

We have issued a new Privacy Notice

To ensure we can deliver a contractual service to you and to comply with legal obligations (such as housing regulations, health & safety and safeguarding), we have issued a new Privacy Notice for our regeneration projects in London.

This document tells you what personal information about you we are processing and why; how long we will retain your information; how we will keep it safe. You can find a copy of the notice enclosed to this newsletter.

To find out more about how we process personal data and the rights available to you under Data Protection law, please visit our website or ask your RLO.

How to contact us

As always, you can contact Jade Adnett, your Resident Liaison Officer on **07980761482** or friarsclose@riverside.org.uk if you have any questions about the redevelopment of your estate. Alternatively, you can reach your Independent Tenants Advisor from Open Communities, Ray Coyle on **0800 073 1051** or via email at enquiries@opencommunities.org.

Thank you for your patience during this period.

London Regeneration Team



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

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