



# Your

## Pike Close

[www.riverside.org.uk/pikeclose](http://www.riverside.org.uk/pikeclose)



## **Season's greetings from Riverside and our partners Countryside**

As we approach the end of 2022, we want to take this opportunity to wish everyone at Pike Close a peaceful festive break and a happy New Year; and to thank you for your patience while we continue to progress with the enabling works across your estate.

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

1. What's happening?
2. Festive break
3. Drop-in session details
4. How Riverside is supporting customers through the cost-of-living crisis
5. Reducing our environmental impact
6. How to contact us.

For updates about the redevelopment of your estate, please visit [www.riverside.org.uk/pikeclose](http://www.riverside.org.uk/pikeclose) or contact your Resident Liaison Officer.

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## What's happening?

**Pedestrian access to the main road from Burnt Ash Heights.** In response to resident feedback, Countryside has arranged a temporary pedestrian access point for the festive break within the Wells House car park area. This will be in place for approximately four to six weeks, or until Countryside use this space to start construction.

**The construction of the temporary car park behind Lavisham House** is taking longer than we originally anticipated. We expect the works to be completed in late January; we will keep you updated about any changes to the schedule.

Once this is complete, we will ask those of you parking at Burnt Ash Heights podium and Wells House car park to start using the new space by the agreed date. We will ensure we give everyone plenty of notice ahead of this time.

**Internal works at Wells House** are progressing well. Access to the building is now via Mede House entrance. Please note, the new fire exit at Wells House is for emergency only and should not be used for day-to-day use; we are installing appropriate signage over the coming weeks.

**The cones occupying one side of Pike Close**, to allow delivery of heavy loads, will be removed during the festive period, between Friday 23 December at 6pm and Tuesday 3 January at 8am.

## Festive break

The London Regen team will break for the festive period between Thursday 22 December to 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 after the break.

You can continue to report repairs during the festive break; the quickest way to do so is via My Riverside app; alternatively, you can email [southcentrallondonhsg@riverside.org.uk](mailto:southcentrallondonhsg@riverside.org.uk) or call the Customer Service Centre on **0345 111 0000**.

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## Drop-in session details

The next drop-in surgery with your housing officer, Ephraim is on **Tuesday 10 January, 10am-noon**. Following dates: 24 January; every fortnight thereafter.

Your resident liaison officer, Jade is holding a drop-in with your Independent Tenants Advisors, Source on **Thursday 5 January, 1-3:15pm**.

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## 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](http://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**.

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## How to contact us

We appreciate that as we progress with the redevelopment works, it may cause you some concern. If you would like to discuss this further, please email us at [PikeClose@riverside.org.uk](mailto:PikeClose@riverside.org.uk); you can also contact your resident liaison officer, Jade Adnett on 07980 761 482. Alternatively, you can reach your independent tenant advisors, Source, on 0800 616 328.

Thank you for your patience during this period.

Riverside Regeneration Team



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

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