

X SUMMERHILL GROVE/FLAT X
RYE HILL
NEWCASTLE UPON TYNE
NE4 6EE

Date: 5th September 2023

Reference: If you call us about this letter and are asked what you're calling about, please say "Building problems at Summerhill Grove". This will help us to direct your call more effectively.

Dear,

I'm writing to you following my recent letter and visits to Summerhill Grove. I would like to thank you for the key part you have played in facilitating access for the recent surveys.

Following the receipt of the commissioned surveys and consultation with the local authority's conservation officer, Riverside have been instructed to conduct more surveys in your properties and communal areas. Loss adjusters for our insurers also need to make a visit to the building.

These surveys are necessary as they need to be submitted, along with the schedule of works, to the conservation officer prior to a decision being made on what works are carried out.

Riverside have instructed a company called Academy Geomatics to create floor plan measured surveys and Neo to complete a full fire risk compartmentalisation survey, which will involve inspecting all accessible void areas such as lofts and void areas between suspended ceilings.

To limit disruption, we have organised for all these visits to take place next week over two days.

Your appointment is:

Thursday 14th September
Between
8am & 1pm

If you have any issue keeping this appointment, please contact me at your earliest convenience.

What will be happening in the coming weeks?

The existing scaffolding will be removed and replaced with full scaffolding to the front and rear of the building, dates to be confirmed and as soon as possible after this works will commence on the roof to deepen the guttering, increase the effectiveness of the downpipes and to install new cowls on the chimney stack.

We are committed to be as open and transparent as possible about the process of carrying out the required remedial works to make your home safe and will continue to provide you with regular updates.

We will continue to keep you informed and assure you we are working to resolve all issues as quickly as possible, if you have any queries or concerns you can also contact me using my details below:

- Heather Sherriff (Housing Services Manager)
Heather.Sherriff@riverside.org.uk

Tel: 07580 761588

Yours sincerely,

Heather Sherriff
Housing Services Manager