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**Date:** 15 August 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 **NAME**,

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.

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.

#### **What works have been carried out in the last week?**

On Wednesday 9<sup>th</sup> August, we held a multi-agency meeting yesterday with representatives of Riverside, Storm Tempest (Property Surveyors), Damp Survey UK, Newcastle City Council (Conservation team) to review the requirements and agree a scope of works. We're looking at the building holistically to get a solution for the roof, and removal of damp in the properties affected.

Our contractors have also completed works to the roof and gutters and down pipes.

#### **What will be happening in the coming weeks?**

We are expecting the commissioned reports back in three weeks. Once we have gathered all the survey information together, we will begin to develop a more detailed plan for programming the works and we will engage you in a detailed consultation of our proposals before any work is commissioned. We are working towards providing this by the end of September.

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](mailto:Heather.Sherriff@riverside.org.uk)  
Tel: 07580 761588

Continued

Yours sincerely,

**Heather Sherriff**  
Housing Services Manager