



Riverside
PO Box 2065
Liverpool
L4 4YX

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

Date: 18th October 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,

Riverside has been investigating the issues with the door entry system at both 3 & 4 Summerhill Grove and arrangements have been made to attend and enable the system to allow you to admit entrance to your visitors from the phone module in your flat. Maintech will be attending as below and may need access to your flat to test the connections. We are expecting following this there may be follow on visits if additional parts are required as this cannot be assessed remotely.

4 Summerhill Grove – 27th October
3 Summerhill Grove – 3rd November

This is an all-day appointment, which I know will not be convenient for everyone, however if you are not available when the Maintec call you from the buzzer system, appointments can be made subsequently to confirm this is working for you or to adjust as needed.

Yours sincerely,
Claire Deakin
Project Manager
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