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**Date:** 22 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 **NAME**,

Thank you to those who could make the time to attend the meeting on Monday evening (18<sup>th</sup> September 2023), we appreciate it was short notice and not all of you were able to make it. For those who were unable to make it, we would like to arrange a 1-2-1 meeting to provide an update, please do get in contact with us to arrange this at a mutually convenient time.

As promised, we wanted to provide a full update on what was discussed at Monday's meeting and outline the next steps for the consultation and ongoing works to 3 & 4 Summerhill Grove.

We listened to your concerns on Monday and have provided an update to the questions posed to us below, going forward we will be developing a Frequently Asked Questions document, if there are any questions not covered in the update below please email them to [riverside.summerhillgrove@riverside.org.uk](mailto:riverside.summerhillgrove@riverside.org.uk) and we will ensure they are addressed.

#### **Upcoming works**

As mentioned on Monday, we will be making a short-term investment of approximately £200,000 to the building for work to improve the integrity of the roof, rainwater goods and internal improvements. In addition, and subject to restrictions due to the Grade 2 Listed status of the building, consideration for improving fire safety measures will also be undertaken.

We have appointed a Riverside Project Manager for Summerhill Grove, Claire Deakin who will oversee the design, procurement, programme and delivery of works and liaise with yourselves and the local authority.

Claire is based in Newcastle 10 mins from Summerhill and will be on site weekly, she can be contacted on:  
[claire.deakin@riverside.org.uk](mailto:claire.deakin@riverside.org.uk) / 07989423166.

Continued

Claire will be present to monitor and manage the quality and services of all our external contractors. We are also investigating the behaviour of previous contractors and will report back directly to the customer who raised this matter with us.

As confirmed in our previous letter, the scaffolding erected to cater for emergency works was being dismantled on 21<sup>st</sup> September 2023 with the new scaffold to cater for more extensive works commencing to be erected on 25<sup>th</sup> September 2023.

We are meeting with Newcastle City Council's Conservation Officer next week to review design options for the roofing, heating and ventilation. Our proposed design for the guttering has been approved by Newcastle City Council.

**Presentation:**

We have attached the presentation which was delivered on Monday evening, we are happy to clarify any further points from the presentation. This is being shared with you as part of the consultation process and must not be shared with any third parties.

**Consultation:**

As discussed on Monday, we will be soon launching a resident consultation, we are finalising the options for the consultation and will be in contact with the details. Consideration will be given to any customers who need support to contribute to it and we will ensure it is as accessible as possible and will offer multiple methods to allow you to participate in it.

The results of the consultation will be a key pillar to help inform our investment panel on all future decisions for 3 & 4 Summerhill Grove.

**Storm Tempest and Damp and Mould UK Surveys**

A number of residents have made requests to see the two surveys carried out by Storm Tempest and Damp and Mould UK. We had previously stated that as the surveys contained photographs and details of individual's properties we could not share without expressed permission.

However, we have taken advice from our legal team and sought permission from Storm Tempest and in the interest of transparency and to aid the consultation process we will be able to share a redacted version of the report which will have any identifiable personal information removed.

For those residents who do wish to see a copy please email:  
[riverside.summerhillgrove@riverside.org.uk](mailto:riverside.summerhillgrove@riverside.org.uk)

We would like to stress the report is being shared with you as part of the consultation process and must not be shared with any third parties. The reports are likely to be available from 29<sup>th</sup> September.

**Damp and Mould Guidance**

A request was made at the meeting for the latest Government guidance on Damp and Mould. We have attached the Government summary on Guidance on understanding and addressing the health risks of damp and mould in the home.

**Service Charges**

A number of you raised issues with the standard of service you have been paying for, in particular the door entry system and standard of gardening. Our Head of Social Housing for the North Carl Mitchell is investigating your concerns and we will report back.

Commented [JH1]: Vince can you provide the dates for the dismantling and erection of scaffolding?

Commented [HS2R1]: @James Hennigan we confirmed the dates for the scaffolding in the previous letter, down on 21/09 up on 25/09

Continued

**Individual conversations**

We will be reaching out to all residents who are currently staying in temporary, alternative accommodation. We appreciate the upheaval and inconvenience the temporary move is causing and want to make sure your temporary accommodation is the most suitable option for yourself, and we are providing all the support you need. We will be reaching out to have 1-2-1 conversations with you at a time that suits in the next week or so.

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

Yours sincerely,

**Heather Sherriff**  
Housing Services Manager

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