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Date: 29 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**,

Further to our letter dated 22 September, we wanted to provide an update on the consultation.

We wish to offer residents the opportunity to appoint an Independent Tenant Advisor to aid the consultation process.

An Independent Tenants Advisor provide independent and impartial advice to residents during the consultation process. They ensure that residents get access to all the information they require and are able to make informed decisions.

We have attached a best practice guidance on what to expect from an Independent Tenant Advisor.

Riverside will of course cover all the costs of the ITA if residents wish to appoint.

We have listed five organisations that provide Independent Tenant Advisors below.

- [AWICS](http://www.awics.co.uk) - www.awics.co.uk / 017683 30159
- [Open Communities](http://www.opencommunities.org) www.opencommunities.org / 0151 708 0999
- [Onenterprise](http://www.1enterprise.co.uk) www.1enterprise.co.uk / 0345 057 3995
- [Tenant Information Service](http://www.tis.org.uk) www.tis.org.uk / 0141 248 1242
- [TPAS](http://www.tpas.org.uk) – www.tpas.org.uk / 0161 868 3500

You may wish to contact those organisations directly for more information, we are also happy to facilitate a call with the organisation if you wish.

Please could you respond by Monday 9th October 2023 to inform us firstly:

1. **If you would like to appoint an Independent Tenant Advisor**
2. **If you wish for us to facilitate a phone call with one of the organisations and your availability**

Continued

If you would like us to arrange phone calls with the organisations, subject to availability we will aim to carry these out the week beginning 9th October.

If you wish to appoint an ITA, we would like to know your preferred organisation and if possible, please list first, second and third preference by Monday 16th October 2023 to allow us to appoint the organisation on your behalf.

We are keen to ensure that we listen to your preferences and take all your views into account. The decision on the appointing of an Independent Tenant Advisor will be decided by the majority of the views expressed by yourselves.

Please respond to:

riverside.summerhillgrove@riverside.org.uk

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

Tel: 07580 761588