



Your update

Geoffrey Close



Season's greetings from Riverside

As we approach the end of 2023, we want to take the opportunity to thank you for your patience and cooperation this year as we make progress with our negotiations with Bellway.

We look forward to continuing to engage with you in the coming year, and we hope to resume works as soon as we conclude our discussions with Bellway.

1. What's happening?

Thank you to those of you who came along to our recent event where Senior Management from our London Regen, Housing and Asset Services teams updated you on the status of the negotiations with Bellway and addressed some concerns around the maintenance of the existing estate.

We have temporarily re-opened parking on Geoffrey Close while our conversations with Bellway are ongoing. Vehicle owners will need to renew their CPZ parking permit to ensure they can park on surrounding roads once Bellway resume construction; your Resident Liaison Officer has been contacting residents about the renewal of these permits.

We ask residents to bear with us whilst we remain focused on concluding our negotiations with Bellway; we aim to resume our regular drop-in sessions in the new year, with more details to follow. We will update you on the next steps early next year and we are hoping to have a position, subject to our ongoing discussions with Bellway, on when site works will resume.

2. How Riverside is supporting customers through the winter

Winter is always our busiest time. From repairs and financial support to boiler breakdowns and frozen pipes, we always get more calls and messages from you, our customers.

Riverside want to support you to prepare for winter and prevent problems from happening in the first place. In our [winter healthy homes help guide](#) you can find plenty of information on our support services – just click on the section that is relevant to you, to get started.

3. Festive break

The London Regeneration and Housing teams will break for Christmas **between Friday 22 December and Tuesday 2 January**. Any regen or housing management queries submitted during this time will be answered to after the break; however, you can continue to report repairs with our Customer Service Centre at any time via the **My Riverside** app or by calling **0345 111 0000**.

4. How to contact us

As always, outside the festive period, you can contact your resident liaison officer, Mandy Rana on **07929 368603** or email the team at **lambeth@riverside.org.uk**. Alternatively, you can reach your Independent Tenant Advisors, Source, on **0800 616 328**. You can report repairs with our Customer Service Centre at any time via the My Riverside app or by calling **0345 111 0000**.

Thank you once again for your continued support this year and on behalf of our team, we wish everyone a peaceful break.

Riverside's London Regeneration team



Transforming lives
Revitalising neighbourhoods

Riverside is a charitable Registered Society under the Co-operative and Community Benefit Societies Act.

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