

Date: 7 February 2025

Reference: If you need to call us about this letter and are asked what you are calling about, please say “Kendal Close”. This will help us to direct your call more effectively.

Dear customer,

We're writing to you with an important update on the work being carried out Kendal Close.

Due to new information provided to us recently regarding your home and the surrounding properties of Kendal Close, we have taken the decision to postpone all improvement works until further investigations involving the property condition and structure have been completed.

We understand that this may be frustrating for you and are extremely sorry for any inconvenience that this causes; especially as we were ready on site to start the project. However, we do hope you understand that this decision has been made with your best interests and wellbeing as our highest priority.

Unfortunately, we don't currently know how long the delay will be. However, we will keep you updated regularly and have set up a dedicated webpage for you to access, that will contain all communications regarding the improvement works and all related works in and around your home. You can access this page at www.riverside.org.uk/kendalclose. Whenever we update the page we'll email all customers registered to receive communications via email to flag the update. This will help us to communicate more regularly and quickly. Don't worry if you don't have access to email though; we'll still send you written updates.

Over the next few days and weeks, you may be contacted again by our property consultant, Sutcliffe's, to access your home to conduct a new property condition survey. This may take place inside your home, as well as externally. Can I ask you to please allow access for them to complete these. We appreciate that you have previously had surveys conducted but these surveys will be capturing additional information for us to be able to make an informed decision on possible future works.

If you have any questions, you can contact me at barry.hill@riverside.org.uk. You can also call us on the number at the top of this letter to request a call back. Thank you for your patience and understanding as we continue to work through this difficult period.

Yours sincerely,

Barry Hill
Programme Manager, Riverside