

Date: 27 June 2025

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

Dear customer,

I am writing to provide you with an update on your home in Kendal Close.

Background

As we told you in our last update in April 2025, we did not know how long the delay would be in starting the improvement works at Kendal Close and that we would keep you updated.

Works completed

We recently completed planned drainage works to address the issue of stabilising the ground. Further drainage failings were identified during these planned works and were also completed at the time.

Most recently, visits were carried to ascertain whether there were everyday repairs that needed to be carried out. These have now been reported with our repairs team, who have begun to complete the works.

We would like to thank you for your patience and assistance in helping us to carry out the surveys and allowing access to your home.

Our update

Since completion of drainage works, we are happy to report that all properties are structurally sound and so we will not be proceeding with works previously outlined.

We appreciate this may be disappointing news, but we can assure you that your property is safe, and this decision has been made after careful consideration of all specialist analysis reports.

Further information:

We appreciate you will have questions about this decision so have included some anticipated questions and answers below.

Continued

Is my home still safe to live in? Yes, the drainage works completed have ensured your home is safe.

Will the works be carried out in the future at any point? Only day to day repairs will be carried out.

What is the long-term plan for my home? Your home will be available to you for as long as you wish to live it as per your tenancy agreement.

Can I be moved to another property? You can apply to move to another home via Wirral Property Pool Plus, simply go to www.wirralinfobank.co.uk/Services/5166/Property-pool-plus.

Will my tenancy continue as normal? Yes, there are no changes to your tenancy agreement.

Can I still log repairs? Yes, please still log everyday repairs via My Riverside or by calling us on 0345 111 0000. Everyday repairs include issues like windows not shutting, a leaking tap or a broken light.

What is happening with the empty properties? We currently do not plan to house anyone in the empty properties and the decision has been taken to put two of the empty properties up for sale.

If you have any further questions or concerns, please contact Robert.Grainger@riverside.org.uk. You can also call us on the number at the top of this letter to request a callback.

Yours sincerely,

Barry Hill
Programme Manager
The Riverside Group