



Calverley Close, Phase 1 (1-20 Oak Way)

Cost-of-living event (10 July 2025)



Agenda

- New services
- Rent and service charges
- Moving in/tenancy sign-ups
- Construction update & parking.

New services – 1 - 20 Oak Way

Who	Role	Responsibility	Customer reporting
Warwick	Managing agent	Ground maintenance, including amenity space/play areas.	CSC/Riverside
Riverside	Caretaker	There is no caretaker service for phase 1, duties will continue with existing blocks.	CSC/Riverside
Countryside	Defects	Oak Way has a 12-month warranty period, which is covered by Countryside.	CSC/Riverside
Riverside	Landlord	Repairs, maintenance, and building safety, inside all houses.	CSC/Riverside

Rent and Service Charges

Rents

- If you remain in the same size home (same number of bedrooms), your rent will not increase due to the redevelopment.
- If you are upsizing or downsizing when moving from your existing home to your new home, you will pay the current social rent for that size home.
- Rents will increase annually in line with our regulatory guidelines.
- For new residents (in later phases), rents will be set in line with London affordable rents, set by the Greater London Authority.

Service charges (2025/2026)

Our Promise

- The ballot pledge (2021) was to keep service charges affordable, whilst ensuring the new homes and shared spaces meet modern standards.

Service charge cost going forward

Year 1

- For residents living in the first phase, the houses at 1 – 20 Oak Way, Riverside have appointed a management company, Warwick Estates, to manage the external communal areas around your home.
- Your (eligible) service charge will be **£8.57** per week for each home, in the first year of occupancy (up to March 2026).

Service charges (continued)

- There is no gas in any of the new homes. Heating and hot water is powered by an Air Source Heat Pump, which is located in your back garden.
- If you have been paying for your heating and hot water usage via your service charge, this will no longer apply in your new home. Your heating and hot water energy usage will be covered by the electricity supply to your home, which you will be responsible for paying directly to your chosen provider.

Future Years

- As the redevelopment of Calverley Close progresses, there will be more outside amenity space and landscaping to maintain. All residents will have the benefit of these areas. There will be an increased responsibility of the managing agent. As a result, service charges will be reviewed each financial year, as new areas are completed.

Service charges (continued)

Summary of cost for 2025/2026

- Total (eligible) cost for new services at 1 – 20 Oak Way = £8.16
- Administration charge = £0.41

Residents to pay each week = £8.57

The above excludes heating and hot water costs, you will pay this directly to your chosen electricity supplier. You will also be responsible for paying for your water usage directly to Thames Water. There is a meter for each home.

Your tenancy agreement

- You will have already been contacted by our Lettings team to complete a pre-tenancy and affordability check. This is usual practice and will not affect your move.
- Your Housing Officer, Tracy Townsend, will contact you to organise the signing of your new tenancy agreement. Your tenancy will begin on the day you sign your agreement. Your current tenancy will then terminate (you will be allowed a few days to access both properties but will not pay rent on 2 properties at the same time).
- Upon signing your tenancy, you will receive a copy of your new tenancy agreement, a welcome pack from Riverside, keys to your new home and a form giving Riverside permission to dispose of all personal items and furniture left in your current home.



Moving out

- You are required to contact James Removals directly to book in your moving date.
- You will need to vacate your current home and hand back the keys by the following Monday at 12pm. Keys can be posted through the Calverley Close office door (labelled/in envelope).
- Please ensure that all general rubbish and personal items are removed from your current home. Skips will be provided in the coming weeks. If you struggle to dispose of large items, you must let your Housing Officer know in advance what these are.
- All items must be removed from your property. Any smaller items left will be re-charged back to you to cover the cost of disposal.



Moving in

- James Removals has capacity to carry out 2 to 3 moves per day. They will provide a packing and wrapping service for those who need it and will carry out the disconnections and reconnections of your white goods.
- Our Aftercare team will book a home visit to demonstrate how to use the new equipment in your home.
- A home user guide (HUG) will be issued to each household.
- A Homeloss payment of £8,100 (minus any arrears you may have) will be paid once you have handed back your keys. This can take up to 4 weeks to process.
- Disturbance costs will be agreed individually with each household.
- **Except for 2 homes, once we have confirmed moving dates, we expect all residents to have moved within 6 weeks.**

Accessing your home & parking arrangements

- Accessing your new home will be via Southend Road. There will be pedestrian footpaths in place, shown by the green arrows on the next page.
- Vehicular access will be via Oak Way (shown on next page). At this time, it is a temporary road, used for deliveries and refuse collections only. This road will be completed at a later phase to include 30 parking bays as part of the completed scheme.
- In Autumn 2025, there will be 2 blue badge spaces installed and reserved for Oak Way residents only (shown on the next page).
- During the moving period, the site access gates will be open to allow loading/unloading for removals.
- In the meantime, residents are required to utilise the rest of the estate and surrounding roads for parking.
- In Spring 2026, a temporary car park will be installed to accommodate 30 spaces. The location of this will be in the place of 10 – 17 Calverley Close (once demolished).

Estate-wide event in Autumn 2025

Countryside will present a construction update to include parking, access routes and new site plan.

Access routes and parking



