

# Your update

Friars Close



## **Friars Close, Season's greetings from Riverside and Mount Anvil**

As we approach the end of 2023, we want to take the opportunity to thank you for continuing to engage with us this year on the plans for the future of Friars Close and Burrell Street, as we made further progress with the planning application.

We look forward to continuing to support you, alongside Kalmars and our housing team, with your temporary and permanent moves in the coming year, whilst Southwark planners consider the planning application.

In this latest newsletter update, there is key information regarding:

1. What's happening?
2. Our commitments to you
3. Drop-in session details
4. How Riverside is supporting customers through the winter
5. Festive break
6. How to contact us.

For updates about the redevelopment of your estate, visit [our webpage](#).

### 1. What's happening?

Thank you for supporting the planning application by filling out the cards provided last month. Riverside and Mount Anvil have presented these to Southwark planners, and we are hoping this will help us in securing planning approval next year.

We are glad to see many of you have been engaging with Kalmars on your temporary moves while our plans are being considered by Southwark; subject to receiving a planning decision in the spring, we will aim to start the moving process in summer 2024.

We will continue to keep you updated about the planning process and support residents with their moves in the new year; we will give you plenty of notice prior to moving out of your existing home.

### 2. Our commitments to you

For those of you who wish to move temporarily while we rebuild your new homes, we want to remind you that you will have a **guaranteed right to return** to a permanent home in the new development and your rights and years of tenancy will be protected.

If you have any questions regarding your temporary moves, you can access the free independent legal advice from **Amphlett Lissimore (020 8771 5254, [d.o'doherty@allaw.co.uk](mailto:d.o'doherty@allaw.co.uk))** before moving out of your existing home, and your Independent Tenant Advisors, Ray and Alison will continue to support you during this process.

### 3. Drop-in session details

The last weekly drop-in surgery with your Independent Tenant Advisors from Open Communities, Ray and Alison, before the break will be on **Tuesday 12 December**; sessions will resume as normal from **Tuesday 2 January**.

### 4. 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.

### 5. Festive break

The London regeneration and housing management teams will break for the festive period **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. 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**.

**Kalmars will break from Wednesday 20 December, resuming activities on Tuesday 2 January.** Outside the festive period, you can contact the team as usual during office hours at [friarsclose@kalmars.com](mailto:friarsclose@kalmars.com) or by phone on 0207 940 7980 or 0207 403 0600.

## **6. How to contact us**

As always, outside the festive period, you can contact your Resident Liaison Officer, Jade Adnett on 07980 761482 or email us at [friarsclose@riverside.org.uk](mailto:friarsclose@riverside.org.uk).

Alternatively, you can reach your Independent Tenants Advisor from Open Communities, Ray Coyle on 0800 073 1051 or via email at [enquiries@opencommunities.org](mailto:enquiries@opencommunities.org).

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

Riverside Regeneration Team