

Your end of year update

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Your update

Friars Close



Season's greetings from Riverside and Mount Anvil

As we approach the end of 2024, we want to take the opportunity to thank you for your patience and support during the temporary move process. We look forward to continuing to engage with you on the plans for the future of Friars Close and Burrell Street in the coming year.

In this newsletter, there is key information regarding:

1. What's happening?
2. Festive break
3. Updated FAQs (home layouts)
4. How to contact us.

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

1. What's happening?

All residents have relocated to their temporary homes, marking a key milestone in the redevelopment. With vacant possession secured, our construction partners, Mount Anvil can fully access the site.

The soft demolition works have started, which include surveys and stripping out the vacant homes, prior to full scale demolition with a target of being completed by 29 March 2025. These works will involve the safe demolition of the existing block and services to allow a clear site for the new homes to be built.

Mount Anvil are working to minimise any disruption to the local community whilst works are ongoing, regularly monitoring dust, noise and vibration levels to ensure they stay within the permitted levels. You can find more information about the works on [this document](#).

2. Festive break

Your Independent Tenant Advisors, Open Communities will break for the festive period after Friday 20 December, resuming on Friday 3 January.

The London Regeneration and Housing teams will break for the festive period after Tuesday 24 December, resuming on Thursday 2 January. Any queries submitted during this time will be answered to after the break; however, you can continue to report repairs and urgent enquiries with our Customer Service Centre at any time via the My Riverside app or by calling 0345 111 0000.

3. Updated FAQs (home layouts)

Following our recent event in November, where we discussed home layouts, we have now updated our website with answers to the questions raised by residents. We have also emailed these responses to everyone last week.

You can access this information via [this link](#).

If you think we have missed anything or would prefer to receive the details in a different format, please do not hesitate to contact us.

4. How to contact us

Along with your Independent Tenant Advisor, Open Communities and the developer Mount Anvil, the London Regen team will continue to consult with you on the redevelopment of your new homes.

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; alternatively, you can reach your Independent Tenants Advisor from Open Communities, Ray and Alison on 0800 073 1051 or via email at enquiries@opencommunities.org.

We would like to remind you that your new addresses are set up on Riverside's database and you can report all issues to do with your temporary home 24/7 directly through Riverside's Customer Service Centre on 0345 111 0000 or via My Riverside. Your Housing Officer, David Wade, will

continue to support you with tenancy and housing management queries.

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

Riverside's London Regeneration team



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Revitalising **neighbourhoods**

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