



## Season's greetings from Riverside and Countryside

As we approach the end of 2023, we want to take the opportunity to thank you for your support this year as we make further progress with the construction of the first new block at Pike Close.

We look forward to continuing to engage with you in the coming year on the construction works, whilst supporting residents through the allocation of the first new homes.

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

1. What's happening?
2. New time lapse camera
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, you can sign up to our Facebook group, or visit our webpage page, by typing the links below on your internet browser.

Facebook group: [www.facebook.com/groups/pikeclose](https://www.facebook.com/groups/pikeclose)

Webpage: [www.riverside.org.uk/pikeclose](https://www.riverside.org.uk/pikeclose)

## 1. What's happening?

This is an exciting time for residents at Pike Close as the first new block is taking shape, with construction in full swing; the first new homes are on track to be completed by spring 2025.

Following our recent resident choices event, where residents of phase one and Resident Focus Group members were invited to pick their preferences on kitchens in future homes, we have now shortlisted the options that were chosen and residents due to move in the first block will soon be able to pick from these options what they would like to see in their new home.

In the coming months, we will continue to engage with residents at Pike Close on the ongoing construction works, whilst supporting residents through the allocation of the first new homes.

## 2. New 'time lapse' camera on site

We have installed a new 'time lapse' camera on top of Burnt Ash Heights. The new device captures birds' eye images of the first new block being built at regular intervals over a period of time, which are then compiled into a video, giving the effect of recording an event or scene fast forward.

You can view the video by typing this link (<http://pikeclose.gsstimelapse.co.uk>) onto your internet browser.

## 3. Drop-in session details

The next drop-in surgery with your Resident Liaison Officer, Jade and Independent Tenant Advisors, Source, will be on **Thursday 11 January, 1.15-3.15pm.**

## 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** (which you can access on [www.riverside.org.uk/healthy-homes-toolkit](http://www.riverside.org.uk/healthy-homes-toolkit)) 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

Countryside will pause site activities **from 22 December and resume works on 3 January**. Residents can raise construction queries during the break via their out-of-hours contact numbers, **01474 876300** or **07566 772340**.

Your Independent Tenant Advisors, Source will break for the festive period **between Friday 22 December and Wednesday 3 January**.

The London Regeneration and Housing teams will break for Christmas **from Friday 22 December, resuming on Tuesday 2 January**; any queries submitted during this time will be answered after the Christmas break. You can continue to report repairs and urgent enquiries with our Customer Service Centre at any time over the Christmas period via the My Riverside app or by calling **0345 111 0000**.

## 6. How to contact us

As always, outside the festive period, you can contact us if you have any questions. Please note, your Resident Liaison Officer, Jade is currently on annual leave, returning to work on Tuesday 19 December; if you have any questions during this time, you can contact her colleague, Mandy on **07929 368603** or email the team at **[pikeclose@riverside.org.uk](mailto:pikeclose@riverside.org.uk)**. Alternatively, you can reach your independent tenant advisors, Source, on **0800 616 328**.

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