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# 11 Kenbury Street, Cost of living event

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25th March 2026





# Agenda

- Introductions
- New energy supplier  
**Metropolitan**
- Construction update  
**Bellway**
- New services  
**Riverside**
- Rent and service charges  
**Riverside**
- Moving in/tenancy sign-ups  
**Riverside**
- Questions and Answer session.

# New services – 11 Kenbury Street

Who	Role	Responsibility	Customer reporting
Warwick	Managing agent	Ground maintenance and external window cleaning (11 Kenbury Street only) and some internal equipment such as lifts.	CSC/Riverside
Metropolitan	Energy supplier	Heating and hot water. They form part of your tenancy agreement; you cannot change this supplier.	Metropolitan
Bellway	Defects	11 Kenbury Street has a 12-month warrantee period, which is covered by Bellway.	CSC/Riverside
Riverside	Landlord	Repairs, maintenance and building safety of all blocks.	CSC/Riverside



# Our **Heat** Network

**A better way to heat your home**



# Construction update

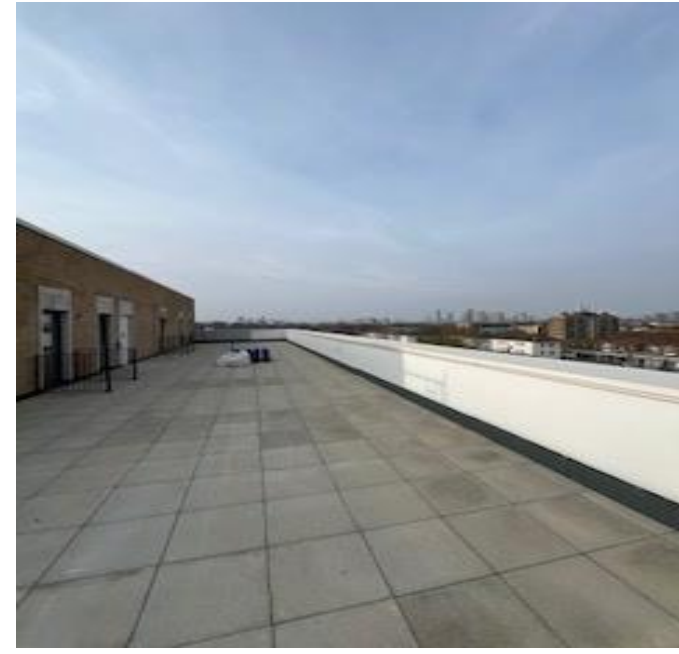
Thank you for your patience over the past couple of years. We are pleased to inform you that the construction of your new homes is nearing completion. With the final inspections taking place for the residential units, we are currently working on the important communal services and external works.



Main entrance on Kenbury Street



Finished plot



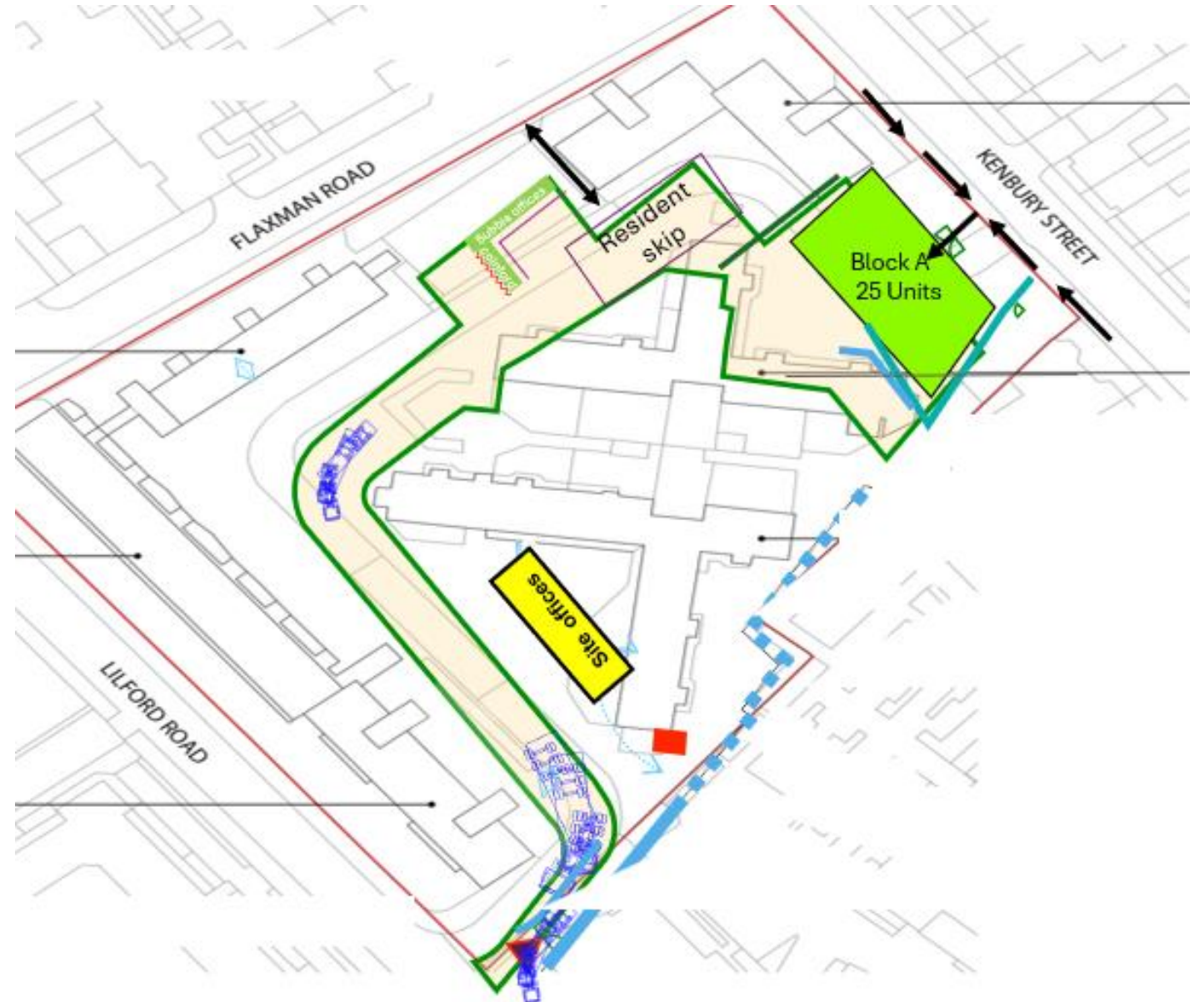
Communal roof garden & recreational area

# Accessing your new home

Access to your new home will be via the main entrance along Kenbury Street.

The rear entrance is in the rear courtyard in Block A, along the blue hoarding line.

Fire service access is along a pedestrian walkway off Kenbury Street, marked in blue.





# 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 11 Kenbury Street, you will pay the current social rent for that size home. (With the exception of bedsits, if you live in a bedsit and are moving to a 1-bedroom flat you will continue to pay the bedsit rent).
- Rents will increase annually in line with our regulatory guidelines. Rents will not increase until April 2027.
- The cost of individual rents for each household will be set out at your tenancy sign up date.

# Service charges (2026/2027)

## Our Promise

The ballot pledge (2018) we said: *“The average service charge per home across the estate will increase by about £10 per week” (£13.50 per week at current rate of inflation).*

## The new Service charge amount at Kenbury Street

The new (eligible) service charge at Kenbury street is approximately £29.83 per week for 2026/2027.

## Service charge cost going forward

To keep service charges affordable, Riverside will subsidise a proportion of this cost over a 10-year period. The amount we will subsidise will reduce every two years, until residents are paying the full amount.

## What amount will Riverside subsidise when I move in (year 1)

The amount Riverside will initially subsidise is £6.93. We have calculated this by taking the lowest current service charge figure for all residents moving in phase 1 (£9.40 pw) and adding the £13.50 increase as above.

Therefore, residents will be paying a (eligible) service charge of  $£9.40 + £13.50 = £22.90$  per week.

Riversides subsidy.  $£29.83 - £22.90 = £6.93$  subsidy in year 1.

These figures are based on today's costings and do not include annual increases or change to services.

# Service charges (continued)

## Summary of cost for 2026/2027 (year 1)

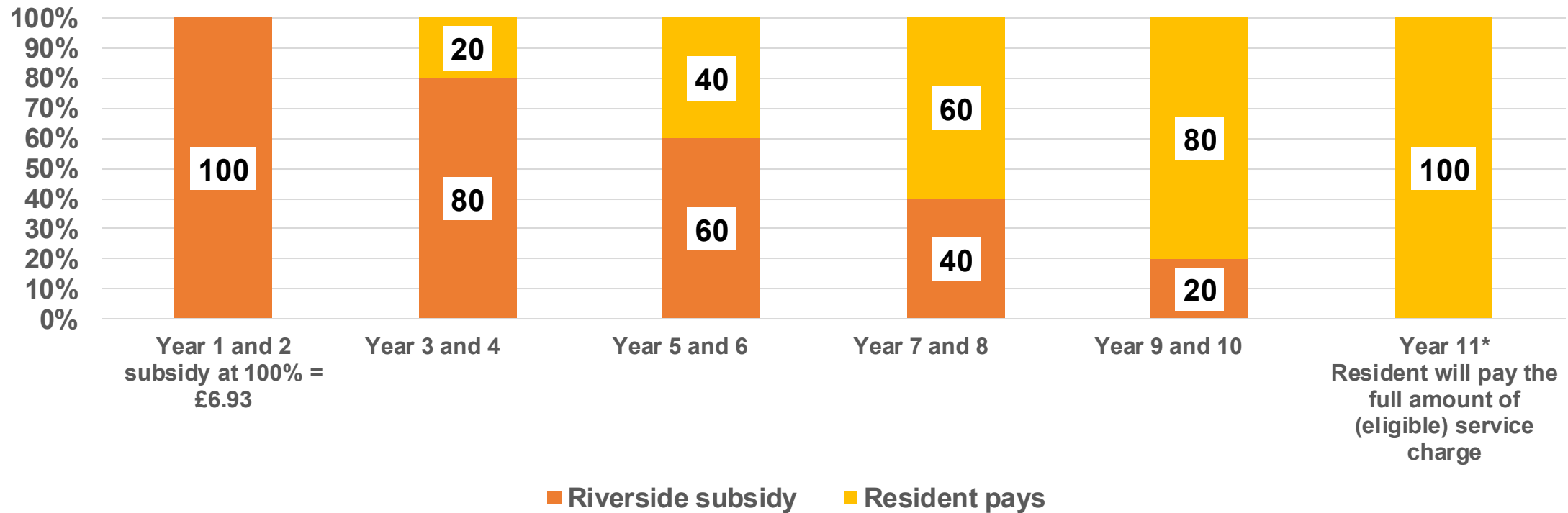
- The new (eligible) service charge = approx. £29.83 per week
- Riverside subsidy = £6.93 per week
- Residents (eligible) service charge = £22.90 per week.

# How Riverside will subsidise service charges over the next 10 years

The table below is an example of how your service charge will be subsidised over a 10-year period.

Year 1 – Riverside will subsidise £6.93pw. Year 11 – Riversides subsidy period ends (residents will pay the full (eligible) service charge).

Phased timeline



These figures are based on today's costings and do not include annual increases or change to services.

# Your tenancy agreement

- You will be 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, Dave Wade 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 terminate (you will not pay rent on 2 properties at the same time).
- Upon signing your tenancy, you will receive a copy of your new agreement, a welcome pack from Riverside and Metropolitan, keys to your new home and a form giving Riverside permission to dispose of all personal items and furniture left in your current home.
- You will also be asked to sign a form which sets out gifted items such as blinds/cookers etc, which will be your responsibility to maintain and replace.



# Getting ready to move



- James removals are our appointed removal company.
- Next month, they will contact you and arrange a home visit to assess the removals for your property.
- They will provide packing boxes and a packing and wrapping service for those that need it.
- Please let them know which appliances you require a disconnection and reconnection for (i.e dishwasher/washing machine etc).
- Once Riverside have confirmed that you can move, you will be able to arrange your moving date directly with James removals.
- Once we have confirmed moving dates, we expect all residents to have moved within 6 weeks.

# Moving out

- You will need to vacate your current home and hand back the keys by the following Monday 12pm. Keys are to be placed inside an envelope with your name and address and posted through the door of 1 York Close.
- Please make sure all general rubbish and personal items are removed from your current home. Skips will be provided in the coming weeks.
- Any belongings/rubbish that you cannot take with you or cannot dispose of, you will need permission from your Housing Officer to leave in your home, otherwise you will be charged.



# Moving in

- James Removals have capacity to carry out 2 to 3 moves per day.
- Our Aftercare team will book a home visit to demonstrate how to use the new equipment in your home.
- A home user guide will be issued to each household.
- A Homeloss payment of £8,100 (minus any arrears) will be paid once you have handed back your keys, this can take up to 4 weeks to process.
- An upfront disturbance payment of £150 will be issued to everyone to assist with any out-of-pocket expense, such as redirecting mail.
- If you claim for additional disturbance costs you can discuss this with the Resident Liaison Officer, Mandy Rana.

