

Date: 18th August 2024

Reference: If you call us about this letter and are asked what you're calling about, please say "Building problems at Tyne Dock". This will help us to direct your call more effectively.

Dear

I am writing to provide you with an update on your home in Tyne Dock.

Riverside own homes on Malvern Street, Johnson Street and Dean Road. We acquired these in a stock transfer from Clarion Housing Group in 2020.

Since then, several customers have reported problems with their homes. These have been caused by unstable ground conditions and have included subsidence, cracking to walls, uneven floors, and door frames, damp and mould, drain collapse and property extensions starting to rotate away from the main structure.

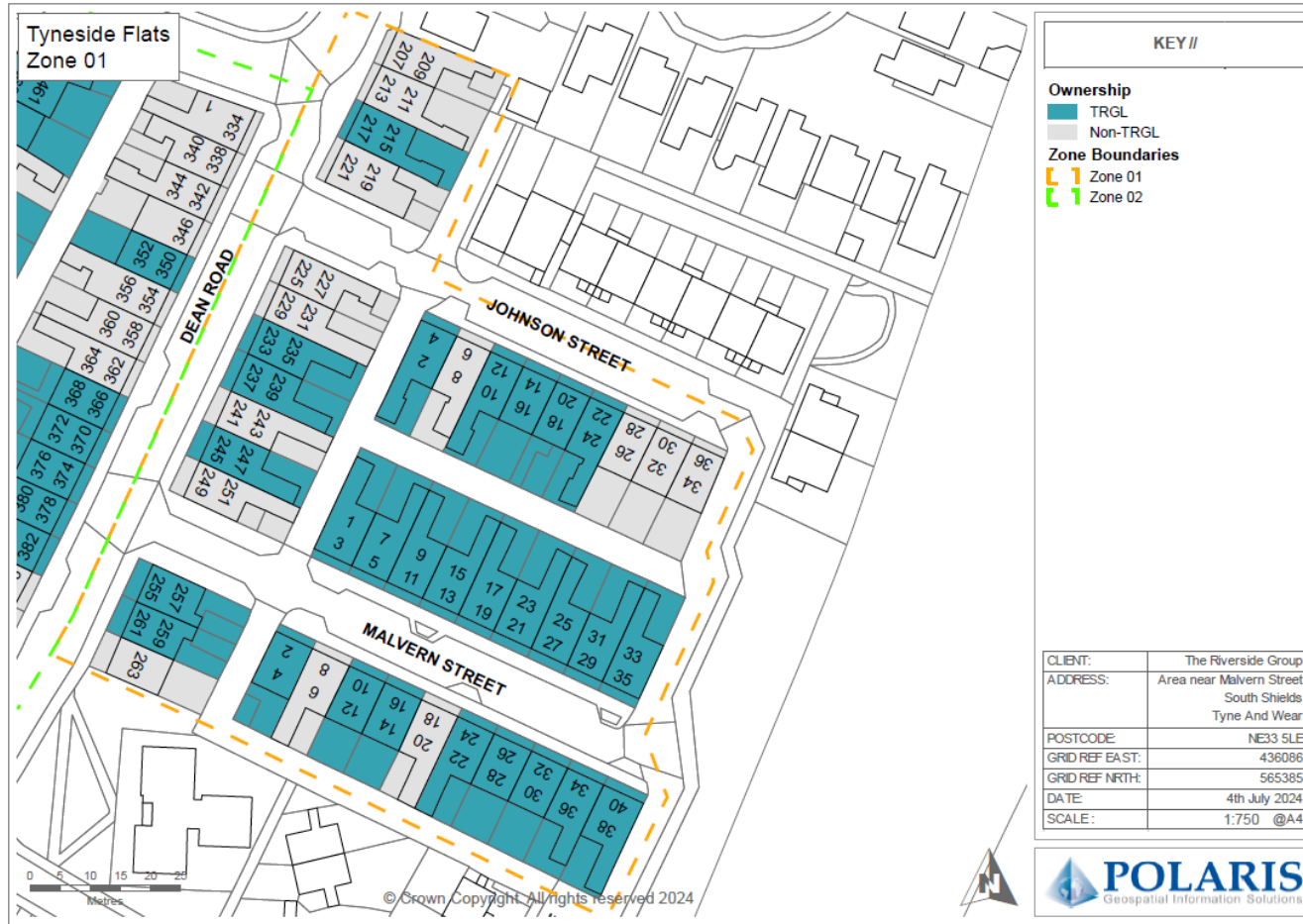
Our priority is your health and safety. So, where we have identified that any of the above issues we have temporarily relocated customers into a new home.

We have also commissioned several surveys of properties by independent specialist surveyors. All this work has been done to try to understand how best to address the issues many customers have experienced.

We have categorised the homes we own into three zones, as shown on the map below.

- Zone 1 is the 80 properties across the immediately affected streets built prior to 1910, we own 54 of those homes and are responsible for them.
- Zone 2 includes properties in neighbouring streets where we are assessing the extent of issues and where we have commissioned further precautionary surveys.
- Zone 3 is the wider South Tyneside area which will be reviewed dependent on the outcome of decisions on Zone 1 and 2 properties.

Your home has been identified as one of those immediately affected in Zone 1.



What have we done so far?

We have engaged with the Coal Authority who carried out surveys on a sample of the homes. These surveys confirmed that most of the properties fall within the site of a former sandstone quarry and reservoir.

While there are recorded mine workings under the streets, these are at depths greater than 290 metres. As a result, they are not the responsibility of the Coal Authority. The surveys did confirm concerns over the geology of the site on which the houses in Zone 1 are located.

Through the surveys, we have identified that each property would require significant investment to fix the subsidence issues. This work would vary for each property subject to drain and ground conditions.

It has been estimated this would cost millions of pounds but with no guarantee that it would solve all the issues.

This leaves us with a decision to make, which is why we want to speak to you. We think the most sensible outcome would be a phased move for those households located in zone 1 to an alternative home and demolition of those homes with consideration for the future land use.

We have also been in regular discussions with South Tyneside Council about this issue and will be working closely with us to look at short, medium and longer-term solutions.

What's next?

We understand this will be concerning for you and our team are here to support you every step of the way. We have outlined what the next steps are below. We want to be open and transparent around the challenges.

For those customers who have already moved to temporary accommodation, we will consult with you to offer a permanent move to those homes.

For those customers who still live in the area, we will be contacting you to discuss your current and future housing needs.

You don't need to do anything at this stage, our housing team will be in touch with you to discuss the next steps.

We will contact you individually to allow time and space for customers to tell us your views and to understand your housing needs now and in the future.

Further information:

We have developed a webpage www.riverside.org.uk/tynedock. This webpage is designed to provide real-time updates to customers and other key stakeholders on progress of the consultation and answer frequently asked questions.

You can speak to our team about the issues when they visit you. However, if you have questions that you can't ask at that time, are unavailable at the time of the visit or have

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follow up questions you would like to submit to us, you can do so by contacting info@riverside.org.uk.

We understand that this will be an uncertain time for you, and we are very grateful for your ongoing patience and understanding. Our team are here to support you, please do reach out if you have any questions or concerns.

Yours sincerely,

Carl Mitchell

Head of Housing Services (North)
The Riverside Group