

Resident Update Newsletter

Issue 2 - 13th September 2019



Metropolitan
Thames Valley

Since the fire at Richmond House in the early hours of 9th September, Metropolitan Thames Valley, the developer St James, the London Borough of Sutton and the whole community have continued to work together at this difficult time.

This newsletter (Issue 2) is to provide you with an update following the fire and the subsequent resident meetings held at Maple Lodge during the week. This newsletter is a summary of key points,

outlining where you can get support and updated information on fire safety.

Please visit the Metropolitan Thames Valley website for more detailed information, especially the Frequently Asked Questions which are updated on a rolling basis:

www.mtvh.co.uk/news/worcester-park-fire-update/

Overview

1. Our main focus remains on the residents of Richmond and Crayton. Each household has a dedicated case worker and we are working with them on temporary accommodation, access to belongings, administration and emotional support.
2. We are conducting investigative surveys in order to review the buildings in more detail.
3. We are ensuring site safety through the waking

watch, fencing around Richmond House, a new evacuation policy and more smoke alarms in the blocks.

4. We are committed to supporting all residents during this time with a dedicated Resident Support Centre at Maple Lodge.
5. Our aim is to communicate with residents clearly and in a timely way. We are regularly reviewing how we do this and taking into account feedback from residents.

Keeping you informed

Residents meetings:

The dates for next week's meetings at Maple Lodge are:

Monday 16th September at 8pm

Tuesday 17th September at 2pm
(Richmond House residents only)

Wednesday 18th September at 8pm

Friday 20th September at 1pm

Newsletter

We will continue to provide regular newsletters, delivered to your address over the coming weeks.

FAQs

This is a live document which is updated as new questions, issues and feedback come in from residents that require a response. Please visit the website address above.

Caseworkers

Residents of Richmond and Crayton have been allocated named caseworkers to support them.

Support for residents

Residents Support Centre

Throughout the week the MTVH team has been on site at Maple Lodge to answer your questions and help with any issues raised. We will continue to do this and can outline the times for the coming week:

Saturday 14th September: 10am-4pm

Sunday 15th September: 10am-4pm

Monday 16th September: 10am-8pm

Tuesday 17th September: 10am-5pm

Wednesday 18th September: 10am-8pm

Thursday 19th September: 10am-5pm

Friday 20th September: 10am-5pm

Further dates will be published in the next newsletter.



General Information

Evacuation procedure

On the advice of London Fire Brigade we have changed the evacuation policy for all blocks from a 'Stay Put' policy to a 'Simultaneous Evacuation', which means that all parts of a building are evacuated in the event of a fire. On leaving the building, you should head to the new assembly point at Maple Lodge.

Waking watch

The patrol has been introduced across each of our blocks at night to ensure safety. They have been provided with a staff centre and toilet facilities to accommodate breaks. In addition, the waking watch are also increasing the frequency at which they inspect the buildings and are receiving further training to assist them

in doing so following feedback from residents. We will continue to liaise with the contractor to ensure they meet residents' expectations.

Smoke alarms

Following feedback from residents that they would like further reassurance, we are fitting more smoke alarms in the structure of the blocks. In addition, London Fire Brigade will also provide and fit further smoke alarms in houses and apartments at residents request. For further information please visit Maple Lodge.

Communal areas

It is important that residents continue to keep the communal areas of the blocks clear of belongings, including items such as doormats, and we would ask that people continue to do so.

Richmond House site security

Temporary fencing is being erected around Richmond House and will be replaced with hoarding as soon as possible. Lighting has also been installed at the site for security.

Investigative surveys

We have appointed a number of independent experts to undertake investigations of the apartment blocks on the Estate owned by MTVH. The investigations have started and will be continuing into the week commencing 16th September. The inspections look at a selection of properties. These have been chosen as representative examples of property types and not for specific reasons. Further investigations are likely after these and we will update you on this once we know where they are to be carried out.

British Red Cross - emotional support

The British Red Cross are providing ongoing practical and emotional support to residents affected by the Worcester Park Fire.

The British Red Cross are trained in providing support to people who wish to return to an area affected by a fire. If you would like to receive independent support or have someone from the British Red Cross accompany you to your homes please visit Maple Lodge where they are based.

Call the team:

You can contact the Home Ownership Team at MTVH on:



0300 456 2929

(option 4) between 8.30 and 5.30 Monday to Friday.

Our switchboard also has a number you can ring for out of hours emergencies.

Fundraising

A fundraising page has been created to support residents affected by the fire. This can be found at:



www.justgiving.com/crowdfunding/hamptons