



## Following the fire at Richmond House, the local community has pulled together to help those affected.

We know this is a difficult time for residents, and we want to provide as much support as we can.

This newsletter provides an update following the fire, including where residents can get support, and an outline of work planned for the next few days.

Below is a list of questions we have been receiving, along with our responses.

### Keeping you updated

These questions will be updated on our website at <https://www.mtvh.co.uk/news/worcester-park-fire-update/>

We will be producing a regular newsletter for MTVH residents which we will distribute and also post on our website. We will also be having open meetings for all residents and we will let residents know when these are happening.

## General information about the fire

### Who was affected by the fire? How many households?

23 shared ownership households in Richmond House were directly affected and residents were evacuated. Households from Crayton House, a neighbouring block, were also evacuated. Everyone was accounted for as of 11am on 9 September 2019.

### Who is responsible for the households / building(s) on site?

St James, a division of The Berkeley Group, were the developers of the Worcester Park site. Metropolitan Thames Valley manages 255 homes in Worcester Park, including Richmond House.

## Support for residents

### What is being done to ensure the safety of all Metropolitan Thames Valley residents living in Worcester Park?

While the cause of the fire is being investigated, we are taking action to ensure that all of our residents living in neighbouring blocks feel safe in their homes. As a safety precaution, and in coordination with fire safety experts, a 24-hour patrol has been put in place at the buildings which we manage. We are also conducting intrusive surveys on all our blocks to ensure they are safe.

### Some residents are in temporary hotel accommodation. What will be paid for?

All temporary accommodation is provided free of charge with breakfast and dinner included, and we will also pay for hotel parking (but keep your receipts). We will consider other reasonable claims for costs, but receipts should be provided.

### Where will post be delivered?

All post is going to be delivered to Maple Lodge. Residents can collect this from the front desk.

### How do residents speak to someone at Metropolitan Thames Valley?

Residents in Crayton and Richmond House have been given a named Metropolitan Thames Valley contact. For more general enquiries residents 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 for out of hours emergencies.

We will also have a team on site who can help with enquiries. They will be located in the Community Centre but may also be out and about on site.

### Can Metropolitan Thames Valley provide confirmation of the fire for residents' bank or mortgage lenders?

We are happy to provide this. Residents should contact the Home Ownership team.



### How can local residents help people directly affected?

Metropolitan Thames Valley, Sutton Council, the developer St James (part of Berkeley Group), and local volunteers have been providing support to residents onsite, including at the local Community Centre.

A fundraising page has been created to support residents affected by the fire: <https://www.justgiving.com/crowdfunding/hamptons>

### Support for residents: Richmond House

#### What's happening with rent and service charge payments?

We have already cancelled direct debits for those who had them set up. If residents pay by other methods, we will not be making these charges so they are free to cancel arrangements they have in place.

#### Do residents need to carry on paying their mortgage to their mortgage provider?

Residents will need to speak directly to their mortgage lender about this.

#### Are residents' homes insured and what is covered?

Metropolitan Thames Valley has buildings insurance in place. We have informed our insurers (Zurich) and will be making a claim. If residents have their own contents insurance to cover their personal belongings they will need to contact your insurer as soon as possible who will be able to advise them on their policy cover.

#### How are claims made for any damage to cars that were in the carpark?

Residents will need to contact their car insurance provider to make a claim. Providers will be able to advise on cover and next steps.

#### What are residents' longer term housing options?

We will provide advice and support with this, reviewing options on a one to one basis taking into account individual circumstances.

### Support for residents: Crayton House

#### How long will residents be in temporary accommodation?

We are working to ensure residents of Crayton House can move back into their homes as soon as possible. We are working closely with the fire service to ascertain when it will be safe to return to their homes. We will let residents know as soon as the building is released back to us.

During the initial evacuation a number of fire doors were intentionally broken by the London Fire Brigade to support residents make a quicker exit. These will need to be replaced before it is safe for residents to move back to their homes.

#### Do residents get a refund on their rent?

We are working to return residents to their homes as soon as possible. We will pick up all charges relating to the period during which they are in temporary accommodation.

#### Can residents pick up more of their belongings?

We need to co-ordinate access with the Fire Brigade, but we ask residents to let us know if they need to collect anything from their homes and we will let them know what the arrangements are.

#### Home Ownership Team:

0300 456 2929

(option 4) between 8.30 and 5.30  
Monday to Friday

#### Website:

<https://www.mtvh.co.uk/news/worcester-park-fire-update/>

#### Fundraising Page:

<https://www.justgiving.com/crowdfunding/hamptons>