



Since the fire at Richmond House, Metropolitan Thames Valley (MTVH) has continued to work with the London Borough of Sutton, volunteers from the local community, and the original developer of Worcester Park – St James (part of Berkeley Homes).

This newsletter summarises activity over the past week and outlines upcoming activities.

It also provides a summary of how MTVH residents can keep in touch.

Please visit the Worcester Park Fire page on the MTVH website for more detailed information, especially the Frequently Asked Questions, which are updated regularly:

[www.mtvh.co.uk/news/worcester-park-fire-update/](http://www.mtvh.co.uk/news/worcester-park-fire-update/)

## Activity this week

- We have written to all MTVH residents this week with an update on our programme of intrusive survey works.
- A meeting for Richmond House residents was held on Wednesday 13th November, where we provided an update on issues affecting those residents.
- MTVH continued with its programme of fire alarm installations at its blocks on The Hamptons, in line with the schedule set out in letters that were delivered to residents. The design and specification of these systems have been agreed with London Fire Brigade (LFB).
- In response to enquiries from residents, St James have advised that repairs being carried out to existing balconies are part of a routine maintenance plan on-going from July, and not related to the fire. They have also confirmed that the temporary units observed by some residents on site are welfare cabins for St James staff.

## Future activity

- The installation of fire alarms will continue, in line with our schedule. Once these have been installed, they will enable the 24-hour Waking Watch patrols to be wound down.
- The next residents' meetings for Richmond House residents will be held at Maple Lodge on Wednesday 20 November at 7pm.

## Caseworkers

Residents of Richmond House and Crayton House have been allocated individual caseworkers from the MTVH Housing team.

## Resident Support Centre

Our resident support centre continues to be open 10am – 5pm on weekdays.

## Emotional and mental health support

If you are feeling overwhelmed, stressed or anxious, and would like access to mental health support from the NHS, you can speak to a member of the MTVH team for a priority referral to Sutton Uplift – a health and wellbeing service available to borough residents. You can also contact the service directly on **0800 032 1411**, or find out more about what support is available at [www.suttonuplift.co.uk](http://www.suttonuplift.co.uk). Following priority referrals made by the MTVH team, Sutton Uplift will aim to arrange an assessment within a week.

If you are worried about the effect of the fire on your children, we would encourage you to speak to their school in the first instance for support. Every school has an appointed 'SENDCo' member of staff, who can talk to you about any additional support available and can call on the expertise of the Educational Psychology Service if needed. If you need any support in approaching your child's school, please ask a member of the MTVH team.

We'd like to extend our thanks to the Red Cross for their support so far. As a voluntary emergency response service, the Red Cross has informed us that they will no longer be able to attend resident meetings at The Hamptons.

## Dedicated line

Residents of Richmond and Crayton House can also call a dedicated helpline, on:

 **020 3846 0123**

This line operates between 9am – 5pm during the week and goes through to a housing team member on site.

If any MTVH residents, including those not directly affected by the fire, have any questions or need further support, they can contact:

 **0300 456 2929**

Sutton Council also has representatives on site and has set up a dedicated phone line to help:

 **020 8770 5000**

For more general enquiries, residents can contact the Home Ownership Team at MTVH on:

 **0300 456 2929 (option 4)**

This phone line is open between 8.30am – 5.30pm Monday to Friday.

Our switchboard also has a phone number for out of hours emergencies.

## Keeping you informed

### Newsletter

We will continue to provide regular newsletters outlining work underway and work completed.

### FAQs

Please visit [www.mtvh.co.uk/news/worcester-park-fire-update/](http://www.mtvh.co.uk/news/worcester-park-fire-update/) for the latest FAQ documents about the fire.

### Email



General resident enquiries to: [thehamptons.residents@mtvh.co.uk](mailto:thehamptons.residents@mtvh.co.uk)



Richmond House enquiries to: [richmond.house@mtvh.co.uk](mailto:richmond.house@mtvh.co.uk)



Crayton House enquiries to: [crayton.house@mtvh.co.uk](mailto:crayton.house@mtvh.co.uk)