



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 The Hamptons – St James (part of Berkeley Group).

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/

Activity this week

- On Monday the three days of resident drop-in concluded at Maple Lodge. The purpose of the drop-in was for residents to discuss the survey findings with senior representatives from MTVH and St James. At the sessions, we collected questions and queries, and we will update our FAQ with responses to these as soon as possible.
- We continued with our programme of fire alarm installation work this week. The design and specification of these systems have been agreed with London Fire Brigade.
- We wrote to residents living in blocks of flats to advise that we have started a programme of fire door inspections in their buildings. This is part of the wider fire safety work we are carrying out at The Hamptons.
- A meeting was held for Richmond House residents on Wednesday 4th December, where we discussed the retrieval of possessions from the block, as well as its demolition, which is due to take place in the New Year.

Upcoming

- Inspections of fire doors will continue in blocks of flats this week.
- Our programme of fire alarm installation work is due to come to an end on 13th December. If this work has not yet been completed in your home, please urgently contact Charlotte Rooney (charlotte.rooney@lightside.co.uk, 0207 607 5640) for residents of houses, or Jeanette Devlin (jeanette.devlin@alliedprotection.co.uk, 07823 320 123) for residents of flats.
- There will be a meeting for Richmond House residents on Wednesday 11 December.

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. 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/ for the latest FAQ documents about the fire.

Email



General resident enquiries to: thehamptons.residents@mtvh.co.uk



Richmond House enquiries to: richmond.house@mtvh.co.uk



Crayton House enquiries to: crayton.house@mtvh.co.uk