



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/

Recent activity

- We have continued with our programme of fire alarm installation work at our properties on The Hamptons. The majority of our blocks on The Hamptons have now had these systems commissioned, the design and specification of these systems have been agreed with London Fire Brigade.
- We are continuing to work on the detail for the remediation solutions with St James. We anticipate that we will be able to share more on this with residents next month. We would like to thank residents for their patience at this time.
- As part of the wider fire safety work we are carrying out at The Hamptons, we have continued with our programme of fire door inspections in all blocks of flats.
- We have completed our programme of item retrieval work from Richmond House. We have now begun to return items to residents and will continue to do so over the coming weeks.
- The demolition of Richmond House is now complete, and cars have been removed from the underground car park.
- A meeting was held with residents of Richmond House on 19th February.

Upcoming activity

- As part of our fire alarm installation work, we will continue commissioning alarm systems. Having this system in place will allow for the Waking Watch to be scaled back.
- Our programme of fire door inspections will be continuing. If you are yet to have your fire door inspected, please make an appointment to do so by calling CLC Site Supervisor, Ken Farmer on **07816 543183**.
- We will be installing emergency plan boxes outside all of blocks on The Hamptons. These will include information on personal evacuations plans for vulnerable people in the event of a fire.
- We will be attending the Hamptons Estate Company Open Resident Meeting on 26th February and will be answering questions raised by residents.

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, please speak to your GP 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**

Residents can also contact Sutton Council on:

 **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 fortnightly 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