



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 two weeks 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. All but one 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 would like to thank residents for their patience at this time.
- One of the regular meetings with the residents of Richmond House was held virtually on 1st April.

Police investigation update

As you may be aware, Sutton Police identified an individual in CCTV footage recovered from Richmond House, showing them near the building before the fire.

This individual has now been identified and spoken to as a witness and the police are satisfied with their explanation for being in the area of Richmond House at the time of the fire.

Following this development Sutton Police have asked us to inform residents that the investigation into the cause of the fire is now closed.

Upcoming activity

- Our programme of fire door inspections has been paused in line with Government guidance on the Coronavirus (COVID-19) and will be resuming when safe to do so. If you are yet to have your fire door inspected, we would ask to you to make an appointment to do so by calling CLC Site Supervisor, Ken Farmer on **07816 543183**.
- We will continue working with St James to finalise a full remediation plan that covers all our building types, across the whole estate.
- In line with Government, Public Health England and NHS guidance regarding the Coronavirus (COVID-19), we will not be attending or hosting public meetings for the foreseeable future. We will still be contactable via our normal channels, should you have any concerns please do not hesitate to contact us. Further updates on our response to Covid-19 will be posted on our website homepage www.mtvh.co.uk

Caseworkers

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

Resident Support Centre

Due to the situation regarding the Coronavirus (COVID-19), our Resident Support Centre will be temporarily closed. We ask residents to please use the contact details provided in the first instance, should you experience any issues.

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, 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 the times outlined on the first page of this newsletter 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