

# THE HAMPTONS

Resident Newsletter September 2020



Metropolitan  
Thames Valley

## WELCOME

Dear Resident, welcome to MTVH's Hamptons newsletter, keeping you up to date on what is happening on the estate including information on the progress of remediation works and the rebuild of Richmond House.

We know that these works are disruptive, so thank you for your ongoing patience and cooperation as we work with St James to carry out these essential remediation improvements. Remember, for up to date personalised information on what is happening with your home, visit [thehamptons.mtvh.co.uk](https://thehamptons.mtvh.co.uk) and register using your unique code that you were sent in July. Can't find your code or can't access the site? Please call **03330 151619** or email [TheHamptons.Residents@mtvh.co.uk](mailto:TheHamptons.Residents@mtvh.co.uk)

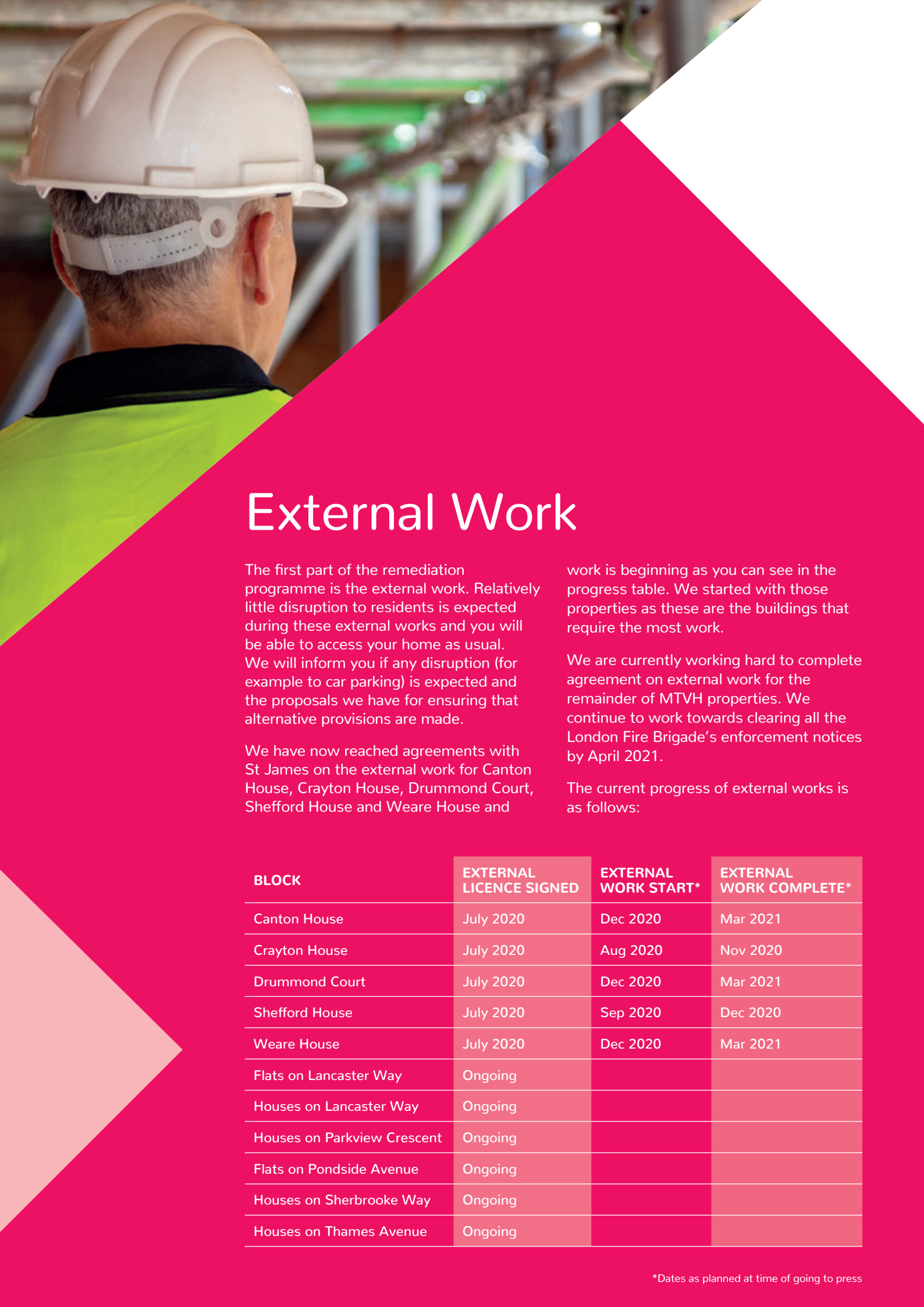


## Remediation Progress

You will have noticed scaffolding going up around Crayton House, with Shefford House beginning in early September, signalling the start of remediation work on MTVH properties at the Hamptons. This will be followed by external work on Canton House, Drummond Court and Weare House.

This activity started as soon as possible after the legal agreement for these external works was agreed with St James. We are now working hard to reach legal agreements with St James to cover the rest of the remediation works. These agreements are complicated and require detailed agreement of exactly what work needs to be undertaken on each building so that MTVH can be satisfied they are completely safe for our residents. We know this can be frustrating but it is essential that the works are done to the highest standard.





# External Work

The first part of the remediation programme is the external work. Relatively little disruption to residents is expected during these external works and you will be able to access your home as usual. We will inform you if any disruption (for example to car parking) is expected and the proposals we have for ensuring that alternative provisions are made.

We have now reached agreements with St James on the external work for Canton House, Crayton House, Drummond Court, Shefford House and Weare House and

work is beginning as you can see in the progress table. We started with those properties as these are the buildings that require the most work.

We are currently working hard to complete agreement on external work for the remainder of MTVH properties. We continue to work towards clearing all the London Fire Brigade's enforcement notices by April 2021.

The current progress of external works is as follows:

BLOCK	EXTERNAL LICENCE SIGNED	EXTERNAL WORK START*	EXTERNAL WORK COMPLETE*
Canton House	July 2020	Dec 2020	Mar 2021
Crayton House	July 2020	Aug 2020	Nov 2020
Drummond Court	July 2020	Dec 2020	Mar 2021
Shefford House	July 2020	Sep 2020	Dec 2020
Weare House	July 2020	Dec 2020	Mar 2021
Flats on Lancaster Way	Ongoing		
Houses on Lancaster Way	Ongoing		
Houses on Parkview Crescent	Ongoing		
Flats on Pondside Avenue	Ongoing		
Houses on Sherbrooke Way	Ongoing		
Houses on Thames Avenue	Ongoing		

\*Dates as planned at time of going to press

# Internal Works

We are also working as fast as possible to sign the agreements for the internal remediation work that is required. This will be more disruptive for residents and it is likely that some residents will have to move out while this work is undertaken. You will be given plenty of notice of this happening and we will find you alternative accommodation which will be provided at no cost to residents along with any moving and storage costs. We will also look at covering any other out of pocket expenses incurred by residents as a result of this process.

As soon as we have more details, we will be in touch to discuss your individual circumstances.

## Rebuild of Richmond House

At the same time as we have been working on the remedial work, we have been working on the rebuild of Richmond House. We have now submitted the planning application for the building which is a like for like replacement with additional safety measures highlighted in the investigations and as required under new building regulations.

Once planning permission is approved, St James will begin the detailed design work that will lead to the rebuilding of Richmond House. MTVH have set up a steering group including residents of Richmond House so that they are at the centre of the rebuild plans.

## Looking to Remortgage or Sell your Home?

We have had questions from leaseholders who are looking to remortgage or sell their home and about whether MTVH can provide letters for your mortgage provider detailing the remediation work being undertaken.

There are three stages at which different letters can be provided. At the moment, we can provide you with a letter from MTVH which commits us to doing the work to improve fire safety of your home which may help you with these processes.

Once all the external and internal agreements are in place with St James we will be able to provide you with a copy of a letter from the project fire engineer to MTVH that acts as an interim letter of assurance of what works will be carried out.

It won't be until all the external and internal works are complete that a full letter of

assurance that details the work that has been done will be made available. We know how frustrating this process is for residents at no fault of their own and we continue to support residents through this process as we complete vital safety work on the estate.

If you would like to receive any of these letters at the various stages of the project, please email us at [TheHamptons.Residents@mtvh.co.uk](mailto:TheHamptons.Residents@mtvh.co.uk) or call **03330 151619**.







# Parking Survey

We recently wrote to you setting out our plans to introduce a parking permit system on the Hamptons, enforced by PCMUk. This would give every resident one parking permit free of charge to use in their allocated bay and one free visitor permit to use in the allocated visitor bays on a first come first served basis. This included a questionnaire to allow you to set out your views on this plan.

If you have yet to return the survey please do so as soon as possible to Colin Wilson at [WorcesterParkTeam@mtvh.co.uk](mailto:WorcesterParkTeam@mtvh.co.uk). If you have any questions, please call Colin on **07881788207**.

## Have a question about the remediation work?

There is an FAQs page on the residents' portal at [thehamptons.mtvh.co.uk](http://thehamptons.mtvh.co.uk) where you can also submit any unanswered questions directly to the team.

If you can't find your registration code please email [TheHamptons.Residents@mtvh.co.uk](mailto:TheHamptons.Residents@mtvh.co.uk) or call **03330 151619**.