

THE HAMPTONS

October 2020 – Updates on Richmond House, remediation work and community news



Metropolitan
Thames Valley



Welcome to our latest update from MTVH for residents of The Hamptons. This newsletter will update you on remediation across the estate, introduce the new project director for the work and inform you of some upcoming community events that we hope you can attend.

Richmond House Planning Permission

Last month we received planning permission from Sutton Council for the rebuild of Richmond House. This is a major milestone in this project and signals the start of the next phase. This next phase will be to work with residents of Richmond House as we appoint a lead contractor and complete the detailed design work for the new building.

We will keep all residents of The Hamptons updated including on when we expect work to begin on site.

Welcome Joe Chambers!

We are delighted to introduce you to Joe Chambers who is the new MTVH Special Projects Director for Worcester Park

Joe is a former Housing Association Chief Executive and has been working in the sector for over 25 years.

Joe's role is to co-ordinate all the work that is taking place including the Richmond House rebuild and remediation work across the estate.

His main focus will be to ensure that residents are supported throughout this process and he looks forward to getting to know residents as the project continues.





Remediation work update

As you will have seen, since our newsletter last month, work has begun on the external remediation work on Crayton House and Shefford House. This work will continue with completion of this anticipated at the end of the year.

The next stage is to plan the internal works for all MTVH properties. As we said in our last newsletter, this will mean that some residents will have to move out temporarily while this work is undertaken. This is to ensure that this vital safety work can be completed as soon as possible while ensuring your personal safety during the construction.

New Resident Liaison Officers

We know that being asked to move out of your home is disruptive and MTVH are committed to making this as smooth and stress free as possible. The first stage is for us to recruit two new Resident Liaison Officers who will be dedicated to your individual move. They will come and meet you to talk you through your individual circumstances, take you through the process and work with you to find the most appropriate accommodation. They will accompany you on a visit to your temporary home to ensure it is set up exactly as you want and will manage the removal process

to ensure all your belongings come with you. They will also ensure that your home on The Hamptons is returned to you exactly as you left it. You will have the same RLO from the first conversation all the way through to your return, so you will always know who to speak to.

We will be advertising these Resident Liaison Officer jobs this week so if you think you would be good at the job – why not apply? You can find out more information at www.mtvh.co.uk/careers/vacancies or give us a call on **03330 151619**.

Your questions

We know that the possibility of having to move home is disconcerting. When you are assigned a RLO, please do ask them all the questions you have but in the meantime, we have answered a few concerns below. Please contact us on **03330 151619** or TheHamptons.Residents@mtvh.co.uk with any other questions you might have.

Will I have to move?

We are still working out the final detail but we know that because some homes need more work done to them than others, some residents will need to move out while this work is undertaken where as others will be able to stay at home. We will let you know as soon as we have confirmation about your home.

Where will I be moving?

We will be securing properties within the borough of Sutton so no-one will be asked to move far. If you have particular issues around locations, please do let your RLO know when they come to see you.

Will this cost me anything?

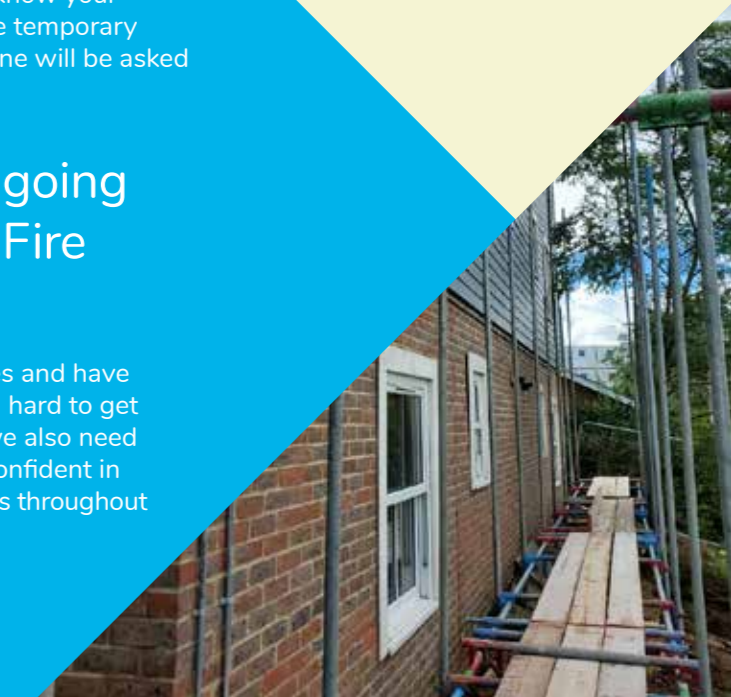
Although you will still need to pay rent on your home at The Hamptons throughout this process, your temporary home will be provided free of charge. All removals will be paid for by MTVH. If you find that you are out of pocket at any point, please speak to your RLO when they are appointed and they will look into whether you can be reimbursed.

When is this going to happen - am I going to be out of my home this Christmas?

We will be giving you plenty of notice before you are asked to move - at least two months. This is to allow your RLO to get to know your individual circumstance, ensure you are allocated a suitable temporary home and you are happy before you move. Therefore no-one will be asked to move this year.

Does that mean that you aren't going to meet the April 2021 London Fire Brigade enforcement deadline?

MTVH are talking to the LFB about the enforcement notices and have formally requested an extension. Although we are working hard to get these remediation works completed as soon as possible, we also need to ensure the work is carried out correctly, so you can be confident in the safety of your home. We will continue to talk to residents throughout this process





New Community Team and Events

MTVH's Community Investment team, Empowering Futures, will be introducing themselves to you over the coming months. Their aim is to listen to the needs of residents to work with you to develop a new community plan. This will include:

- **Resident Connectors** providing personal support to residents.
- **Resident Voice Coordinator** who will carry out listening activities to enable MTVH to understand and respond to what is important to residents and the local community.
- **Regional Community Coordinators** engaging, supporting and empowering local communities to create local community plans in response to resident feedback.

They will be around during the half-term break including a community event on Thursday and will be inviting residents to take part of listening activities over the coming weeks and months. If you want to get in touch with them to discuss your ideas please email them at emildah.chabata@mtvh.co.uk.