

# THE HAMPTONS



Metropolitan  
Thames Valley

September 2021

Welcome to the latest update from MTVH for residents of The Hamptons. This newsletter will update you on the latest situation with the remediation work, other key updates as well as the support that is available from our Empowering Futures team.



## Remediation work latest

Last week we wrote to the majority of leasehold residents of Drummond Court, Canton House and Weare House regarding additional gas safety works that are required to your property. These works are required to enable the safe re-commissioning of the gas supply to your home. We would like to thank those residents who have already got in touch with their Resident Liaison Officer (RLO) confirming they are happy for the works to take place; we would urge those residents who are yet to get in touch with your RLO to do so as soon as possible to let them know that you are happy for these works to be undertaken.

At Drummond Court and Canton House, internal work has been progressing and apartments have been stripped and benchmarking works have been progressed. Externally, the scaffold is yet to be struck, however, we do not envisage the external works impacting on the proposed completion date at this stage.

Internal works to Weare House have also seen apartments stripped, and externally, works to the ground floor are temporarily on hold, however as with Drummond Court and Canton House, we do not currently believe this will impact on when residents can move back to their homes.

At 15 and 17 Lancaster Way, internally flats have been stripped out and taping and jointing works have been progressing. We are still waiting for the external works to commence, although do not believe the external works will delay the completion date of the works.

Elsewhere on the Hamptons, works have commenced internally to flats 18-26 Parkview Crescent, and both internally and externally to houses on Lancaster Way. The houses on Sherbrooke Way are close to being completed internally and scaffold has been erected where work is required externally.

# Empowering Futures

## Tutors United

Tutors United training courses are now up and running. They are hosting free maths and English tuition for years four, five and six.

Lessons take place every Wednesday between 4pm – 5pm, and 5:15pm – 6:15pm and are virtual. To secure a place for your child visit <https://tutorsunited.org/register-your-child> or email [programmes@tutorsunited.org](mailto:programmes@tutorsunited.org) for more information.

## Chips and Chat @ The Hamptons

Over the Summer the Empowering Futures Team held two Chips and Chat events to promote the services the team offers. The first event was held on the 26th of July in Maple Lodge and the second event on the 25th of August in Thames Avenue. Residents were treated to fish and chips and entertainment was provided by an energetic children's entertainer. It was an opportunity for staff to listen to and engage with residents in a fun, informal setting.

The Empowering Futures Team were there to promote the services that they can offer to residents. The Team can support you with money advice, support to access training, employment support and health and wellbeing support. The team also work on building community projects and activities and would love to hear from you if you have any ideas or suggestions for community projects. If you would like more information on the support on offer, please contact Tracy Dada on 0203 535 2981 or [tracy.dada@mtvh.co.uk](mailto:tracy.dada@mtvh.co.uk).



## Service Charge

We have received queries from several residents regarding S20b letters they received earlier this month. We have been working with our service charge team on this and residents should now have received clarification on why the letters were sent out.

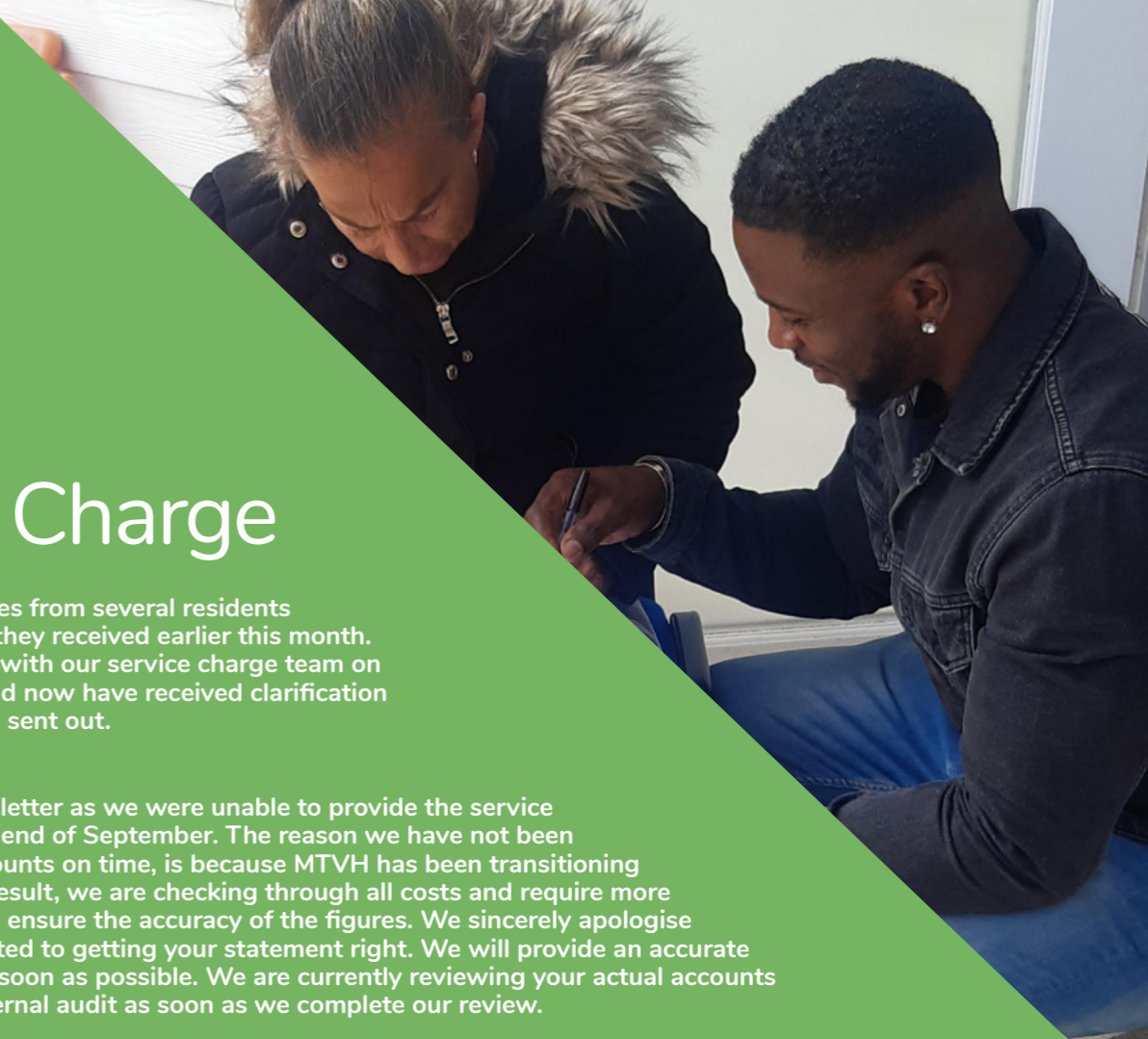
MTVH issued the S20b letter as we were unable to provide the service charge accounts by the end of September. The reason we have not been able to provide the accounts on time, is because MTVH has been transitioning to a new system. As a result, we are checking through all costs and require more time on this occasion to ensure the accuracy of the figures. We sincerely apologise for this and are committed to getting your statement right. We will provide an accurate set of final accounts as soon as possible. We are currently reviewing your actual accounts which will undergo external audit as soon as we complete our review.

The figure given in the letter to you is the maximum expenditure for your estate, and could be less once we have audited the accounts. This is not the individual proportion you will be paying.

Unfortunately, we are not able to give any breakdowns of the quoted figure as the costs have not yet been analysed and audited.

Whilst we understand that this account is delayed, we are working on completing the analysis and audit of your account and making sure that we provide an accurate account to our residents. At this time we are unable to give a timeline of when accounts will be available until we have analysed all costs.

Please accept our sincere apologies for any inconvenience or distress this may have caused, and be assured that we are working hard to get your accounts finalised.





# Richmond House update

The tender process for a rebuild contractor is progressing with all tendering contractors having visited the site earlier this month. Further to the revised planning application for Richmond House being submitted, Sutton Council has requested some further information, which we are working to provide and hope to have the planning application validated shortly.

## CONTACT US

CALL 03330 151619 | EMAIL [TheHamptons.Residents@mtvh.co.uk](mailto:TheHamptons.Residents@mtvh.co.uk) | REGISTER FOR THE PORTAL AT [thehamptons.mtvh.co.uk](http://thehamptons.mtvh.co.uk)