



A month on from the fire at Richmond House, Metropolitan Thames Valley (MTVH) continues to work with partners and the local community.

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/

Activity over the past week

- The majority of Crayton House residents have now returned to their homes with the support of MTVH's housing team. We continue to work with residents who don't want to return on alternative options.
- The first residents of Richmond House have begun to move out of emergency accommodation and into longer-term accommodation.
- We held a meeting with residents of Richmond House on Thursday 10th October where the main areas for discussion were access to the site, its future demolition, and building insurance cover.
- The hoarding around Richmond House has now been fully installed and painted. Work continues to ensure that the activity on the site is causing as minimal impact on neighbours as possible.

Future activity

- We will continue to support all residents who have returned to Crayton House with settling in. We are working on a better solution for car parking now that fewer spaces are available.

- We will continue to support Richmond House residents into long term accommodation.
- We will be continuing our intrusive survey work. The next internal surveys will take place at Thames Avenue, Pondside Avenue, and Parkview Crescent in the week commencing 21st October. We will be in touch directly with residents with further details to arrange access.
- We will be installing a new fire alarm system across all MTVH blocks on The Hamptons beginning week commencing 21st October. The appointed contractor, Allied Protection Limited (APL), will directly contact residents in advance, in properties where installation is taking place.
- The new systems, are being put in place to provide further reassurance around safety. They will include heat and smoke detectors within flats and common areas; these will be linked to a new central fire alarm panel in the common stairwell of the block. The panel will then be linked to the local Estate Management Office in Maple Lodge.
- Dedicated one-to-one support is continuing to be provided for affected residents, with a permanent casework team stationed on-site to help with all queries or concerns.

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 at Maple Lodge continues to be open 10am – 5pm on weekdays.

Dedicated line

Residents of Richmond and Crayton House can also call a dedicated helpline, on:

 **020 3846 0123**

This line will operate between 9am – 5pm during the week and will go through to a housing team member on site at Maple Lodge.

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**

Sutton Council also has representatives on site and has set up a dedicated phone line to help:

 **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 regular 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. These will also be shared on Twitter through [@MetTVH](https://twitter.com/MetTVH).

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



Metropolitan
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