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Date: 1 August 2023

Reference: If you call us about this letter and are asked what you're calling about, please say "Building problems at Summerhill Grove". This will help us to direct your call more effectively.

Dear **NAME**,

I'm writing to you following my visit to your home, Summerhill Grove, on Thursday 27 July. I wish it were not in such difficult circumstances and I want to sincerely apologise on behalf of Riverside.

As a landlord, our duty is to provide warm, safe, and decent homes, but having uncovered building concerns at your property, we recognise we have let you down.

As a result, and with your health and safety in mind, we had taken the decision to support residents to vacate the building while we looked at options for making it safe.

However, having listened to resident concerns and taking the time to reflect on plans to address matters affecting your home, we acknowledge this approach may have not been the best option for everyone.

Where Newcastle City Council has issued a prohibition order for any homes, we are duty bound to move the affected residents into alternative, temporary accommodation whilst we carry out the remedial works to the satisfaction of the local authority.

For those homes unaffected by prohibition notices, we're inviting you to move into alternative, temporary accommodation so we can limit impact to you while works are taking place and will work with you to find the most suitable solution.

I am currently not in a position to confirm how quickly we will be able to resolve building standard issues but want to assure you we are doing everything we can to retrospectively put things right.

We appreciate this may leave you in a difficult position and be upsetting, but I would like to reassure you that my colleague, Lindsay, and I will support you and will endeavour to keep you informed throughout.

Continued

We will be reaching out to each customer individually to discuss options for alternative, temporary accommodation and find the best solution that suits your needs.

You can contact us using our details below:

- Heather Sherriff (Housing Services Manager)
Heather.Sherriff@riverside.org.uk
Tel: 07580 761588
- Lindsay Parker (Programme Manager)
Lindsay.Parker@riverside.org.uk
07971 115415

Once again, I want to apologise for any inconvenience caused and a service which we recognise falls far below our usual standards.

Yours sincerely,

Heather Sherriff
Housing Services Manager
Riverside Housing Group