

Address

**Date:** 12 September 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

Further to my previous letters, I would like to confirm that we remain committed to being as open and transparent as possible about the process of carrying out the required remedial works to make your home safe.

### **What is happening this week?**

As previously indicated to you, on Wednesday 13<sup>th</sup> & Thursday 14<sup>th</sup> September, Academy Geomatics are attending to complete floor plan measured surveys. Neo are also attending to carry out a full fire risk compartmentation survey, which involves inspecting all accessible void areas such as lofts and void areas between suspended ceilings. Appointments have been provided in my previous letter and I would like to thank you for accommodating the appointments.

On 14<sup>th</sup> September there will be a short interruption to your electricity supply as the power will be switched off between 9am and 12pm to allow for essential electrical works. Please let me know if this isolation of your supply creates any issues for you.

### **What will be happening in the coming weeks?**

Previously, I have explained that works will commence on the roof to deepen the guttering, increase the effectiveness of the downpipes and to install new cowls on the chimney stack. I can now confirm that the existing scaffolding will be taken down on 21<sup>st</sup> September and full scaffolding to the front and rear of the building will then be erected on 25<sup>th</sup> September to allow these works to progress.

### **Next Steps?**

Following the receipt of the initial survey reports and our commitment to engage you in a detailed consultation of our proposals before any work is commissioned,

Continued

I would like to invite you to an update meeting on Monday 18<sup>th</sup> September at 6pm at The County Hotel, Neville St, Newcastle Upon Tyne NE1 5DF.

You can be assured that we are working hard to resolve these issues as quickly as possible but some of the work elements are time consuming and not simple to overcome and we really appreciate your continued patience and understanding on these matters.

If you have any queries or concerns, you can also contact me using my details below:

- Heather Sherriff (Housing Services Manager)  
[Heather.Sherriff@riverside.org.uk](mailto:Heather.Sherriff@riverside.org.uk)  
Tel: 07580 761588

Yours sincerely,



**Heather Sherriff**  
Housing Services Manager  
Riverside Housing Group