



Ravensbury regeneration update

Our priority during the Coronavirus outbreak is to do everything we can to keep our residents and staff safe and secure.

We want to reassure you that we are continuing to closely monitor the situation, following government advice and regularly updating our website to keep you best informed.



In this update you can read about the first new homes and our plans for the next phase of regeneration.

Your new home

“Here’s to new beginnings and amazing memories in your new home”

Farrida Deen, Regeneration Manager

The first 21 new homes are now complete at Ravensbury and residents have moved in.

If you have moved into one of the new homes we hope you are settling in nicely. Clarion Housing will look after all your day to day housing needs, including:



Estate inspections



Management of your home and neighbourhood



Anti-social behaviour concerns



Mutual exchanges



Gas services



Repairs

Please refer to your home user guide to find out about your home and its appliances.

If you need to report a defect please contact the new build aftercare team on **0300 100 0301** or **newbuildaftercare@myclarionhousing.com**.



Reporting a defect

Defects include any issues that arise due to building design or workmanship.

Please call **0300 100 0301** to report a defect.

Parking arrangements for **new homes**

Residents who own a vehicle registered to one of the new homes can apply for a new parking permit free of charge. A maximum of two permits will be issued to each household.

Residents must park in the marked bays and spaces are allocated on a first come first serve basis.

If you have any questions or need more information please contact Parking Control Management on **01753 512603** or visit www.parkingcontrolmanagement.co.uk/contact.

Rubbish collection days

Here is a reminder about when your rubbish will be collected based on where you live.

If you live in a **flat:**

- Rubbish will be collected every Friday
- Recycling will be collected every Wednesday
- Food waste will be collected every Wednesday
(Food waste wheelie bins will be placed in bin stores)

If you live in a **house:**

- Rubbish will be collected every other Thursday
- Recycling will be collected every other Thursday
- Food waste will be collected every Thursday

You can find this and further information by visiting
Merton Council's website – www.merton.gov.uk

Homes in phase two

In the next phase of regeneration there will be 54 new one, two, three and four bedroom homes for Ravensbury residents. Each will have their own private garden, terrace or balcony. The homes have been designed to be comfortable, functional enjoyable and healthy places to live in.



Empty homes

You may have noticed some empty homes on Ravensbury. These have been made secure, whilst works are carried out. The empty homes in phase two will remain empty, ready to be knocked down in early 2021 to make way for new homes to be built.

The empty homes on the rest of the estate will have repair works carried out and occupied temporarily until we need them for demolition.



Contact us

If you have any questions or would like to arrange a meeting to discuss what regeneration means for you, please contact Farrida Deen by phone on **0300 500 0596** or email mertonregen@myclarionhousing.com.

If you need a copy of this newsletter in large print, Braille or any other format or language please call **0300 500 0596**.

We welcome calls from Text Relay. If calling from a textphone, please dial **18001** and the number you wish to connect.

myclarionhousing.com/ravensbury



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