

# YOUR KEW RIVERSIDE - RESIDENTS' NEWSLETTER

Issue Number 1 - July 2026



## 01 MESSAGE FROM THE BOARD



**Building Strong Foundations:** *Enhancing governance, transparency and accountability for the future of Kew Riverside.*

Since taking office, the Board has been focused on strengthening the governance of KRRC and ensuring we have a clear understanding of the estate's current position.

A significant amount of work has taken place behind the scenes reviewing the estate handover documentation, KRRC's financial position and historical records relating to the management of the estate. This is helping the Board build a clearer picture of our assets, responsibilities and future priorities, enabling

better-informed decisions for the long-term benefit of residents.

Alongside this, we are establishing clearer ways of working with POD and our contractors so that responsibilities are well defined, decisions are transparent and projects are delivered with greater accountability. Our objective is to ensure effective oversight and consistent management across the estate.

We have also begun reviewing KRRC's Articles of Association to ensure they reflect the needs of today's member-led company and support modern, effective governance. An updated draft will be shared with all members in the coming weeks, followed by member workshops to explain the proposed changes, answer questions and gather feedback before the revised Articles are presented for approval at the AGM.

As always, our commitment is to transparency, open communication and responsible stewardship of Kew Riverside, ensuring decisions are made in the best interests of the community, both now and for the future.

## 02 FINANCIAL



**Strengthening Financial Oversight:** Improving transparency, accountability and budget control to protect residents' interests

Your newly elected KRRC Board is committed to rebuilding resident confidence through transparency, collaboration and accountability.

Following the recent service charge error, which POD has acknowledged resulted from an accounting software and internal review failure, the incorrect demands have been withdrawn and safeguards introduced to ensure future calculations are reviewed by the Board before release.

A significant 2025 overspend remains and, before any balancing charges are issued, the Board is undertaking a detailed review of the accounts. POD has agreed to cover any audit fees arising from required adjustments.

To strengthen financial oversight, we are introducing monthly financial forecasts and quarterly reviews with POD. Q1 2026 expenditure is currently £44k above budget and, whilst POD forecasts this will return to budget by year-end, robust controls and proactive monitoring are essential. This will enable potential overspends to be identified, communicated and managed early.

The 2027 service charge budgeting process will begin in August, applying the same principles of transparency, accountability and fairness.

## 03 GROUNDS & GARDENS



**Enhancing Our Green Spaces:** Improving standards, biodiversity and the long-term landscape of Kew Riverside

A comprehensive review of Kew Riverside's grounds and landscaping is underway, with the aim of improving maintenance standards, delivering better value and developing a long-term landscape strategy for the estate.

As part of this work, we are reviewing current practices, identifying opportunities for improvement and ensuring that future landscaping decisions are aligned with the needs and expectations of residents. We have begun engaging with Elysian, the Kew Society and the Royal Botanic Gardens, Kew to explore opportunities to share expertise, enhance biodiversity and strengthen the estate's landscape.

Our ambition is to create a more sustainable, attractive and well-managed environment that benefits residents and contributes positively to the wider community. We recognise the importance of Kew Riverside's green spaces and the role they play in the character and enjoyment of the estate.

Thank you to everyone who has shared ideas, suggestions and feedback so far. We appreciate your input and look forward to providing further updates as this important work progresses.

## 04 APEX STUDIO GYM CLASSES



**Apex Studio Community Classes:** Bringing residents together through wellbeing, activity and new opportunities to connect

We are pleased to announce the planned launch of a new Apex Studio Community Class Programme in July, providing residents with additional opportunities to stay active, support wellbeing and connect with neighbours.

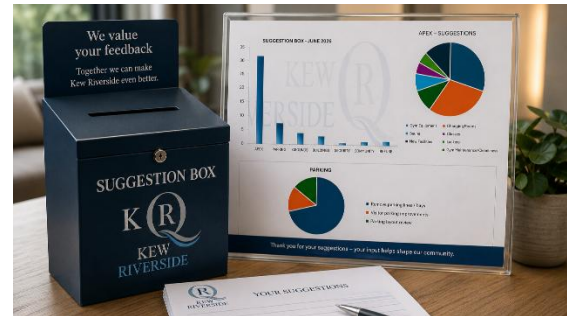
The initiative reflects the Board's commitment to making better use of our shared facilities, encouraging healthy lifestyles and supporting resident-led activities that bring value to the wider Kew Riverside community.

The programme will begin as a pilot, offering a low-cost and low-risk opportunity to increase utilisation of the Apex Studio while allowing the Board to understand resident interest, gather feedback and evaluate operational requirements before considering a longer-term approach.

The classes are designed to provide a visible benefit to residents with minimal administration, while creating a welcoming environment for participation, community interaction and wellbeing.

We look forward to launching this initiative in July and hearing feedback from residents as the programme develops.

## 05 RESIDENT SUGGESTIONS BOX



**Resident Feedback:** Listening to your views and working together to shape improvements across Kew Riverside

Thank you to all residents who took the time to share their views through the online feedback form and the Apex Suggestions Box. We received more than 40 responses, providing valuable insight into the priorities, concerns and ideas of the Kew Riverside community.

All feedback has been shared with the Board and is being reviewed as part of our ongoing work to understand resident priorities and develop our action plan. The main area of feedback related to the Apex gym, including comments on equipment, showers and changing facilities. We recognise the importance of this amenity and will be focusing on this area over the coming months.

Residents also raised a range of other topics, including parking, garden maintenance, security, fire doors, refuse management, CCTV, gutters and drainage. These suggestions are helping us identify areas where improvements can be made across the estate.

Your feedback is highly valued and plays an important role in helping the Board work with POD and our contractors to improve Kew Riverside. We will continue to review suggestions regularly and encourage residents to keep sharing their ideas and priorities with us.

## 06 QUICK WINS



**Improvements for the residents:** *Delivering practical improvements, responding to resident feedback and enhancing everyday life at Kew Riverside*

Following valuable feedback from residents, we have reinstated extended opening hours at the Apex gym, studio and swimming pool, now available from 5:00am to 10:00pm every day. Adult-only access remains from 7:30pm onwards to provide a quieter environment later in the evening. Thank you to everyone using the facilities during these extended hours for continuing to be considerate of neighbouring residents.

We are also delighted to confirm that organised studio classes will shortly return to Apex. The first programmes will be led by Sylvia, a qualified fitness instructor and Kew Riverside resident. Classes will be designed for a range of ages and abilities, providing more opportunities for residents to stay active, connect and make the most of our community facilities.

The new Kew Riverside Suggestion Box, available at Apex Concierge and online, has already generated valuable feedback from residents. Thank you to everyone who shared ideas during June. All submissions have been reviewed and grouped into key themes, helping the Board identify priorities for future improvements, with Apex gym equipment and changing facilities among the most frequently raised topics.

## 07 COMING UP AT KEW RIVERSIDE



**Building Our Community:** *Creating new opportunities for residents to connect, participate and enjoy Kew Riverside together*

The Board is committed to rebuilding community connections at Kew Riverside and creating more opportunities for residents to meet, socialise and get to know one another. With many new families joining the estate, we are exploring activities for both adults and children that bring residents together and make better use of our shared spaces.

The reintroduction of classes at the Apex Studio is an important first step, providing opportunities for wellbeing, activity and social interaction. We are also exploring community events throughout the year, including an autumn picnic, Halloween activities and a festive Christmas market.

With 27 acres of beautiful landscaped grounds, an autumn picnic would be a great opportunity to celebrate the end of summer, meet neighbours and enjoy time together as a community. We are also considering Halloween activities, including decorations, family events and safe trick-or-treating, followed by festive celebrations to bring Christmas cheer to the estate.

These ideas are still being developed and we welcome your suggestions. Please share your thoughts through the Suggestions Box at Concierge or online via the Kew Riverside website. We look forward to creating more opportunities for residents to connect and enjoy life at Kew Riverside.

# Topic:

## HAVE YOU EVER WONDERED WHAT'S BEHIND THE KEW RIVERSIDE LOGO?



**Kew Riverside Identity:** *A timeless symbol reflecting our riverside heritage, community values and the unique character of our estate*

The Kew Riverside logo is designed to reflect the unique character of the estate: elegant, timeless and intrinsically connected to the River Thames.

### The Q as a Landmark

The oversized "Q" serves as the visual anchor of the logo. Beyond representing the "R" in Riverside, it forms a distinctive emblem that can stand alone as a recognisable mark for the community.

Its circular form symbolises continuity, permanence and stewardship — values that align with the long-term custodianship of Kew Riverside by its residents. The circle also subtly evokes a sense of community, bringing together the diverse homes, gardens and shared spaces that make up the estate.

### The River Tail

The flowing tail of the "Q" is inspired by the Thames itself.

Rather than depicting the river literally, the line gently curves and widens as it moves away from the letter, suggesting the natural movement of water alongside the estate. The sweep creates a sense of calm, elegance and motion while reinforcing the development's riverside identity.

The river element also serves as a visual bridge between the emblem and the word

"RIVERSIDE", symbolising how the Thames connects every aspect of life on the estate.

### The Colour Palette

The deep blue represents the River Thames and conveys trust, stability and quality.

The soft grey reflects the architecture, stonework and mature character of the development while also introducing a contemporary and understated luxury.

Together, the colours balance prestige with warmth, avoiding anything overly corporate or commercial.

### The Typography

The classic serif typeface reflects the established and distinguished nature of Kew Riverside.

Its proportions suggest permanence and refinement while complementing the nearby heritage of Kew, the Royal Botanic Gardens and the historic riverside setting. The typography avoids fashionable trends in favour of a timeless appearance that should remain relevant for decades.

### The Overall Message

The logo seeks to communicate four core ideas:

- Riverside living
- Community and stewardship
- Elegance and quality
- A timeless connection to place

The flowing river within the "Q" becomes a subtle signature element that is unique to Kew Riverside, making the logo not simply a name but a visual representation of the estate's identity.