



NIB CHARTS A NEW WAY FOR RIVERWOODS

The National Insurance Board of Trinidad and Tobago (NIBTT) hosted a meeting on Friday, March 18, 2016, with prospective homeowners of the Riverwoods Housing Development, Phases 3 and 4, to provide updates on the completion of their homes. The 57 homes are expected to be delivered in 12 months, in phases ending in April 2017.

Executive Director of the NIBTT, Niala Persad-Poliah, advised prospective homeowners that the NIBTT recently engaged a new project manager, injected additional resources into the project and is committed to completing and delivering their homes.

“Our vision for Riverwoods has not changed. At the NIBTT, we understand the power of homeownership; putting down roots, having a space that is truly yours, a place to call your own. Homeownership is a rite of passage many of us dream of; an investment that increases personal sustainability and stability. Your dream has been delayed but it will not be denied. Your dream will be a reality,” said Persad-Poliah.

Addressing prospective homeowners, some of whom have been waiting years for their home, Persad-Poliah appealed to them to not be discouraged. She intimated, “We are back on course. We ask that you not be discouraged by what has happened in the past. What we need to do, at this juncture, is to recommit to the vision and promise of Riverwoods.”

The homeowners were also informed that the additional costs incurred on this project will not be passed on to them in the form of an increase in the cost of their homes. Persad-Poliah was adamant, “This meeting is not to appease. It is to chart a new direction, share new timelines, new deadlines, and a new approach designed to deliver results in real time and on time.”

The NIBTT also committed to a new arrangement of open and sustained communication with prospective homeowners through a dedicated telephone hotline and email address. The NIBTT will also have additional meetings with prospective homeowners until all units have been completed and handed over. Some 38 homeowners in attendance had the opportunity to meet one-on-one with Persad-Poliah, members of her executive management team and the Riverwoods Committee of the Board of Directors and to provide feedback.

“At the NIBTT, we strive to deliver the best experiences to our customers. We will continue to improve, as an organisation, by graciously acknowledging your feedback with gratitude,” Persad-Poliah ended.

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