



High Rise News

Your Guide to Future Improvement Works

Sprinkler system goes live in first two high rise blocks

Welcome to your latest high rise safety newsletter. This is to update you about the sprinkler installation work, as well as to give you other information that we hope is of interest to you.

The sprinkler installation is continuing to go well and is back on schedule after some minor delays when staff numbers were reduced due to Covid-19.

We have now completed the installation work in two blocks. The system is now 'live' in Woodbrooke and Redwood Houses and the sprinklers will work if activated.

We have had some lovely feedback from satisfied customers. Ron of Woodbrooke House said: ***"I thought the whole process would be really messy but the team were all really good, tidied up afterwards and respected our home. Once they were finished you wouldn't have known they'd been here."***

Work will restart in the communal areas on Tuesday 4 January 2022 and in flats on Monday 10 January.

Since the work began earlier in the year there have been changes in regulations around the installation of sprinklers in communal areas. While not required by law to fit them here, we have now decided to do so.

For this reason, we are having to revisit some of the blocks at the very start of the installation work to now install the sprinklers in their communal areas.

There will be no work in customers' homes over Christmas. The last working day inside flats will be Friday 10 December. Work in the communal areas will continue until Wednesday 22 December.



Can we just take this opportunity to remind you about the importance of correctly disposing of your rubbish over Christmas.

Please don't overfill bags that may block the bin chutes as this does pose a serious fire risk. There's more news on Christmas rubbish disposal in the winter newsletter.

For those blocks set to have the spandrel panel replacements, this will begin in the Spring and we will have more information on this for you in the New Year.

High rise sprinkler installation timetable

Phase 1

Due to start	High Rise	Order	Completed	In Progress	Spandrel Panels
April 2021	Woodbrooke House	1	✓		Yes
May 2021	Redwood House	2	✓		Yes
June 2021	Wedgewood House	3		✓	Yes
June 2021	Westham House	4		✓	Yes

Phase 2

Due to start	High Rise	Order	Completed	In Progress	Spandrel Panels
July 2021	Kingsgate House	5		✓	Yes
August 2021	Warwick Court	6		✓	
August 2021	Chester Court	7		✓	
September 2021	Keele House	8		✓	Yes
October 2021	Bangor House	9		✓	Yes
October 2021	Clare House	10		✓	
November 2021	Pembroke House	11		✓	
Jan/Feb 2022	Bedford House	12			
Jan/Feb 2022	Birkbeck House	13			
January 2022	Newnham House	14			

Phase 3

Due to start	High Rise	Order	Spandrel Panels
February 2022	Selwyn House	15	
February 2022	Somerville House	16	
March 2022	Fircroft House	17	Yes
April 2022	Avoncroft House	18	Yes
April 2022	Keble House	19	
May 2022	Linacre House	20	
June 2022	Merton House	21	
June 2022	Oriel House	22	
July 2022	Balliol House	23	
August 2022	Richmond House	24	

Phase 4

Due to start	High Rise	Order	Spandrel Panels
August 2022	Trevelyan House	25	
September 2022	Wadham House	26	
October 2022	Mansfield House	27	
October 2022	Cheshunt House	28	Yes
October 2022	Dillington House	29	Yes
November 2022	Greyfriars House	30	
November 2022	Darwin House	31	
January 2023	Downing House	32	
February 2023	Catesby House	33	Yes
February 2023	Demontfort House	34	Yes
March 2023	Digby House	35	Yes
April 2023	Kingshurst House	36	Yes
April 2023	Wingfield House	37	Yes

Please note: Dates shown are a guide as to when each phase of the project begins. You will receive a letter from us nearer the time with full details about when the work will take place inside your flat.

Some of your sprinkler questions answered...

We have lots of information about the sprinkler installation on our website. Here are some of the most commonly asked questions.

What do I do if there is a fire and the sprinklers go off?

Leave your flat, ring the fire service on 999 and once you are safe call the concierge. You can do this from the panel in the foyer of your building if safe to do so.

Will the sprinklers go off by accident?

This is extremely unlikely. The sprinklers do not react to smoke. The sprinkler will only come on if the heat reaches 71 degrees Celsius, (the temperature of a fire). Only the sprinkler in the room with the fire will go off.

Will I be insured for water damage caused by a flat above?

If your ceiling, walls or doors are damaged by water coming down from above SCH would repair/replace as required. However, your personal belongings will only be covered if you have your own personal home contents insurance. This will also cover your belongings against fire damage or theft. You can find details about insurance on our website or call us on 0121 717 1515. Prices start from as little as 61p pw.



How soon will I be able to return to my flat if the sprinklers have been used?

This will be decided by the fire service. If there is a lot of damage, we will find temporary accommodation for you.

Does my block have a fire alarm system?

Our blocks for older or vulnerable residents have alarms linked to our concierge service who will alert all residents if required to do so. Alarms only sound in the property where the fire is located. This is because we have a 'Stay Put' policy.

What is the Stay Put policy?

The Stay Put policy is there to protect residents. We ask all residents to stay where they are unless there is a fire or smoke in their home. If a fire occurs in your flat, the occupants must alert anyone in the flat, make their way out of the building and call the fire service. If a fire starts in a communal area, anyone in these areas must make their way out of the building – using the stairs not the lifts – and call the fire service. All other residents not directly affected by the fire should 'stay put' and remain in their flat unless directed to leave by the fire service.



Christmas rubbish collection

There will be no changes to the bin collections over Christmas. The crews will be working on the three bank holidays so your collection should not be impacted.

We would also like to remind you to never pay a stranger to take rubbish from your home. Around Christmas this is very common, and the items you have paid to get rid of often end up fly-tipped.

Up on the roof!

Some of you have spotted work taking place on the roof of some of the high rises - and asked if this is to do with the sprinklers?

The answer is no! It's just routine safety work that regularly takes place on the roof of all our high rises to keep residents safe.

Building Safety Advocates

We have had a great response to our call for Building Safety Advocates (BSAs). There is still time to get involved!

Our network of volunteer BSAs are trained to carry out basic fire and safety checks in their own high rise. They are able to feedback any issues to us that these checks discover.

And the BSAs also help keep other residents informed of things that are taking place that they may need to know about.

To find out more about becoming a BSA just call us on 0121 717 1515.



Meet Dodd's apprentice!

Dodd have a great team of trained and qualified staff working on the sprinkler installation in the high rises.

We've had some great feedback from customers about how they go about their work, speaking with customers in a friendly way, and always tidying up properly at the end of the day.

Dodd apprentice Matt Ross is the latest to join the team - we wish him well in this exciting role!



SCAN HERE FOR MORE INFORMATION OR VISIT OUR WEBSITE

Please visit our website to see a demonstration video of the sprinkler installation process



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