



High Rise News

Your Guide to Future Improvement Works

Sprinklers to offer extra layer of high rise safety

Welcome to your latest high rise safety newsletter. Since the turn of the year more and more of our high rise blocks have had their sprinkler installation work successfully completed.

We've received some really kind comments from satisfied customers in the blocks where we have now installed the sprinklers. One delighted customer told us:

"I am very pleased with the install of the sprinklers as this is very important for residents' safety. The teams were very polite and caring. They have done a fantastic job!"



The sprinkler installation work is being supported by Solihull Council and West Midlands Fire Service. It means that all our high rise customers will have an even higher level of building safety than ever before.

Our table on Page 2 shows you the progress we've made so far. If we haven't got to your block yet, we will soon! Check the table to see when we hope to start the work in your building.

We know some residents were concerned that the sprinklers may come on over something as simple as burnt toast! This has not happened. The sprinklers will only switch on when they detect extreme levels of heat, as in a fire.

Our teams will continue to monitor doors, windows and stairwells to make sure all our high rises are maintained to the highest possible standard. To help us achieve this please remember to keep stairwells and landings clear at all times.

A further part of our building and fire safety programme has been the addition of our new team of resident Building Safety Advocates. Once fully trained by SCH, this team of volunteers are able to support us by carrying out some simple but important safety checks in their building and highlight any concerns they may have directly to us.

This enables us to respond to any problems quickly. You can find out how to become a BSA on Page 4.

As an additional investment in customer safety, smoke detectors will be fitted in communal areas across all blocks.

High rise sprinkler installation timetable

Phase 1

Due to start	High Rise	Order	In Progress	Completed*	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	In Progress	Completed*	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	In Progress	Completed*	Spandrel Panels
February 2022	Selwyn House	15	✓		
February 2022	Somerville House	16	✓		
May 2022	Fircroft House	17			Yes
May 2022	Avoncroft House	18			Yes
May 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	In Progress	Completed*	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.

***The block has a fully operational sprinkler system but there may be some other work still to be completed.**

Satisfied customers praise sprinkler installation teams

As you can see from the table on the opposite page, we are getting through the blocks now, delivering the peace of mind that sprinklers bring, to more and more high rise residents.

The work inside the individual flats usually takes two or three days. Like any work of this type, it can sometimes be a little messy but our contractors Dodd Group really have made every effort to minimise disruption and discomfort for residents.

In fact, some of the feedback we have received has been really lovely. If we have not yet reached your block, and maybe you have some concerns, just listen to what some of our satisfied customers have told us.

- Your team always covered the carpets and had feet coverings. After the drilling my flat looked as clean as it was before they came in. I am very pleased. I would like to congratulate all the men who carried out the fitting of the Sprinklers, all of them were friendly they always showed their ID badges. They very professional, friendly, and finished their work to a very high standard.
- Our flat was left clean at the end of each day and everyone that came and did different parts of the job was very good – they have 10 out of 10 from me!
- I'm fully satisfied with the outcome and how things were handled. Everything was done as explained and to timescale. I'm 100% happy, many thanks to one and all.



- The workmen were very polite and professional when they were in my property, they left the flat clean and tidy. I am very pleased with their work.
- What a great job you have done putting people at their ease and like all the workers treated people with respect and guarded their dignity. Well done and thank you all for the great and high standard of the work that was completed in my flat.

All residents can help keep their buildings safe by remembering a few simple steps. Never place items in the chute hopper that are too big to drop straight down. Please use small bags only.

Please remember never to smoke in communal areas or throw cigarettes down the bin chute.

Please remember to scan the QR code on the poster in your block. This will take you directly to the page containing the very latest fire and building safety information on your building.

Apprentice Matt supporting the team

Dodd Group apprentice Matt is really enjoying his involvement with the sprinkler installation programme.

He is learning some important skills and is now fully involved with all stages of the installation process.

Matt is also gaining great experience and is enjoying his work as part of a dedicated professional team.

"I am really enjoying working on site," Matt tells us. "In the last few months I have learned a lot and now understand much more about how the sprinkler system works in the flats."

We're really proud that as well as delivering great safety boost for residents, the work is also providing career opportunities for local young people.



Would you need extra help in an emergency?

The new sprinkler system will provide all our high rise residents with an important additional layer of safety in their homes.

Like the majority of high rise landlords, we continue to operate a 'Stay Put' policy in all our high rise buildings. This means that in the event of a fire – unless the fire is in your flat – you are asked to stay inside.

In the event of a very serious incident, the Fire Service may choose to evacuate some or all residents.

For this reason, we are asking all high rise residents if they feel confident that they could make their

way safely to the exit – if asked to do so by the Fire Service.

We are asking all our high rise residents to complete a form which we will share with the Fire Service.



Please scan the QR code and this will take you to the form on our website. If you are unable to do this please call us on **0121 717 1515** and we will help you.

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 the Team



Mandy Carless,
Engagement Officer



Tony McIntosh,
Customer Liaison Office



Martin Keatley,
Project Supervisor



**SCAN HERE
FOR MORE
INFORMATION
OR VISIT OUR
WEBSITE**

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



www.solihullcommunityhousing.org.uk

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Join us on social media:

