

Working with Solihull Community Housing

A number of our high rise customers joined us at a recent tenant conference held at Connection Church in Kingshurst. This was a very informative and enjoyable day. We covered a lot of subjects and of course building safety featured strongly.

We love to hear from customers and we have a number of opportunities available for you to work with us, depending on the amount of time you are able to spare. Our SCHape and VIP Panels are great

ways to get involved. Another is by becoming a Building Safety Advocate (BSA).

We now have a network of tenant volunteer BSAs who carry out simple but important checks on things such as windows and doors in our high rises. Our own staff carry out regular safety checks but the work of the BSA is really important. Having residents alert us to concerns and things they see on a daily basis really helps us to keep your home safe. Get in touch if you'd like to work with us.



High Rise News

Your Guide to Future Improvement Works

Sprinklers well received

Hello, and welcome to your latest high rise safety newsletter. These newsletters were introduced to support customers having the sprinklers installed. Over time they have developed into much more than this.

We now use these newsletters as a way to share any information that we feel our high rise customers need to know. So while building safety, and sprinkler installation updates, remain essential reading – we also try to take this opportunity to engage with high rise customers on other topics of interest.

But just going back to the sprinklers first of all... We are now well past the halfway point of this programme of work that will take more than two years to complete from start to finish. Despite having lost a little ground due to Covid, the project remains on course, with the final blocks due to have the work carried out next summer.

The feedback from the overwhelming majority of residents who have already had the sprinklers installed has been fantastic. Tenants have been very supportive and generous in their praise of the operatives who have worked so hard to get this important project done.

One resident told us: **"Communication was amazing throughout and all the work was carried out in a timely manner. The workmen treated my home with respect and cleaned up at the end of each working day. They were very polite, and the work was finished off to a very high standard."**

In addition to the sprinklers we have also been busy installing multi-sensor fire alarms in communal areas. We are aware of a couple of false activations with these but we are working closely with West Midlands Fire Service to iron out any teething problems.

Another positive of the sprinkler project has been the number of local people that have been able to benefit



from new work and training opportunities the project has provided.

We have been committed to offering employment and training opportunities to local people and we are delighted that a number have been able to benefit from joining ourselves and our partners on this work. Six young people have been working on this project as part of an NVQ qualification.

As Christmas approaches we also wish to take this opportunity to remind all our high rise customers that the zero tolerance approach to keeping communal areas, such as landings, clear at all times, remains in force over the festive season.

We hope you understand the reasons behind this. Building safety does not switch off at Christmas and neither can we afford to do so.

Thank you for co-operation on this matter.

In our next edition we will have full details as to how the new Fire Safety Act will improve the safety for those living in high rise blocks. We'll also have news of this on our website in December.

Respect

We have had some lovely comments from tenants about the teams from our contractor Dodd Group, who have been installing the sprinklers.

Many have commented how friendly they are, how they take care to tidy up after themselves and treat flats and tenants with respect at all times. These teams are doing an important job to support our residents. Dodd Group also kindly sponsored our recent tenant conference. Please treat them with courtesy and respect as well. All our staff, and our contractors' staff, have a right to carry out their duties without the threat of physical or verbal abuse. Thank you.

Cost of Living Crisis

We are currently working on a large programme of work to support as many customers as possible during the current Cost of Living crisis.

Please follow us on social media for support and advice. There will also be a special section on this in the Winter newsletter that you receive just before Christmas.



Residents' Panel

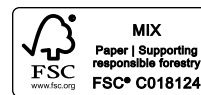
The Building Safety Regulator is to create a panel of high rise residents to help shape policy and guidance.

This is a great opportunity to play an important role in helping to decide how the building safety regime will work in the future. If you'd like to find out how you can get involved, please visit www.consultations.hse.gov.uk and search 'Panel Recruitment'.



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

Solihull Community Housing Limited
Endeavour House, Meriden Drive, Solihull B37 6BX

Join us on social media:



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.**

Building safety is a priority for SCH and we know for residents too

We all have a part to play in keeping our buildings safe. Here are a few simple reminders of things that help ensure safety standards are maintained at all times.

Bin chutes

Never force anything down a bin chute. Put bagged rubbish in that will drop safely to the bottom. By trying to force larger bags into the chute, blockages can occur. These take time to clear and inconveniences all residents while that work takes place.

Gas/Electric checks

We have a legal duty to carry out checks on gas and electric supplies. This is vital work and we need all residents to support this. When we contact you to make an appointment for a gas or electricity check please respond immediately.

If we are denied access to your home, we can seek legal support through the courts to gain entry. You would then potentially be subjected to the court costs and you would also be in breach of your Tenancy Agreement. Please help us to keep you and your neighbours safe.



No Smoking

Please remember that the communal areas within blocks, such as the foyer, lifts, landings and stairwells are strictly non-smoking areas. Never drop cigarettes down a bin chute.

Stay Put policy

Please remember we have a Stay Put policy in all our high rise blocks. There are notices around your building that explain what you should do if the fire is in your flat and what to do if it is elsewhere. The Stay Put policy is designed to allow the fire service easy access to the building to deal with a fire, while residents are kept safe through measures such as fire doors.



Zero Tolerance policy

Never leave anything outside your flat. This includes pushchairs, bikes and mobility scooters. By keeping communal areas clear at all times, residents can evacuate the building safely – if instructed to do so by the fire service. It also allows the fire service clear access when moving around the building.

Christmas rubbish collections

Most people see an increase in rubbish over Christmas. It is important that this is disposed of safely and in the correct way. Please don't dump rubbish or cause fly-tipping. If your rubbish was due for collection on Boxing Day (Mon 26 Dec) it will now be collected the following day. All other scheduled collections will operate as normal.



Spandrel Panels latest

A small number of our high rises will soon need their external spandrel panels replaced, following recent changes in building regulations.

The table on Page 2 of this newsletter tells you which blocks will be having this work done.

We are currently looking for a partner who can carry out this work efficiently and with a strong eye on providing a value for money service. This work, when complete, will enhance the fire integrity of the building and West Midlands Fire Service are fully in support of us having this work done.