

Scaffold going up for the spandrel panels

Work has now begun on the first four blocks who are having their external spandrel panels replaced. Our contractors Elhance now have scaffold and mast climbers in place at Bangor, Keele, Westham and Wedgewood.

An impact of the work is that residents in blocks with drying areas will only be able to use them for drying clothes, the purpose for which they were originally designed.

This means that residents should not store any belongings in these areas, including mobility scooters. Residents who may in the past have charged scooters in these areas will no longer be able to do so.

The drying areas are being fitted with louvre windows which will allow smoke to escape in the event of a fire.

If you need support with your scooter please get in touch to let us know. Call us on 0121 717 1515.



High Rise News

Your Guide to Future Improvement Works

Sprinkler installation close to completion

The high rise sprinkler installation programme across all of Solihull Council's blocks is close to completion. There are less than a handful of blocks to complete and progress has been tremendous throughout, even when Covid threatened to halt the work.

Overall installation for our 37 high rises currently stands at 97% of all flats with many blocks reporting 100% installation which is a fantastic achievement.

The sprinklers mean that all our high rise tenants can now enjoy increased security in their homes. Customer satisfaction has been very high and this reflects the way the project has been managed.

Both SCH and our partners Dodd Group have worked closely with residents throughout, offering

additional support wherever it was needed. This was reflected in the team being shortlisted at the recent Housing Heroes Awards in Manchester.

In addition to the sprinklers' installation, structural surveys are currently being conducted on all our blocks by our partner Curtins. Their checks also include things such as neighbouring walls and trees to ensure the highest safety standards are maintained at all times.

Stay Safe

- **No smoking is allowed in any of the communal areas.** These include the foyer, stairwells and lifts
- **Never leave a fire door wedged open.** The fire doors provide an important level of security to residents in each block
- **Zero Tolerance** (includes leaving black bags on landings as well as everything else, furniture, fly tipped items, etc)
- **Never park in front of bin doors or over fire hydrants**
- **If you have any concerns** about any safety measures in your block, please report it to your Building Safety Advocate or **call us on 0121 717 1515**



Inclusive Services

Would you need extra help or support in the event of an emergency?

If so, you should add your name to our Inclusive Services Register.

You can do this easily by scanning the QR code or calling us on 0121 717 1515.



Clean and tidy

We know customers like to see blocks looking clean and tidy – so do we!

Communal areas in high rises are cleaned five days a week. In low rises, it is three times a week.

If you have any concerns about cleanliness in your block, please speak to your Estate Assistant or call us on 0121 717 1515.

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:





Dodd Group show support for high rise customers

Our partners in the sprinkler installation project – Dodd Group Midlands – are celebrating the project by making a number of generous donations.

We reported last time how Dodd Group Midlands have delivered 750 LED low energy lightbulbs to high rise residents.

Dodd were also keen to support the Sudanese evacuees who SCH have been supporting. Dodd have donated shopping vouchers to help support these families.

Dodd have also set aside funds to support our high rise residents in many ways, including:

- Tarmac walkways to some blocks
- Ground clearance and seeding by blocks
- External planters for communal gardens

Dodd have also adopted the Around Again social supermarket as its charity for 2023. Pictured is Dodd branch champion Shannon visiting Around Again with more supplies which will support local families.

We are really grateful for all the support received from Dodd Group during the sprinkler installation project.

Come and join in with the SCH Big Conversation!

This summer, SCH are out and about in your local area and we would love to meet you and talk about how you think we're doing.

We listen carefully to all the feedback that we receive from our residents.

We want to gather more feedback from you, which will help us to take steps to improve our services for all our customers.

So come along and join 'SCH Big Conversation' with us! Follow us on our social media platforms to find out when we will be in your area.

We will be carrying out estate walkabouts on some days, and high rise drop-in sessions on others. There will be posters up in the blocks letting you know when we're coming, so you can look out for us.

We really want to hear your views, so we hope you can spare a little time to talk to us. If by any chance you miss us, be sure to look out for one of our calling cards that will have a QR code, so you can complete a survey and give feedback in your own time.



By getting involved, it gives us the chance to respond to your concerns and do all that we can to make our communities better places to live.

Mobility Scooters

Please remember mobility scooters are not to be left outside flats. The communal areas must be kept clear at all times. We have already asked mobility scooter users to contact us so that we have a record as to which residents use a scooter. If you have not already done so, please get in touch.

You can read much more about this on our website. You can either access a simple form via this QR code or call us on 0121 717 1515.

