

High Rise News

Your Guide to Future Improvement Works

Safety tips to keep in mind over Christmas



Welcome to the latest high rise safety newsletter. This is the fourth edition this year and will be the last before Christmas.

We hope all those living in our high rises have a safe and enjoyable Christmas. There are a number of things that we just want to remind customers about, when looking ahead to the festive season.

Zero Tolerance Policy

The Zero Tolerance policy is to ensure all communal areas remain clear at all times. This includes stairwells and the landings outside flat doors. The policy is there to always keep all residents safe.

Should the fire service need to enter the block in the event of an emergency it is essential that all communal areas are clear. This is why the Zero Tolerance policy remains in force over Christmas. Please do not put up any decorations outside your flat.

Estate Assistants are asked to remove anything that is left up in the interests of safety throughout the block.

Bin Collections

We will have full details about this in our main winter newsletter which you will receive just before Christmas. Full festive rubbish collection details will also appear on the council website and we will share on social media.



Please do not leave rubbish outside the block. Use the bin chutes but be sure not to overpack bags. These can block the chutes which then takes time and money to clear.

Never throw rubbish out of the window. This is dangerous, a health hazard and in some cases can lead to an increase in vermin around the block.

Safety checks

Have you had a letter from us recently about your gas or electric check? If so, please get in touch straight away so that we can arrange a convenient time to come and see you.

We are also visiting high rise customers to check their front doors continue to meet fire safety standards. Both sides of the door must be checked. If we contact you about this please respond so we can arrange a suitable time to visit.

All these measures will keep our customers safe throughout the year - including at Christmas.



No smoking or vaping in communal areas

Please note

We might seek to recover our costs from any tenants doing this if the fire service, or our contractors, have to make repeated visits as a result of this irresponsible behaviour

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:



TENANT BOARD MEMBER VACANCY

Coming Soon

KEEP AN EYE ON SOCIAL MEDIA AND OUR WINTER NEWSLETTER FOR UPDATES...

Thanks for joining the SCH Big Conversation!



Thank you to everyone who took part in the SCH Big Conversation over the summer. We spent the seven weeks out and about in different areas talking to as many of you as possible, finding out what you think about SCH and the services we deliver.

We would like to say a big thank you to everyone who took the time to talk with us or complete our survey. The feedback you gave us is helping to shape our future priorities and has given us a much better understanding of what you want and need from the services provided by SCH.

Over the coming weeks we will be looking at the information you provided in more detail and will feedback.

If you'd like to take part in more activities like this, please call the engagement team on 0121 717 1515 or email us at engagement@solihull.gov.uk



2022/23

ANNUAL REPORT

We produce an Annual Report every year which highlights our performance.

Take a look at it by scanning the QR code below



Take extra care to reduce smoke alarm activations

Alongside the sprinklers, our high rises also have smoke alarms. These will go off if they detect smoke - not necessarily coming from an actual fire.

Over the past year the fire service has had to respond to smoke alarms going off when there has not been a fire. We need to try and reduce the number of times this is happening.

Some of the most common causes for false activations are:

- Scented candles
- Bed bug smoke bombs
- Steam from cooking
- Smoking/Vaping
- Aerosol sprays

If the smoke alarm is triggered by things such as this and you are at home you can usually deal with the situation quickly.



However, if you are out, the smoke can build up, the alarm will then be triggered and the fire service alerted.

It is important that all residents take care to try and reduce these occasions where the fire service is called out.

Can we also remind customers that smoking and vaping in the communal areas such as stairwells is strictly forbidden.

We are aware that this sometimes happens and it is not necessarily people who live in the block who are doing this.

This is why everyone must be vigilant to prevent tailgating and never leave the main entry doors ajar for others to walk straight in.

Spandrel panels work is suspended

Unfortunately, it has been necessary to suspend the spandrel panels project. We appreciate this is frustrating for residents in the affected blocks.

However, we need to review some important information before we resume this work. We will of course update customers as soon as possible.

Thank you for your understanding at this time.