

Douglas House Newsletter

Progress update

Thank you for your understanding while the scaffolding was in place to allow further intrusive inspections of the external wall insulation. The findings have been used to inform the design element of removing and replacing the insulation.

We are pleased to let you know that Design Build Facades has been appointed to complete what's known as the design element of the project. This involves working on the final visual look of the building, as well as the materials that will be used. Douglas House residents will be consulted on the design stage, so look out for this being shared with you. Following this consultation and approval by the Teign Housing Board, it will be submitted to the Planning Gateway One, the first step in the Building Safety Act's new building-control approval process for high-rise buildings. We will also check whether planning permission will be needed from Teignbridge District Council.

We are still aiming to start the work in the Spring and will update you as soon as we have more information.

In the meantime, if you have any safety concerns, please let us know straight away by emailing us at customerhub@teignhousing.co.uk, calling us on 01626 322722, or messaging us on Facebook. Our team will make sure we get back to you and act on your concerns.



A date for the diary!

We'll be holding a roadshow for Teign Housing residents living in Teignmouth on Wednesday 15 January 2025 at the Alice Cross Centre, between 2pm and 4pm.

- ✓ Meet the team providing our services in your area
- ✓ Ask your questions and share your feedback
- ✓ Discuss any concerns or worries you have about where you live
- ✓ Discover how you can get involved and help us make improvements

Look out for more information closer to the time.

Devon and Somerset Fire and Rescue

The training exercise held on Thursday 10 October was a great success and thank you for your cooperation.

Crews from Teignmouth, Torquay, Chagford and the aerial ladder platform from Exeter all attended. They used an empty flat on the fifth floor as an opportunity to test how the response to an emergency in a building like Douglas House would go. To make the exercise as real as possible, they charged their hoses and had to carry them through the building while in full kit. They also used artificial smoke in the flat and performed a search and rescue, resulting in a family of dummy 'residents' being rescued, including off the balcony, using the aerial ladder platform.

We will continue to engage with Devon and Somerset Fire and Rescue in the future as exercises like this are very useful for both them and us.

