

Douglas House Newsletter

Progress update

To support our application to the Cladding Safety Scheme, we have arranged for an extensive intrusive investigation of Douglas House's external walls. Bailey Partnerships will undertake this work by looking at areas of the walls that have not been previously investigated. We will let all residents know as soon as we know when the investigation works will be carried out, and we apologise in advance for any disruption it may cause.

The outcome of the investigation will not alter our plans to remove and replace the cladding. In the next newsletter, we will give you an update on the timescale for doing this.

We have applied to the Cladding Safety Scheme for funding towards the cost of the work to replace the existing cladding as advised by the Fire Risk Appraisal for External Walls (FRAEW).

Visit

Our Board and new Chief Executive, Tom Woodman, will be visiting Douglas House on Tuesday 21 May, between 10.30am and 11.15am. Tom and some of the board members are already familiar with the building, but a few are not, so this gives everyone the opportunity to visit and become more familiar with it and its location for when they receive progress updates at their quarterly meetings.

If you are around, please come out and say hello and talk to them about living in Douglas House and any concerns or views you have about the future works.

Drop-in session

On Wednesday 29 May, Teign Housing and Templer HomeBuild staff will be in the Meeting Room at The Alice Cross Centre from 10am to 1pm (drop-in, no appointment necessary) to discuss fire and building safety with you and answer any queries you might have. It's also an opportunity to talk about any other issues you have relating to your tenancy or lease with us.

As we are sure you are aware, Jonathan Couch retired at the end of April, and a new caretaker has been recruited and will be starting soon. Come along and meet them at the drop-in. You can read more about the role of the caretaker on the next page.

Around the time of this newsletter, we will be carrying out a deep clean of the communal corridors and stairs of Douglas House using a new long-handled battery floor scrubber.

Role of the caretaker

Douglas House receives a caretaker visit most weekdays, usually early in the morning.

Their duties include a weekly clean of the internal communal areas and keeping the immediate outside and car park areas clean and tidy. They also put the bins out for collection and keep the bin area tidy. During their visit, they will also carry out health and safety checks, look out for fly-tipping and graffiti, and report any repairs needed in the communal area.

Look at the noticeboard for the days and times of the caretaker's visits, along with a full list of the duties they will carry out.

We appreciate that a new caretaker can take a little while to settle in and get used to the building and its residents, so please give them a warm welcome and your support.



Building Safety Regulator's 'Your Home, Your Safety' campaign

A national campaign called 'Your Home, Your Safety' has been launched for residents of high-rise buildings (those above 18 metres) to inform them of their rights and how new Building Safety laws affect them.

Every high-rise building is now required to have a Principal Accountable Person (PAP), ensuring that those responsible for managing the building's safety can be held to account for fulfilling their legal obligations.

The enhanced residents' rights include:

- Assurance that safety risks in their building are being effectively addressed
- Access to ongoing information on what is being done to improve safety in their building
- Empowerment to voice safety concerns, with assurance that their concern will be taken seriously
- Clear, accessible, and easy to understand information regarding safety matters.

The legislation empowers residents to report safety concerns, assured that their grievances will be taken seriously. Clear protocols are in place for expressing concerns or making a complaint. Residents can raise concerns and issues to the PAP for their building.

To find out more about the 'Your Home, Your Safety' campaign, please visit the website <https://buildingsafety.campaign.gov.uk/your-home-your-safety/>

Teign Housing is the Principle Accountable Person for Douglas House, and if you have any concerns you wish to raise, please contact us by calling 01626 322722 or by emailing customerhub@teignhousing.co.uk