

# thirteen

Managing and building homes

## Nolan House Building Safety Customer Engagement Strategy



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## Our approach

Providing safe homes for our customers is our number one priority at Thirteen. Nolan House is classed as a higher risk building due to its height, however, this doesn't mean living in Nolan House is risky. This document tells you everything you need to know.

To keep you safe, we carry out regular checks and inspections, risk assessments, servicing of safety equipment, have dedicated building safety and compliance teams and hold and manage key information on a daily basis.

## Your building

Nolan House was built in 1973 and is a 17 Storey / 46.6m tall building, with 129 rented general needs homes. It has one central staircase, and five clearly signed fire exits, and a total floor area of 6000m<sup>2</sup>.

**Category:** Higher risk building - 2.

**Details of construction:** Concrete, brick and external cladding (refurbished in 2003).

**Heating type:** Communal gas boilers (ground floor).

**Parking:** To front of building.

Our dedicated building safety team includes qualified and experienced professionals from housing, compliance specialists and former fire brigade officers. More information about the maintenance and safety checks on your building can be found within document 3 'Building Safety – Service Schedule' available on request.

## Did you know?

We also work closely with Cleveland Fire Brigade and the Building Safety Regulator to check and enhance our approach, review risks, offering additional customer support and to keep customers safe.

## How we engage with customers about building safety



### Regular residents' meetings

The date and time of the next meeting is advertised on the notice board in the building entrance.



### Notice boards

Information is regularly updated to include key contacts, meeting dates, fire evacuation plans and maintenance programmes.



### Leaflets and newsletters

Watch out for safety leaflets, campaigns and regular features in newsletters.



### Text messaging, emails, phone calls and letters

Used for matters about your home such as safety visits and appointments, investment plans and specific information.



### Your local Thirteen store

145 Stockton High Street. Please check the website for details ([www.thirteengroup.co.uk/page/stockton-store](http://www.thirteengroup.co.uk/page/stockton-store)).



### Meetings

If you'd like to meet a member of the team, please just get in touch.



### Digital

We have dedicated sections on our website, on My Thirteen and we use social media to promote safety campaigns and information. You can find the building safety calendar at [www.thirteengroup.co.uk/page/building-safety](http://www.thirteengroup.co.uk/page/building-safety).

## Have a question, want to give us feedback or report a concern?

We are always listening. There are a few ways you can contact us. If you see a Thirteen colleague and you have a question, they'll be happy to find the answer. Alternatively:

- Speak directly to your High Rise Champion, Building Safety Manager or one of our building safety and compliance colleagues. More information on responsible person(s) can be found on the service schedule which accompanies this document
- You can also email our customer relations team on **customer.relations@thirteengroup.co.uk** or call them on **0300 111 1000**
- Finally you can contact our whistleblowing team anonymously on **whistle.blowing@thirteengroup.co.uk**.



## Our responsibilities

Our approach ensures:

- A principle accountable and accountable person(s) is appointed
- We have a bespoke customer engagement strategy for your building
- We maintain a golden thread of information related to your home and Nolan House
- Hold, update and maintain personal emergency evacuation plans
- Provide home safety visits with our partner organisations.

## Working with customers we commit to:

- Involve residents in decision making which affects your home and Nolan House
- Ensure that resident responsibilities as occupants of a higher risk building are clear and regularly communicated
- Ensure all new customers are provided with a fire door safety inspection leaflet and that any support requirements are recorded during signup
- Distributing clear and concise safety information regularly and in multiple ways including a fire door safety inspection leaflet each year.





### **Our teams will:**

- Carry out regular “feeling of safety” questionnaires to ensure we are responsive and addressing the needs of the residents
- Use electronic noticeboards, newsletters, text messages and a range of other communication methods to share key building information with you
- Display fire action notices clearly within the building and on flat entrance doors. We will also provide you with information on fire door safety checks and the evacuation policy for your building
- Respond quickly to any concerns relating to building safety raised by customers including, a whistleblowing procedure, available by contacting **whistle.blowing@thirteengroup.co.uk**.
- Ensure repairs are carried out on time
- Undertake cyclical maintenance checks – schedule available on request
- Complete regular and random repair post-inspections to ensure fire safety measures have not been compromised, for example compartmentation
- Write to you in advance to notify you of your fire door inspection date.

### **Your responsibilities**

Help us keep you safe. Provide us or our contractors and partner organisations access to your home to carry out safety checks, including electrical servicing, fire door inspections and property condition checks. We will always try and give you at least 24 hours’ notice and provide alternative dates or arrangements to accommodate your requirements, although this may not be possible in the event of an emergency.

### **Please can you:**

- Keep corridors and communal areas clear and free from clutter
- Report any building safety concerns or repairs to us
- Tell us about any changes in mobility or support needs, which may affect your ability to evacuate the building in the event of an emergency
- Familiarise yourself with the building and fire safety guidance for the building, including the evacuation procedure
- Ensure visitors and guests to your home are aware of the evacuation procedures.

### **To help keep you and other customers safe, please do not:**

- Make any alterations to your property which affect the structural integrity of the building without consulting with us, and obtaining permission before work starts
- Let telecommunications companies carry out any installations without ensuring they have obtained a permit to work from Thirteen first
- Tamper with any building safety features, electrical or fire / life safety devices in your home such as fire alarms and smoke detectors
- Paint or alter your flat entrance door in any way
- Fix anything to your flat door, including wreaths, coat hooks or knockers etc
- Paint over sprinkler outlets
- Prop open communal fire doors
- Overload sockets
- Store or charge mobility scooters in communal areas, other than in designated storage areas only
- Use faulty or damaged electrical items
- Smoke or vape in communal areas
- Overload bin chutes.