



Introduction

Welcome to your guide on resident safety for Manor Court, Monument Hill.

Customer safety is our number one priority and we're committed to ensuring your building is managed and maintained to a good standard. In this document, we've explained:

- Who to contact for any issues relating to your building
- Our responsibilities as your landlord
- Your responsibilities
- Evacuation strategy for your building
- How you can get involved

Who to contact: Property and Safety Manager

Your building has a dedicated Property and Safety Manager who is responsible for the following:

- Being your first point of contact for any issues or queries you may have
- Monitoring service standards, like no storage in communal areas.
- Supervising building maintenance and ensuring it is delivered in a timely way and to a good standard
- Maintaining accurate records of service charge costs
- Engaging with you and sharing building safety information

How we'll communicate with you

- Send monthly newsletters to provide updates on operations and outstanding issues relating to building safety. These will be sent via email unless you have requested a different communication method. Please let us know if you change your email address.
- Gather your views and share safety information for your building through a variety of methods. This could include speaking to you in person or online, via post, or electronic messaging to seek your views and share building safety information.
- Send occasional surveys to understand how you are feeling and what more we can do to improve our services or the safety of your development.
- Provide communications suited to your accessibility needs, including translations and printed versions of materials, on request.

You can find the contact details for your Property and Safety Manager on the noticeboard on the ground floor of your building.

What we're doing: Our responsibilities

Repairs and maintenance

We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

We're also responsible for most repairs in your home, which include:

- electrical wiring
- gas pipes and boilers
- heating and hot water
- chimneys and ventilation
- sinks, baths, toilets, pipes and drains

You can report a repair through MyAccount or by calling our Customer Contact Centre on 0800 432 0077.

Building safety

We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

Whenever we need to make decisions relating to safety in your building, we'll consult you first, through individual resident meetings and group sessions. If we need to carry out safety works where you live, we'll provide you with detailed information through webinars and resident meetings. For example, detail on what will be done, timescales, risks, potential disruptions, or costs. We'll also explain the options being considered and your views will be considered, and we'll let you know the final outcome in terms of the works that will go ahead. And we'll also keep you informed of the day-to-day activities involved in managing and maintaining your building as outlined in the 'How we'll communicate with you' section above.'

Working together: Your responsibilities

Fire safety

It's important that you know what to do in the event of a fire in your home or building. Here are some steps you can take:

- **Check smoke alarms:** Please test your alarm at least once a month, even if your smoke alarm is mains powered, as it needs backup batteries, so the device works in a power cut. If the alarm is not working, try changing the batteries. If it's still not working after the batteries have been changed, please report this to us calling 0800 432 0077.
- **Cooking:** If you're using your cooker, keep tea towels, cloths and other flammable materials away from the cooker when it's in use. Make sure your cooking appliances are switched off properly when you're not using them.
- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
- **Keep communal areas clear of personal items and rubbish:** Make sure your communal areas are clear of rubbish, pushchairs, mobility scooters and other household items, to ensure that fire escape routes are accessible for everyone. Report any safety issues or hazards.
- **Familiarise yourself with the fire signs and exits:** This includes where the stairs are (do not use lifts in the event of a fire). Don't interfere with safety items which includes removing or propping open fire doors in your building.
- **Keep your home maintained and all Heat/ Fire detector sensors serviced:** Allow access for our teams to maintain fire safety equipment.

Let us know if you have any changes in your circumstances or living arrangements that could make it difficult for you to leave the building in an emergency. This will ensure we can put plans in place to support you if needed. Please also make sure that you tell us about updates to your personal details, such as a new email address or phone number, so we can keep you informed.

Your building has a 'Full' evacuation procedure until further notice:

The safety of our residents is our main priority. I am writing to advise you about what you should do if a fire breaks out either in your home or in another area of the building.

It's important for us to be clear that if a fire occurs within your home or in communal parts of the building where you live, please leave your home immediately and call the Fire Service

If you smell smoke or see or hear of a fire in another part of your building

- If you discover a fire within the building, activate the fire alarm at the nearest manual call point (if the alarm has not activated automatically)



- Leave the building via the nearest escape route, this is identified by the green fire exit signage
- Make your way to the assembly point which is by the entrance to the estate on the grass verge / or the pavement close by.
- Call the Fire Service by dialling 999
- Do not stop to collect belongings

Calling the Fire Service

- Dial 999 ask for the Fire Service and give your telephone number
- When the Fire Service replies, give the address where the fire is
- Do not end the call until the Fire Service has repeated the address correctly
- Don't assume someone else has called 999. If you see a fire, make the call

On Hearing the fire alarm

- Leave the building via the nearest fire escape route, this is identified by the fire exit green signage
- Ensure that doors are closed behind you
- Assemble at the designated assembly point
- Call the fire service on 999
- Do not stop to collect belongings

How you can get involved

If you'd like to get more involved with building safety discussions for (name of building) or find out more about information set out in this guide, please contact your Property and Safety Manager. You can do this by emailing Ekow.MacEyeson@a2dominion.co.uk
Please let us know if you would like this guide translated or in a different format.

Please keep a copy of this guide in a safe place for future reference