

THE BULLETIN



September 2020

The Newsletter for Residents of Gosterwood



Fire Risk Assessments

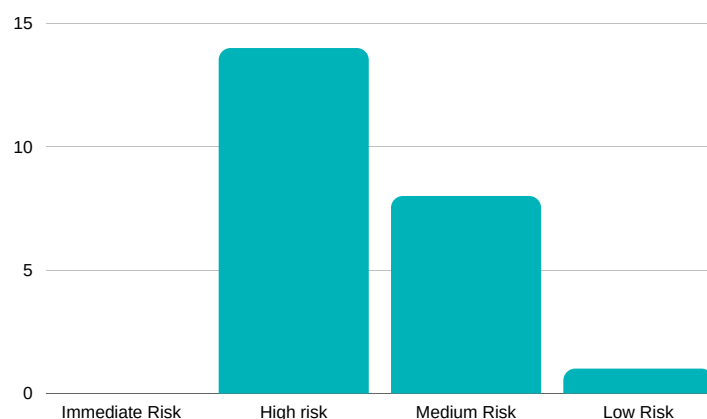
In order to be able to protect against the risks of fire, the first step is to identify these risks and this is where the fire risk assessment comes in. The fire risk assessments (or FRAs) are a snapshot of how protected any given property is to ensure the safety of its occupants in the event of a fire. The FRA also identifies further steps to achieve an appropriate level of fire safety.

As a registered provider of social housing, we are required to carry out a Fire Risk Assessment to any building that has a communal area. An up-to-date FRA for your property, requested in August 2020 will shortly be published on our website. Stay tuned at www.h4w.co.uk, or on Twitter @Housing4Women for updates. In the meantime, if you would like a copy of the FRA for your building, please contact: Dhanaraj Thanapal danny.thanapal@h4w.co.uk

Help reduce the risk of fire in your home

The biggest risk to fire we're currently facing is fly-tipping and bulky items being disposed of incorrectly. It is your responsibility to dispose of your waste and bulky items correctly to help make sure that fires don't start in communal areas, and exits and through ways are clear at all times.

FRA Actions Progress Gosterwood
Update August 2020



Target completion dates for FRA Actions:
High Risk - December 2020
Medium Risk - March 2021
June - June 2021

Customer Portal

Don't forget our Customer Portal lets you access a range of housing services online. You can check your balance, pay your rent, report repairs or make a complaint.

Go to my.hfw.org.uk to register now.

Replacement of the Wooden Balconies and Wooden Cladding

Since our April 2020 Bulletin, we have established that our approach to the wooden balconies and wooden cladding needs re-thinking. We were originally considering a temporary 'make safe' approach to involve the application of a fire-resistant coating to the timber parts of the balconies and timber cladding. However, our technical advisors have advised us that this is not a viable solution and now consider a permanent replacement solution for our 2020-21 planned program of works.

We will keep you advised on progress.

Repairs

We're making our way through a list of repairs that have been on hold due to the COVID-19 crisis. Repairs are being done based on priority and some may take longer than our usual 28 days. We are reviewing some outstanding repairs across the whole site. You may notice contractors or staff visiting your building more often. Thank you for your patience; we're looking forward to getting the service back to normal as safely and efficiently as possible.

Neighbourhood Improvements

In response to your feedback, we are working to improve the standards of cleaning and grounds maintenance. We have been quality checking the performance of our contractors and are talking to you and your neighbours about working together to help deliver a local approach to resolve the key concerns you've raised. If you are interested in becoming involved please contact your Housing Officer, Annie Cross.

Service Charges

Thanks to the Housing for Women Team, delivering letters over August's Bank Holiday Weekend, you should have now all received your service charge information for the upcoming year. Your service charge covers the cost of any services we provide during the year. You can find the details of your service charges in your tenancy agreement. If you have any queries about your service charge, please get in touch with your Neighbourhood Officer.

Please remember the following tips for using your balcony safely and reducing the risk of fires in your home.

- Barbecue grills must not be used on balconies - they pose a fire risk to you and others
- Do not store any flammable items on your balcony. This could include paint, gas canisters, lighter fuel etc
- Do not throw cigarette butts from the balcony. If you smoke, make sure that cigarettes are fully extinguished after use
- Do not store any items on your balcony that could catch fire; keep the space as clear as possible
- Keep corridors and fire exits clear
- Keep escape routes clear of rubbish and bulky items.

Your Neighbourhood Officer: Annie Cross

Call: 07483 017204

Email: annie.cross@h4w.co.uk

Income Officer: Abimola Marquis

Call: 020 3794 4811

Email: abimola.marquis@h4w.co.uk

Repairs: repairs@h4w.co.uk

or 0207 501 6120

Complaints: complaints@h4w.co.uk

Housing Management: Housing@h4w.co.uk