

THE BULLETIN



September 2020

The Newsletter for Residents of Childers Street/The Arches



Fire Safety Updates and 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.

Since the fire that occurred in June we have requested a renewed FRA as well as our own inspections, and details of updates and FAQs have been published in the latest news section of our website.

Our rapid response, to ensure your safety, was to put a 'Waking Watch' in place, providing 24/7 staffing on site. The next course of action is to install a temporary alarm system to offer you the best protection as we continue our investigations.

Customer Portal

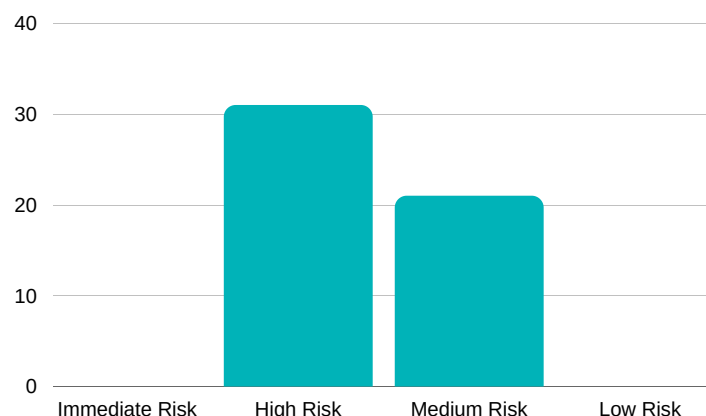
Don't forget our Customer Portal lets you access a range of housing services online. You can check your balance, pay your rent, report repairs or make a complaint.

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

We will continue to fully update you with the findings of the investigation, and the solutions and actions we are going to take. We are also going to start publishing our FRA's 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

FRA Actions Progress Childers/The Arches Update August 2020



Target completion dates for FRA Actions:

High Risk - December 2020

Medium Risk - March 2021

June - June 2021

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, however, as part of our ongoing investigations since the recent fire, the review has been extended to include a review of the wooden cladding.

We will keep you advised on progress, and share our solutions and action plan by November 2020.

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.

Reporting Repairs

Urgent Repairs: need to be carried out quickly but do not pose an immediate threat to your safety or the structure of the building. Please call 020 7501 6120 to report urgent repairs.

Routine Repairs: non-urgent, of a minor nature with little inconvenience to you or damage to your home /communal areas. You can report routine repairs by phone or by emailing repairs@h4w.co.uk. Someone will be in touch within 1-2 working days. We aim to complete all routine repairs within 20 working days, but in busy periods this can take slightly longer.

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.

We all have a responsibility to help reduce the risk of fires. Please remember the following tips:

- Do not use barbecues
- 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