

Onward

# ONWARD IN AVENHAM.

August 2021



## Investing in customer safety.

### ADDITIONAL FIRE SAFETY WORKS.



**Following the removal of cladding on the high-rise blocks, some further work is needed within most of the flats.**

‘Compartmentation’ means designing the layout of buildings so that any fire is contained within walls and rooms as much as possible to help prevent further spread. We are working with contractors to develop a plan and timescale for completing work on properties that are already empty. This will help us be more certain about exactly what works are required and how long they will take.

Most flats will need some work to ensure seals are in place around pipework, ducting and between balconies. Once this has been completed, we will revisit and disconnect the additional sounders to reduce noise disturbance between flats. Further information will be provided in due course.

Please remember that a ‘Full Evacuation’ policy is still in operation and if you hear the fire alarm you should evacuate.

### NEW WINDOW RESTRICTORS.

We are preparing to do some extra work in the high-rise blocks to help residents and the public avoid falling from height, or objects being dropped from height. Across England, from July 2020 to June 2021, there have been at least 13 falls from height in tower blocks, including children. We want to do everything we can to minimise the risk of that happening in our blocks.

In line with health and safety best practice, and building regulations, we propose to install new window restrictors. These will allow the window to be opened to a gap of 2cm, allowing ventilation to continue whilst maximising safety. In hot weather, you may need to close blinds or curtains a bit more because you will not be able to open the windows widely.



# UPDATE ON THE AVENHAM ONWARD OFFICE.

As you will be aware, our Avenham Office remains closed as we seek to ensure the safety of our customers and colleagues. A date for reopening the office has not yet been agreed.

You can still contact us in lots of different ways and we will be delighted to help:

- The Onward Portal
- Facebook
- Twitter
- Telephone
- E mail

Local Scheme Manager Gemma Summers and Neighbourhood Officer Lisa Baines are regularly out and about locally and will be happy to help you in any way they can.

## HELP US LOOK AFTER OUR NEIGHBOURHOOD!

After a successful skip day earlier this year we are arranging another one so residents can get rid of large items they no longer need. This has proved successful in reducing local fly-tipping. We are also doing a community litter pick in the area on the same day.



We hope you can join us on Thursday 12th August. Skips will be available 9am until full. Once they are full we cannot accept any further items. Contact us to let us you know you want to help, or just come along and say hello on the day!

## PLEASE DON'T SMOKE IN THE BUILDING OUTSIDE YOUR HOME.

Your local Environmental Services Team is finding more and more cigarette butts throughout the high rises. Please remember that smoking in the communal areas and lifts is against the law, as well as being unpleasant for other residents and their visitors.

*Please make sure you only smoke inside your property or outside the building and remind all visitors to do the same.*



## NEW PARKING PERMITS.

Look out for the information leaflet and form which will be delivered to your door soon.

You'll need to complete the form for a new parking permit.

## CUSTOMER ENGAGEMENT.

We want your voice, as our customer, at the heart of everything we do. You are warmly invited to join our Customer Engagement Community, a group of volunteers who work together to make our homes and neighbourhoods even better places to live.

More than 2,600 customers are currently involved across all neighbourhoods and we would love for you to join them. This is your opportunity to help make a difference.

Find out more at [www.onward.co.uk](http://www.onward.co.uk) or chat with us at [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk)