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**Date:** 13 October 2023

**Reference:** If you need to call us about this letter and are asked what you are calling about, please say “High Street, Manchester” This will help us to direct your call more effectively.

Dear NAME,

As you know, we arranged a meeting for customers on 12 September to discuss the remedial works at your building.

We also gave customers any other opportunity to raise any other outstanding issues or concerns they had.

As promised, we’ve summarised all the issues raised – and the information we gave to the customers in attendance about the works on the building – over the page.

We hope this is helpful and if you have any further questions, please don’t hesitate to get in touch.

Please remember, whenever there’s an update on your building, we’ll update our dedicated project web page [www.riverside.org.uk/gardenhouse](http://www.riverside.org.uk/gardenhouse).

Please save this link to your favourites and we’ll let you know via text message every time we publish a substantive update.

Yours sincerely,



**Pam Bersantie**

Head of Home Ownership, Riverside

**The issues raised by customers at the meeting and our responses.**

1. **Some customers raised concerns about window cleaning at the building. Cleaning had been suspended as it is usually done via abseil which has not been possible because of the scaffolding at the building. The customers in attendance therefore requested a one-off clean by other means.**

**Our response** – The window cleaning company attended to survey the building on October 12 to assess how they will do this and will be carrying out the work very soon.

1. **Some customers were concerned about security and the potential for unauthorised access to the rear staircase. They requested plywood/chipboard or some sort of additional barrier to be added.**

**Our response:** As well as the metal fencing, we’re working to add additional barriers to prevent unauthorised access. When the window clean is completed, we will plan to put some hoarding or planks around the stairwell to make it harder for anyone to access the rear entrance.

1. **Some customers were frustrated by a lack of light and visibility out of the windows because of the sheeting around levels of the building. They requested it was replaced by netting or mesh which would allow greater visibility.**

**Our response:** Our contractor, Warden, chose sheeting rather than netting or mesh purposely because it is better at preventing the spread of dust and debris. However, pending approval from Metrolink, we can remove the existing sheeting over Christmas while works are not taking place, which will give the residents clear view over that period. When we start works, we can localise the sheeting on whatever platform we are working on as well as the one above and below it. As work progress, we will move the sheeting accordingly. This way we would not have to completely sheet up and it would only be for a minimal period on each platform.

1. **Some customers were concerned by recurring activation of the fire alarm.**

**Our response:** A faulty smoke detector has now been replaced with a multi-sensor. This should solve the issues. We are also installing an Alarm Receiving Centre (ARC) link. This means that if the fire alarm activates, a message is relayed instantly to our customer contact centre, who will call the fire service and the servicing contractor, cutting down on any possible delays. Further communications will be sent out about this change once this is active.

**Our forward plan for the building**

As we told you in our previous letter and via our website, we now have a proposed design solution, price and specification agreed for the remedial works that need to take place. We have agreed to fund the project and seek to recover costs later in order to prevent further delays.

So, subject to the mobilisation of contractors and resolving a planning issue with an adjacent building, we will be able to get started with works soon.

We are pleased to be able to tell you that Warden Construction will be on site from the second week of November when they will be mobilising and erecting the scaffold to the rear of the building. Warden will be in touch nearer the time to advise you of more details.

**Important information about fire safety – your fire evacuation strategy**

The fire evacuation strategy is simultaneous evacuation and full details are shown on the fire action notices that are displayed within the communal areas of the building and at the bottom of this letter.

Riverside has installed fire detection and sounders within your flats and the communal areas.

We will be completing PEEPs (Personal Emergency Evacuation Plans) for those who require one. If you have any concerns at all or have any changing circumstances, then please do not hesitate to get in touch, so we can ensure our records are up to date to ensure your safety.

If you require any further information or have any concerns please contact Building Safety Manager, Sharon Holloway on 07855 098198 or via [Sharon.holloway@riverside.org.uk](mailto:Sharon.holloway@riverside.org.uk) or Senior Building Safety Inspector, Rebecca Morrissey, on 07870 170235 or via [Rebecca.morrissey@riverside.org.uk](mailto:Rebecca.morrissey@riverside.org.uk)

The fire alarm will be tested weekly on Mondays between 10am and noon, unless it is a Bank Holiday in which case it will be done on the Tuesday. The test will mean the fire alarm will sound for approximately one minute and no action will be required by you.

If Rebecca is on annual leave, she will leave a notice on the notice board to advise that the testing will be completed by another member of the team, and we will do our best to keep within the testing timeslot above.

**Fire evacuation strategy in full**

If a fire breaks out in your flat:

* Get everyone in your flat to leave straight away, closing the front door behind you.
* Do not stay behind to try and put the fire out.
* Do not use the lift.
* Press the nearest fire alarm call point.
* Wait outside away from the building.
* Dial 999 for the Fire Service.

If there is a fire in another part of the building:

* If a communal fire alarm sounds or the smoke alarms within your flat sound, leave the building immediately as the fire may be elsewhere in the building.
* Leave immediately if heat or smoke affects your own flat.
* If in doubt – Get out.
* Do not use lifts.
* Wait outside away from the building.
* Dial 999 for the Fire Service