



# Building Safety Case Report

## Village 135



Revision Date **December 2023- Draft.**

Principal Accountable Person	Wythenshawe Community Housing Group	8 Poundswick Lane, Wythenshawe, Manchester M22 9TA
Point of Contact	Building Safety Manager- Vic Finn	07525905048
Updating this Report	By: Vic Finn	When improvement work is carried out or following a major event.

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## 1. About Wythenshawe Community Housing Group as the Principal Accountable Person.

Wythenshawe Community Housing Group (WCHG) is a registered social housing provider with in excess of 13,700 domestic properties, many of these are within blocks of various types including walk ups, cottage flats, sheltered and High Rise. Within the portfolio are 10 blocks that come within the scope of the Building Safety Regulations being over 18m high. WCHG is the 'Responsible Person' for Village 135.

Please note that only Block B is over 18m high, however all blocks are treated in the same manner with regard to building safety and fire safety work, reporting and maintenance frequency and therefore the development as a whole is included within this report.

**This block is currently operating a temporary simultaneous evacuation strategy.**

## 2. Preparation of Report.

The report has been formulated in line with HSE government guidance (Preparing a safety case report - GOV.UK ([www.gov.uk](http://www.gov.uk))) as best practice guidance and sets out how WCHG manage the Risk of Fire spread, the buildings structural safety and measures used to protect the building and those residing or working in and around it.

This report was prepared by Victoria Finn, Building Safety Manager, who has worked in the housing sector for over 34 years predominantly in a surveying and Asset and project Management capacity. Qualifications include, a Master of Science in 'Regeneration and Urban Renewal' and Bachelor of Science in 'Construction Project Management' and is a member of the Chartered Institute of Building. The latest qualifications obtained under CIOB and delivered by Housing LMS is a Level 6 Fire Safety diploma and Level 6 Building Safety Management diploma.

### Safety Statement

WCHG claims that 'Block B- Village 135' is safe for residents to occupy. This claim is supported by the argument within this report and by the evidence within the building safety case with reports/ certificates **available on request.**

Table: Contact Details

ADDRESS: Village 135, Block B Cedars,	
Registration Ref: HRB03485M0F3	
Height of building (m) to floor or highest storey	22.5
Number of floors including ground	8
Number of residential units/flats in the building	50 x 2 bedroom apartments
Name of the building	Block B- Cedars
Building Street address	3 Hollyhedge Court Road,
Building Postcode	M22 4ZPV
Name of Principal Accountable Person (PAP)	Wythenshawe Community Housing Group, 8 Poundswick Lane, Manchester, M22 9TA
Name and Role of lead contact for PAP organisation	Victoria Finn, Building Safety Manager
email address and Contract telephone number - PAP	<a href="mailto:victoria.finn@wchg.org.uk">victoria.finn@wchg.org.uk</a> 07525905048

### 3. Building Description

**Block B- Cedars** is part of the 'Village 135' complex, developed for Wythenshawe Community Housing Group and constructed in 2017 by main contractor 'Galliford Try' with Principal Designers Poole Dick Associates. The full development is an extra care village providing 135 mixed tenure apartments in Wythenshawe, Manchester.

The build was designed to Lifetime Home Standard and Secure By Design requirements and in accordance with Approved Document B2 2013 **and allows for bespoke care packages for residents.**

**Block B is the only block 'In scope' of the current regulations measuring over 18m** which houses 50 of the apartments from numbers 32-81. There is a central ground floor hub from which block A and B can be accessed through double fire doors.

There is a footbridge on the 2<sup>nd</sup> floor which spans the road to Block D as can be seen below..



The construction is metal frame forming the wall standards and floor frame also the staircase with concrete landings which rest on Strip footing foundations.



Cavity barriers are around openings at each floor level and compartmentation line. The fire barriers used within the rainscreen cladded areas incorporate intumescent seals which provides ventilation and will expand in the event of a fire.

The external materials which initially incorporated ACM around windows pods now contains a non-flammable material and also non-compliant zinc and HPL panels were further replaced which is mentioned further in section 11.

There are two balconies adjacent to the roof top garden area that are controlled by the management team on site with residents not having general access to these areas.

An open protocol addressable fire detection and alarm system to BS5839-1:2013 to category L1 has been installed with full coverage of automatic heat sensors and optical smoke detection to communal areas and in each apartment hallway. On activation of the full alarm, the evacuation alarm sounds in block B and the attached Hub.

The village occupies both sides of Hollyhedge Road, the buildings being connected by a glass enclosed footbridge.



Site Plan Google Earth accessed 28.8.24

The blue areas shown on the 'Google Earth' map denotes the buildings included within the Village 135 complex and the HRB 'in scope', Block B at 22.5m.

The complex is surrounded by three other HRB's, Hollyhedge Court, Benchill Court and Brownley Court all owned and managed by WCHG.

There are a number of communal facilities within the Hub with a reception area, hair salon, spa therapy room, bistro and a number of multipurpose rooms. Block B can be accessed from the Hub via communal fire doors.

The Bistro/ Kitchen (picture below) is leased by an external company 'Caterplus' who liaise daily with WCHG colleagues and are notified of, and presented with, a copy of Fire Risk Assessments and Fire strategy information.



Block B houses the laundry room, Hot plant room, tank room, staff areas, consulting room, toilets, refuse room and a general store on the Ground floor.

There is a roof garden area on the level above (over the hub) known as Skylark Terrace and some meeting rooms for colleagues, residents and external use controlled by staff.

## Key Building Information- Quick Reference

Description	
ADDRESS: Village 135- Block B - Cedars	
<b>Key Building Information</b>	
<b>Evacuation strategy</b>	
What is the evacuation strategy in place (simultaneous, phased, stay put)	Temporary Simultaneous Evac
<b>passive and reactive control</b>	
What equipment is in residential units (heat/smoke/sprinklers)	smoke and heat detection/ sprinkler system
What equipment is in parts shared by all residents	smoke detectors/Fire alarm/dry riser/Fire Extinguishers/manual call points/AOV's
Where are the alarm sounders connected to detectors	shared space with equipment
Where are the dry risers (bin store/common corridor/lobby etc)	Car park
Where are the smoke detectors (lobby, Meter room, laundry etc)	Bin store/common staircase/electric room/hot plan room/store/laundry/tank/office/scooter store
Types of lift	1 Passenger / 1 firefighters lift
number of residential unit front doors with fire resistance identified	50x30min
number of fire doors In common parts residents can walk through (30/60 min)	55x30min
<b>Energy and storage</b>	
Types of Energy Storage	none
Types of onsite energy generation	Biomass boiler
Type of energy Supplies (district/mains elec/mains gas etc)	Electric & Gas main
<b>Structure and Materials</b>	
Structure Type (composite steel/large concrete panel/masonry etc)	Steel and concrete
Type of Roof (flat/pitched/mix)	flat
Does roof structure have layer of insulation (top of roof/below roof)	115mm Celotex TA4000 on top
what material covers the largest surface area (rolled bitumen felt,rubber etc)	Mechanically fixed Sika Trocal
Total number of staircases	2
what materials are visible on the outside walls (ACM, other composite etc)	Masonry/glass/panels/metal
Aluminium Composite material (ACM) certification	Removed in 2017
percentage of each material on the outside (from mentioned above)	Masonry 53%/ glass 34%/ metal composite 8%/composite rock panel 5%
what type of insulation is used in the outside walls (EPX, PUR, Mineral wool)	Mineral wool 100%
Features/ machinery for heat, ventilation or energy generation	Communal balconies with glass and communal walkway
Which materials are used most in the machinery in a room on the roof	No rooms on the roof
Primary use for the court (office/residential/shop etc)	Residential
Number of flats below ground level	none

## Flat layouts



Each flat is accessed from a common corridor via a fire door into a hallway off which is the bathroom, a store and two bedrooms. The living room and kitchen are open plan and is also accessed from the hallway. **(See typical flat layout taken from strategy plans which can be viewed in more detail in Appendix A)**

There are smoke detectors in all rooms with the exception of the bathroom and a heat detector in the kitchen.

## Fire Exits

Each flat entrance door provides a 30min fire resistant door and leads into a protected corridor from which there are common fire doors leading into the lift lobby area. These communal fire



doors along with doors onto ancillary areas are inspected quarterly by an external consultant and qualified inspector.

Final exits from Block B for the residents are provided from the base of the staircases and from the lift lobby at ground level. For exits from elsewhere in the building there are a number of restricted access doors with

electromagnetic locks and power assisted openers which are also linked to the fire alarm and



which release on activation. They are also provided with a green box override device which releases the locks.

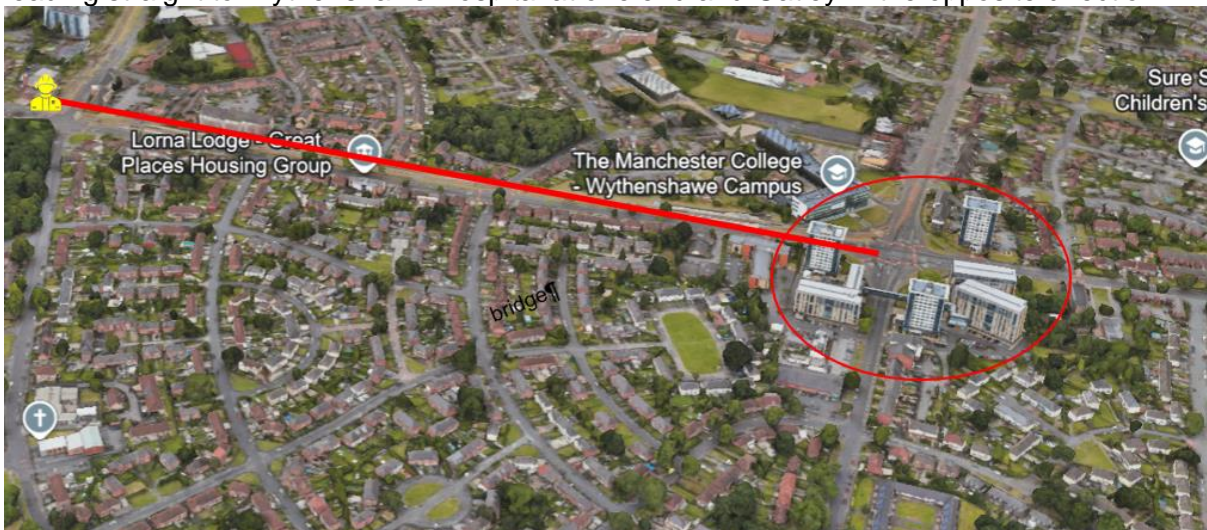


The stairways have a minimum clear width of 1.5m for adequate escape and all travel distances meet the criteria given in the relevant HM Government guide and recognised industry guidelines as are the travel distances from flat entrance doors to the nearest stairway or final exit which all lead to a place of safety. Some final exit doors are provided with a sliding power assisted opening mechanism which are linked to the fire alarm and open on activation. Some final exit doors have electromagnetic locks and power assisted openers. A weekly means of escape check is carried out by staff and recorded.

Entranceway to Block B via the hub

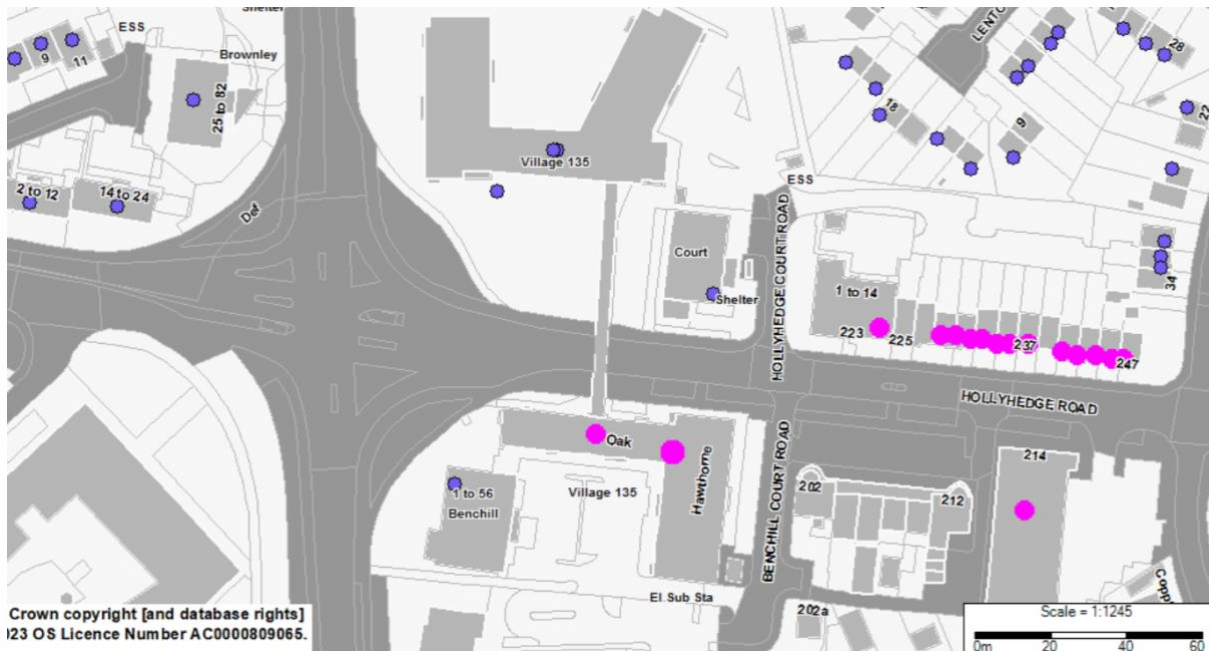
### Surrounding Area

The surrounding area of Village 135 is shown on the Google map below. It can be seen that the village complex (circled in red) is situated at a crossroads with Brownely Road which leads direct from the M56 motorway to the fire station and Hollyhedge Road which is a major road leading straight to Wythenshawe Hospital at one end and Gatley in the opposite direction.



The block is accessible via Hollyhedge road minutes from the M56 off motorway.

The OS map below shows the block B, attached hub and block A at the top of the map and the link bridge to Blocks C and D known as Oak and Hawthorne. The original traditional blocks are Hollyhedge court nearest to block B, Benchill Court which is nearest to Oak and Brownley court which is over Brownley road.

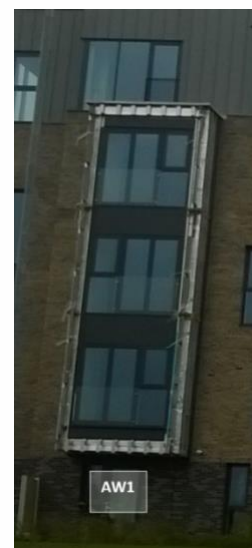


### Stability of Cladding systems.

The cladding system now installed to this block is safe and compliant under the current Building Regulation Part B requirements.

Following the 'Grenfell' tragedy and reports on ACM being a combustible material, we retained the original build contractors who removed the 'Alcubond' B1 ACM from around the window pods straight away on **all** V135 blocks before the scaffold was taken down. The panels were replaced with a 2mm Aluminium panel with a 120mm Rockwool Duo slab insulation to A1 rating.

The picture shows one of the window pods with the material removed. As further materials were identified as a result of the Grenfell enquiry, further tests were carried out over time and in 2023 some HPL and Zinc material has been replaced along with fully opening fire stopping areas to ensure any missing fire stopping is replaced and to ensure the blocks are fully compliant and safe. All work carried out to the façade is captured in 'Enveloping work' under section 11 of this report.



### Building Foundations

The building was constructed in 2017 on pad foundations taken down to firm sandstone strata of bearing 250kN/m<sup>2</sup> and strip footings of a minimum of 750 wide and 300 depth. All work had building control sign off and being such a recent build, we do not consider it necessary to carry out any further foundation tests at this time.

### Incoming mains and isolation points

The sprinkler, water and Electric isolation points for Blocks A, B and the Hub are located in block B next to the cold plant room and for blocks C and D, the water and sprinkler isolation points are in the plant room of Block D and the Electric isolation point is in the Electrical switch room of block D.

Plans showing the isolation points are located in the SIB and can be found in **Appendix A**.

## 4. Fire Risk Assessments.

A Type 3 Fire Risk Assessment has been undertaken by 'Total Fire Group' who are BAFE and FIA accredited and have been engaged from the Procurement Framework 'Procure Plus Holdings' via a Fire Risk and Mitigation works framework.

The Fire Risk Assessment actions and remedial works are tracked through on the FRA portal 'Aurora' to completion and sign off by the relevant directors for those managers.

The most recent Fire Risk Assessment was carried out on 29<sup>th</sup> January 2024 and has an overall risk rating of Moderate.

The fire Risk Rating Matrix used to assess the fire risk can be seen below:

		LIKELY CONSEQUENCES OF FIRE		
		Subjective Fire Risk Rating	Slight Harm	Moderate Harm
LIKELIHOOD OF FIRE OUTBREAK	Highly Unlikely	Negligible Risk	Tolerable Risk	Moderate Risk
	Unlikely	Tolerable Risk	Moderate Risk	Substantial Risk
	Likely	Moderate Risk	Substantial Risk	Intolerable Risk

The below table is produced from the recommendations made with in the Fire Risk Assessment for Block B

Observation	Recommended action	Risk rating	Progress at time of writing
1. Deficiencies to some doors	Competent person to carry out remedial work	moderate	Doors have since been adjusted
2. Wayfinding signage does not strictly conform	Retrospective installation is not mandatory but perhaps speak to fire service as to adequacy.	Tolerable	Satisfactory for now and will look to replace at a later date.
3. Galliford Try and Tenos continue to work on type 4 compartmentation and fire stopping	Continue to monitor progress and upload all information to Fieldview	Tolerable	All fire stopping and external cladding work is now complete

The Recommendations from the FRA picked up some deficiencies in fire doors over 2 of the blocks, and a recommendation to check with the fire service on adequacy of fire signage for block which included block B, the remaining recommendations and more of the same were also recommended on the other blocks

## 5. Managing the Risks

The Senior Contracts Manager for Facilities along with the Building Safety Manager has an overview of the Fire Risk portal and the actions assigned to colleagues. The risks are based on both Life Risk Actions and Property Risk Actions.

The Fire Risk portal is populated by the Fire Risk Assessors with their recommendations. The actions are assigned by a Facilities colleague to the relevant manager for each action within the system and an excel list of the actions are downloaded from the system weekly and e-mailed to all those overseeing these actions to serve as a reminder to review them.

When the actions are complete, the assigned manager will sign them off in the system, upload their evidence and this then goes to their director for complete sign off. The FRA's are monitored for their progress and outstanding actions via a 'Power Bi' portal as can be seen in the screenshot below.

Any contractors carrying out work to the block or routine inspections/servicing are competent/qualified for the works being undertaken and the Facilities team retain information for each maintenance contractor. The contractors are either procured from 'Fusion 21' or 'Procure Plus' frameworks to ensure their competency or have tendered for the work through our Procurement Team and relevant senior manager.

WCHG undertake regular audits and had a compliance audit undertaken in February 2024 by 'Pennington Choices' where Building Safety had no major recommendations although some recommendations were made with regard to some adjustments in various compliance policies

that sit under building safety umbrella that are underway or will be revisited upon the renewal anniversary of the policy.

### Power BI monitoring compliance page

BUILDING SAFETY COMPLIANCE											
MULTI-STORY BLOCKS											
BIG 4 COMPLIANCE											
	Bagnall Court	Beech Court	Birch Tree Court	Brookway Court	Brewerley Court	Edwards Court	Hollyhedge Court	Moorcot Court	West View Court	200 Hollyhedge Court Road W13 9J	3 Hollyhedge Court Road W13 9L
<b>GAS</b>											
GAS (DOMESTIC)	✓	○	✓	○	○	✓	○	○	○	○	○
H&S (DOMESTIC)	✓	✓	○	○	✓	○	○	○	○	○	○
BIOHAZ (COMMUNAL)	○	✓	○	○	✓	○	○	○	○	○	○
<b>ELECTRICAL</b>											
ECR (DOMESTIC)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ECR (COMMUNAL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>ASBESTOS</b>											
ASBESTOS	✓	✓	✓	✓	✓	✓	○	✓	✓	○	○
<b>FIRE SAFETY</b>											
FIRE SAFETY SYSTEMS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE DOORS (OTRLY)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ENTRANCE DOORS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE RISK ASSESSMENTS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>LIFTS</b>											
LIFTS (COMMERCIAL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LIFTS (DOMESTIC)	○	○	○	○	○	○	○	○	○	○	○
<b>WATER</b>											
WATER	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

White Circles are N/A.  
i.e. the Block does not contain this type of asset!

### Compartmentation

Compartmentation is provided by fire doors from common areas leading to protected lobbies and staircase areas and from the lobbies into protected corridors off which are the individual apartments also protected with 30min fire doors.

Following the testing of cladding materials and decision to renew them, a design fire consultant was also brought in to advise on brickwork cavity barrier locations and where further work was required and an agent engaged to oversee all work. A programme of opening up works, remediation and sign off was put together by the original build contractor 'Galliford Try' who worked through the programme of external cladding renewal, cavity barriers and any internal Fire breaks with input from fire engineer consultants. All fire stopping works has been recorded in system 'Fieldview' to which the Building Safety Officer has access and ongoing audits have been undertaken to the system by fire safety engineers 'Tenos' who have regularly reviewed operations and reported to WCHG. Further details can be found in Section 11 of this report.

The riser doors along with the Communal pedestrian 30min fire doors off the common areas are checked quarterly by an external and competent assessor for any issues along with any problems that may be picked up on the Fire Risk Assessments, and the repairs are logged onto WCHG's own website 'Auditsafe' where the QR codes can be scanned to bring up the surveying section which is completed within the system. Any remediation requirements are noted and raised in house for work with our trained operatives.

The refuse bins are stored at the ground floor level internally, within a fire separated bin room and with secure external access with no bin chutes, these areas are also checked regularly by our Caretaking Supervisor in addition to the Fire Risk Assessments.

Sprinkler installation works to each flat and high-risk area has also been adequately sealed where pipework penetrates walls or floor slabs and signed off by a third-party inspector

'Flamehold' who are a member of the Fire Protection Association and FIRAS accredited, and the certification can be found in **Appendix B**.

#### Energy Suppliers Details

EDF	Electric supplier	Work via Monarch
Monarch	Manages energy companies	Tamzyn.Elliott-Pullen@monarchpartnership.co.uk

There is a Biomass boiler which is situated in a separate block which also feeds the Village 135 complex

#### Maintenance of equipment and responsibility.

The Facilities department manage maintenance contracts for the high-rise blocks and listed below are the key maintenance contractors who manage building safety and test/inspections and the frequencies are shown.

Contractor	Measure	Frequency
<b>Fire</b>		
Complete fire	Fire alarms/door release	weekly
Argus	sprinklers	monthly
Dyer (DH Environmental)	AOVs	Annually
AARHUS	Biomass fire alarm monitoring and biomass room emergency lighting	Annually
Team Brand	Communal fire doors	Quarterly
Premier Technical Services Group	Lightning protection	Annual
Allied Central Power Services	Lift checks Generator inspections	Weekly with fire alarms /monthly inspections
Complete Fire	Dry Risers	monthly
Complete Fire	Emergency lighting	Annually
<b>Asbestos</b>		
Scope iT	Asbestos testing/analyst	Annual / reactive
Countrywide	asbestos removal	Reactive
<b>legionella</b>		
GMS	legionella testing	Monthly
xylem	Water testing	Six monthly

#### Flat Entrance Fire door inspections

The flat entrance doors leading onto common parts are inspected annually in line with the Fire Safety (England) Regulations 2022, by in house inspectors (trained by 'Ventro Fire Compliance') utilising a hand-held system which then feeds into the Power Bi dashboard for monitoring. These inspectors are also Gas and Electric compliance inspectors who undertake

the annual safety checks. The doors are inspected against key TRADA questions that are pre-set into the system to ensure the correct questions are asked.

Current Stock: Entrance Door Checks

Search

property_group	REQUIRED DOOR CHECK	HAS DOOR CHECK	% DOORS CHECKED
ENSUITE ROOM	13	13	100.0%
FLAT - COTTAGE	210	210	100.0%
FLAT - MULTISTOREY	937	937	100.0%
FLAT - OTHER	14	14	100.0%
FLAT - SHELTERED	54	54	100.0%
FLAT - SUPPORTED	4	4	100.0%
FLAT - WALKUP	972	972	100.0%
HOUSE	57	57	100.0%
<b>Total</b>	<b>2261</b>	<b>2261</b>	<b>100.0%</b>

PROPERTYKEY	ADDRESS	ENERGY USAGE	PROPERTY TYPE	prtyp_dsc	CATEGORY	CURRENT LGSSR SERVICE	REQUIRES ENTRANCE DOOR CHECK	HAS DOOR CHECK ON CURRENT TOUCH RECORD	1st TOUCH RECORD DATE
16197	FLAT 11 BAGNALL COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	02/08/2023	1	1	02/08/2023
15403	FLAT 11 BROOKWAY COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	16/05/2023	1	1	16/05/2023
10962	FLAT 11 HOLLY VIEW	GAS	UFAPAR	2 BED UPPER FLOOR WALKUP	AFFORDABLE	22/09/2023	1	1	22/09/2023
15547	FLAT 11 MOORCOT COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	25/05/2023	1	1	25/05/2023
19630	FLAT 11 NEWBRIDGE HOUSE	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	06/09/2023	1	1	06/09/2023
17340	FLAT 11 WEST VIEW COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	04/09/2023	1	1	04/09/2023
18828	FLAT 110 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	04/05/2023	1	1	04/05/2023
18829	FLAT 111 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/06/2023	1	1	12/06/2023
18830	FLAT 112 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/06/2023	1	1	12/06/2023
18832	FLAT 114 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
18833	FLAT 115 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
18834	FLAT 116 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	30/08/2023	1	1	30/08/2023
18835	FLAT 117 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	27/06/2023	1	1	27/06/2023
18836	FLAT 118 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	30/08/2023	1	1	30/08/2023
18837	FLAT 119 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
19272	FLAT 12 10 SCOUT DRIVE	GAS	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	25/10/2023	1	1	25/10/2023
19363	FLAT 12 133 WOODHOUSE LANE	GAS	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	22/09/2023	1	1	22/09/2023
19542	FLAT 12 20 LORD MORRIS DRIVE	GAS	WU2F2B	2 BED 2ND FLOOR WALKUP FLAT	GENERAL	25/04/2023	1	1	25/04/2023
<b>Total</b>							<b>2261</b>	<b>2261</b>	

The inspection information for the fire doors is collected on a hand-held device which feeds in to the Orchard Housing Management system, any resultant repairs required are taken off the system and raised. The inspections feed through to the Power BI dashboard which are reviewed via a corporate performance team as can be seen in the screenshot from the system.

### Communal Fire Door inspections

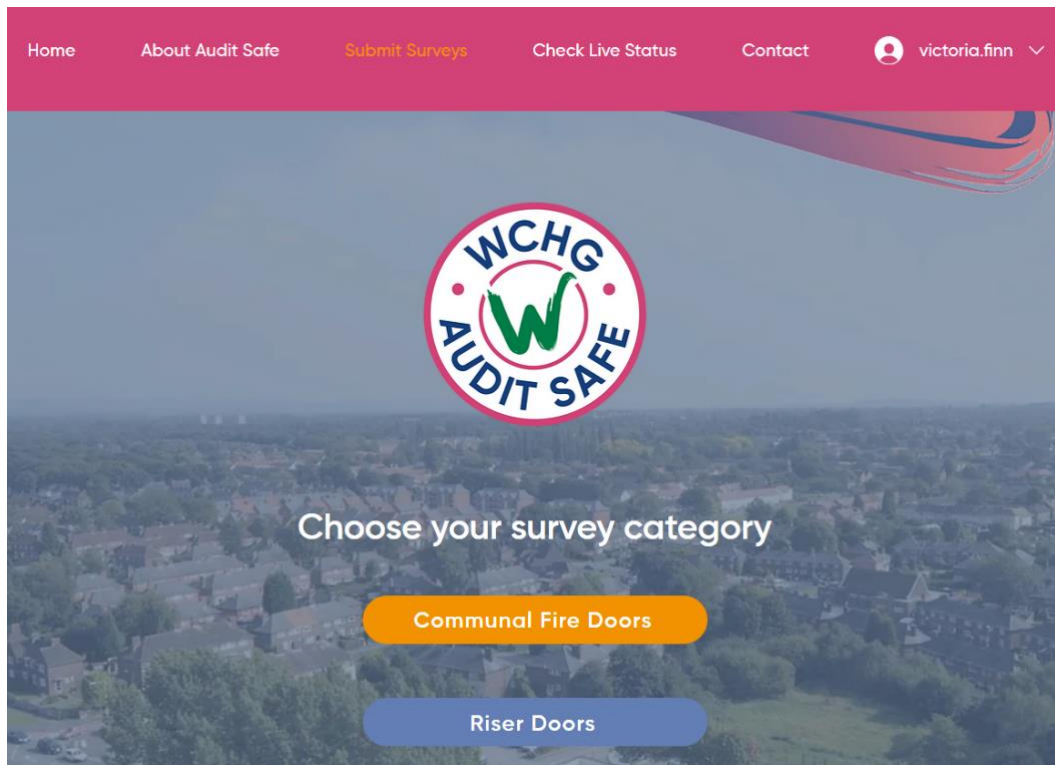
Communal fire doors are inspected monthly by a consultant from 'Team Brand' who is trained as an inspector via BRE Academy door inspection training and who has asset tagged and recorded the doors on our cloud-based website 'wchguaditsafe.com'.

Each door within the block on each floor is photographed which will show the picture in the system when the QR code is scanned. This will ensure the inspector has the correct door and will also highlight if someone has changed a feature on the door without advising the Building Safety team, in which case a new photograph will be taken and uploaded unless the door requires changing or amending. There are key TRADA questions for the inspector to complete in relation to each door to ensure the key components are inspected.

If any repairs are identified, these are raised in the housing management system and allocated to one of the trained Fire door maintenance technicians or sent to a qualified and competent, external contractor.

Below are screenshots of the system for the communal door surveys showing how you can choose a communal or riser door, then which block then a particular door where a photo of the door, the QR code that is on the door and below that a screenshot of the same door when

checking on the live status and which shows that the door that is under repair. The status is updated when repairs are carried out and signed off.







## Communal Fire Doors - Survey Input Forms

Bagnall Court

Benchill Court

Birch Tree Court

Brookway Court

Brownley Court

Edwards Court

Hollyhedge Court

Moorcot Court

Westview Court

Village 135 Block A

Village 135 Block B

Village 135 Block C

Village 135 Block D



## Block B Cedar Ground



Change Floor >



135BFG001



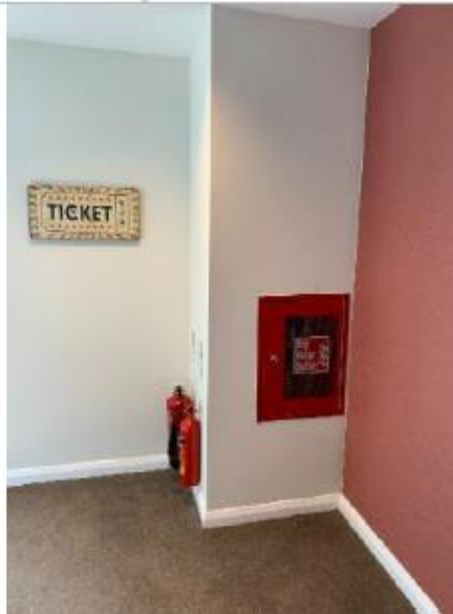
135BFG001 >		Passed	23/10/23
Fire glass fitted	Intumescent strip fitted & no damage	Door closes properly	
Yes	Yes	Yes	
Gaps over 4mm around the door	Fire door keep shut sign installed	Damage to the fire door	
No	Yes One Side	No	

There are a number of WCHG colleagues who have received fire door inspection training including the Building Safety Officer and the Building Safety Manager via 'UK Fire Doors' and will also inspect doors when carrying out block visits. A CSV file is able to be exported from the system and uploaded into the Asset Database system 'Promaster' which will also feed into a Power Bi reporting page for compliance monitoring similar to that of the front entrance fire doors. This is a function that sits with the Facilities team who are looking at how we can automate this function.

### Fire-Fighting equipment

As shown on the fire strategy drawing, V135 Block B has the following firefighting equipment which has monthly visual inspections:

- 1 x firefighters lift. (Lift B2) to BS EN 8172 offering 120 fire resistance.
- Dry Riser Inlet
- Mechanical smoke extraction to lift lobbies and corridors
- Fire detection and alarm systems also linked to ancillary rooms.
- Heat detection in the kitchen area.
- Automatic door release mechanisms linked to fire alarm systems.
- Sprinklers in high risk areas.
- Fire Alarms and notification panel for the BS5839-1 system, See **Appendix C** for cause and effect matrix
- portable fire extinguishers.



The list of the above assets will be visually inspected on a monthly basis to compliment the main inspections by suitably qualified contractors as in subsection '*Maintenance and equipment responsibility*' above.

Fire Strategy drawings of the building show where the equipment is located, refer to **Appendix A**.

Dry rising inlets are located on the external facades with the outlets at each level of one of the staircases. for use by the Fire and Rescue Service. The dry rising main outlets are located on each level of one of the staircases

An Open Protocol Advanced MX4PRO Addressable Fire detection and Mono alarm system has been installed with an addressable Loop located in the main lobby area which incorporates automatic detection.

Electromagnetic auto door release devices are on all corridor doors and checked with the alarm checks to ensure they release. The alarm system in flats is also linked to handsets that staff carry and an off-site alarm receiving centre.

The Fire Alarm Control Panel includes the following features:-

- Text indication, LED indicator of supply healthy, zone/sensor disabled, auxiliary relays disabled, fault and control system fault and 100 LED zone indicators.
- Up to 126 addresses per loop & a total of 504 addresses per system node.
- Key switch to isolate plant interfaces during routine testing.
- Recessed Bezel (Fire panel)
- Terminal for connection of signal to BT Redcare Monitoring System.
- Connection to the Warden Call DECT phone system

Emergency lighting is installed which is relevant to the building, throughout the communal spaces, including plant areas. A sprinkler system provides coverage in key risk common areas namely the laundry, pump room, electric and cleaners rooms as well as the refuse room and extends into the flats.

#### Secure Information box and reviews

There is a 'Gerda' secure information box (SIB) located within the ground floor common area containing:

- plans of the buildings with exit routes
- location of firefighting equipment
- asbestos register
- Personal Rescue Evacuation Plan information
- any previous call out reports
- alarm codes/ procedure
- contact names and details
- test logs.

There are also Gerda boxes in the other block entrances.

The information contained within the SIB has been viewed by the Fire Risk Assessor and is in line with the latest government factsheet guidance for Regulation 4 published 24<sup>th</sup> July 2023. It is reviewed monthly by the Building Safety Officer and updated with any new or changed information as advised by Village colleagues and performance reports.



#### Gas Provision

The building is provided with a biomass heated, hot water central heating system. The biomass room itself is located in a detached building on the site of the nearby high-rise block, Hollyhedge Court.

### 6. Building Safety Management System

The Building Safety Management system has been set out in line with HSE government guidance and BS9997 as best practice and considers effective planning, Organisation, Control, Monitoring and reviews of all measures in place to manage Building Safety. The system pulls together all information from compliance areas and maintenance activity to provide a more holistic overview and dashboard report via Power Bi to show the effectiveness

of the system which is reviewed by the Building Safety Manager and reported on monthly within Corporate Performance Meetings where progress and trends are reviewed.

The system considers resources and governance and ties into related policies to address how each team/ contractor/ supplier and residents' activity within the blocks are managed, coupled with the fire risk recommendations and actions. The Building Safety Manager will review and update the system with any new information or changes in teams, corporate practice or new legislation as required and review with any team/ person affected and the document will stay 'live' for constant review. (Refer to **Appendix C** which shows the first page of the system which is available on request.)

## 7. Planning for Emergencies

The building is temporarily using a Simultaneous evacuation strategy and residents are informed of this via notices in the common area and via building safety leaflets (**Appendix D**). Following the fitting of sprinklers in each flat that already has fire and smoke detection in and with the renewal of cladding elements nearing completion, it is likely that the block will return to a 'Stay Put' policy. The common fire detection system for block B is configured for each scenario:

The sounders operate in the apartment of activation and staff receive a notification at the DECT panel and mobile handsets. On activation of the common fire alarm, sounders give an audible warning in the block corridor and ancillary areas and the central hub also staff receive notification via the DECT panel and mobile handsets.

Duty managers will be notified should there be an actual fire and The 'Assure 24' team are the warden patrols who can attend day or night to aid staff at the Village and the fire service where required. The Fire strategy will be reviewed/updated with any significant changes or following near miss or actual building safety incidents.

There is a dedicated muster point for this block which is indicated on a plan in the foyer area advising people where to go.

## 8. Current Plans of the Building

Within **Appendix A** are the current plans for the main elements of the block. There are fire strategy plans of the Ground Floor and a typical upper floor, and also fire barrier elevations showing where areas were opened up and new fire barriers installed. The Fire Alarm plans show the layout of the detectors and there are sprinkler plans for both the ground floor and a typical intermediate floor. There is a cladding as fitted façade plan showing where the renewal of cladding elements are and the building plan showing the full development in relation to Block B, the Biomass drawing showing isolation points and a combined heating and water services plan. Refer to table below:

Ground Floor plan – Fire strategy drawing.	Ref: 107-05-23 Rev A
Fourth Floor plan- Fire strategy drawing.	Ref: 111-05-23 Rev A
Loft/ Roof plan- Fire Strategy Drawing.	Ref: 114-05-23 Rev A
Fire Barrier work- Block B	Ref: P3642-SK_362
Fire alarm plans	Ref:

Sprinkler installation plans ground floor	Ref: VIL-AFP-A-GF-DR-XX-1003 Rev P02
Sprinkler installation plans intermediate floor	Ref: VIL-AFP-A-5-DR-XX-1006 Rev P03
Cladding Renewal elevations north and east	Ref:1921/0005 C01
Building Fire Plan	Ref 119-05-23 Rev A
Biomass isolation points -Benchill court	Ref: M307-S-BH A
Security Setout	TSJP1127
Combined heating and Water Services	1235-M200-00-HH

There is a security system in place which works alongside the fire alarm system which shows the locations of the disabled refuge panel, automatic doors, warden call display panel and CCTV monitor which can also be see in **Appendix A**

## 9. Resident Profiling

Being an Extra Care facility, the staff have forged good relations with the residents and know most of them well. Many residents have a care team who have undertaken PEEPs and PCFRA's with the residents and these are retained in the on-site office. Each resident has been asked to self-identify where they would require assistance in the event of a fire and the lifts then being inoperable. There is a QR code that can also be used for people to self-identify also which is located within the building safety leaflet. (refer to **Appendix D** rear page). Where this is the case, the staff arrange for an update to the Housing Management system 'Orchard' which produces an evacuation report which is e-mailed to managers monthly.

The Building Safety Officer will consult the report and update any new information within the Secure Information Box as recommended by the fire risk assessors. There is a new 'SIB fitted for which the Fire service hold a skeleton key which shows any apartment where the resident requires assistance and an overview of that requirement. The information in the SIB will be reviewed for updating, removal if temporary and expired or for new incoming tenants.

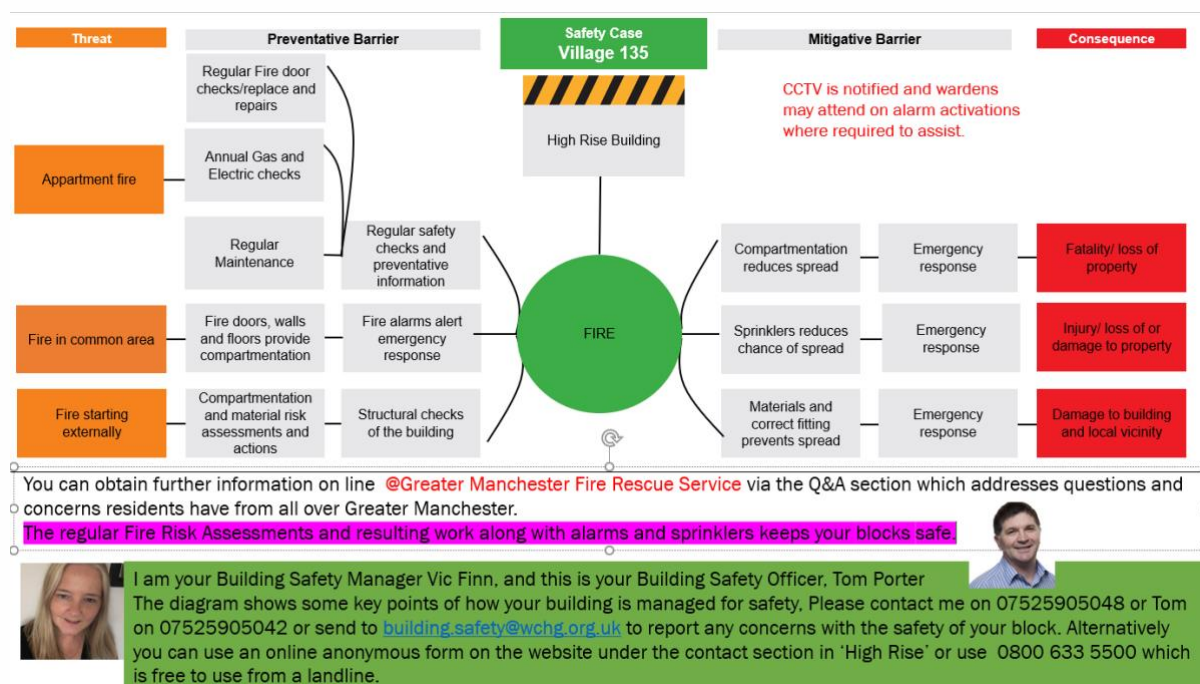
Where there is a new resident moving in, they will be asked if they can self-evacuate at the time of let and the system and SIB's will be updated accordingly. The information shared with residents is in line with the WCHG resident Involvement Strategy V2 October 2023. (**Refer to Appendix D**)

## 10. Building Safety Information for Residents

A Building Safety Information booklet has been disseminated to all residents who live in a block of flats and a separate fire door letter is handed to the resident following the fitting of a new fire door. The Building Safety booklet provides information on the block, has photographs and numbers for the neighbourhood officer, Building Safety Manager and Building Safety Officer and general contact details. The booklet also advises the residents of their own responsibilities and how, WCHG as a landlord can help with those. Information is provided on how to evacuate/ communal area housekeeping and which teams are responsible for what areas of the block for building safety.

Building Safety information is displayed in the common area within a locked cabinet with a copy of the evacuation information, along with a 'Safety Case on a Page' as can be viewed below. All communications methods from WCHG as mentioned have initially been reviewed by residents of the 'High Rise Forum' for any feedback and suggested changes prior to being placed in communal areas.

Safety Case on a Page below.



Charging of scooters is managed via the fire management policy and mobility Scooters Procedure shown in **Appendix D** of this report, and there is a dedicated scooter room for resident to store and charge their scooters.

### 11. Past Work and Ongoing work /Building Improvement since build

See below for a table of refurbishment which is a substantial change or alteration to the original build undertaken by WCHG.

work	Year work started	Planning permission	Undertaken by	Information
ACM removal and renewal	2017	n/a	Galliford Try	Renewed with A1 rated product
cladding materials and fire breaks	2021	n/a	Galliford Try	Full review by fire engineers and renewal
Sprinklers/ tank	2020	2018	Argus Fire	Full O&M's available



Roof Access work	2023	n/a	M&R Heating Services	Construction phase plan
------------------	------	-----	----------------------	-------------------------

### ACM Removal

Shortly after completing the build and following the Grenfell tragedy, it became known that the ACM was non-compliant. Around the window pods was a 3mm thick ACM material which consisted of 2 layers of 0.5 mm thick aluminium sandwiching a mineral filled fire-resistant core containing 70% non-combustible mineral filling constructed to B1 standards. Within 24hrs of the failed result we had instructed the build contractor 'Galliford Try' to Urgently take down all 'Alucabond' panel products to all elevations around the window pods and also to take down all 'Cellotex' RS5000 insulation only to projecting bay areas in excess of 18Metres. All RS5000 insulation was eventually removed from all bay projections prior to the installation of the new system which is a 2mm Aluminium Solid Panel – A1 RATED and 120mm Rockwool Duo Slab Insulation. A photo taken by the Manchester Evening News can be seen below:



📸 Cladding is removed from a tower block in Wythenshawe (Image: Manchester Evening News)

Refer to building control sign off certificate for the renewal of the product in **Appendix B**

### Further Cladding Removal and fire break works.

Further to the ACM removal, as further material was identified through media as being of concern, more material was tested and some of the widow spandrel panels and zinc cladding

was identified as requiring replacement. The material has since been replaced over time with the zinc finally being removed and renewed in 2024.

WCHG initially engaged 'Tenos' fire engineers and 'Probyn Miers' to review the external wall constructions which raised concerns with some cladding areas and fore stopping.

Following the Tenos report, Galliford Try engaged their own consultants 'Design Fire Consultants' (DFC) in 2021 to review and report on the cladding and cavity barriers.

The report confirmed that blocks A and B are considered Separate for the purposes of ADB and made note of areas they do not consider materials or areas compliant.

Work was undertaken to renew materials and install fire barriers in some areas with ongoing review by 'Tenos'

Tenos have made 16 inspections so far through the works in order to close out the initial report recommendations. The latest Tenos report issued in March 2024 following random sample inspections of works and review of the audit tracker 'Field View' had some comments regarding confirmation of some detailing. The work was subsequently closed out and awaits the final updated paperwork.

### Sprinklers

Whilst cladding renewal work was being undertaken and internal opening up for fire break works, the decision was made to install a sprinkler system within each flat and in further high-risk areas namely the bin store, central store, hot and cold plant rooms, laundry, staff offices, toilets, kitchen and scooter store to the requirements of BS9251; 2021

The system consists of 1 No. Main Pump wired directly from the primary single phase 415v incoming supply and 1 No. Standby Pump wired and fed from a UPS battery Backup along with the single phase 415v supply.

There is a Residential Valve and Flow switch to each of the property's which are above the ceiling by each front door.

This has also been configured so that on operation of a flow switch, notification will be sent to the alarm panel on the ground floor detailing the level of the operating flow switch. There is also a flashing beacon / sounder on the ground floor panel which will give both a visual and audible alarm.

All sprinkler breaches were checked and signed off by third party consultant 'Flamehold Ltd' on 13<sup>th</sup> October 2023 and the completion certificate was issued as can be found in **Appendix B**

### Roof Access Work

Roof access work was undertaken by M&R Heating Services and managed by consultant Wilkinson Cowan Partnership. The consultants brief was to undertake an inspection to the flat roofs, identify existing access methods including passive safety measures and recommend suitable improvements to assist with the formulation of a roof access strategy.



The report made some recommendations to provide a grating for access over stairwells to prevent falling, some additional ladders, hatch barrier edge protection and some work to ensure the anchor points are accessible from point of entry onto the roof. The work was completed in November 2024.



Slip resistant matting inspected.



Roof hatches inspected

## 12. Fire Preventative and protective measures

The building is constructed to support a 'Stay put' policy and is fully compartmented to separate apartments from common areas. Annual type 3 Fire Risk Assessments are carried out which support that policy. The recommendations are managed as set out in the Live 'Building Safety Management System'.

Emergency lighting is installed throughout the common areas and inspected annually and the fire alarm and connected smoke detectors are tested monthly. Smoke and heat detectors as well as sprinklers are also installed into individual flats and tested as part of the annual health and safety check.

A full audit of the recent compartmentation/ fire stopping works has been tracked on 'Fieldview' with referenced photographs to show the areas that have been worked on.

All essential fire-fighting equipment, namely, communal fire doors, fire alarms, lifts, door release mechanisms and dry risers are inspected monthly. The communal doors are inspected either by an external company 'Team Brand' or WCHG colleagues, both of who have received the appropriate fire door inspection training with HQN or BRE accredited courses. The remaining equipment is checked by competent contractors listed under 'Maintenance and Equipment responsibility' under section 5 of this report.

## Fire Strategies

A Retrospective Fire strategy, final issue 20<sup>th</sup> July 2023 has been undertaken by Total Fire Services who are also engaged as the fire risk assessors and strategy drawings have been undertaken by 'Firmtec' who are a Building Compliance consultant engaged from a Fire Risk and Mitigation framework and accredited to FPA/ IFSM and IFE. The drawing includes the means of escape, passive protection, means of warning, fire spread, suppression systems and fire management. The strategy drawings (**Appendix A**) also indicate the position and location of firefighting equipment for viewing by colleagues and the Fire Service and are placed within the secure premise information boxes within each communal area. The strategy report provides a table of recommendations as can be viewed below.

Table of Recommendations from Fire Strategy Report

Provision	Comment	Section referred	Approval risk
General	The strategy should be reviewed on a periodic basis and following any changes that are likely to have an impact on it. It is recommended that those with responsibility for the strategy undertake an in-house review annually. It is also recommended that a more formal review is undertaken within every five years by persons competent to prepare fire strategies.	<a href="#">1.2.9</a>	N/A
Fire Warning			
Cause & effect (stay safe)	On reinstating the Stay Safe strategy all staff and residents should be fully informed about the procedures. The automatic fire alarm cause & effect should be checked and tested to ensure it supports the stay safe strategy in the apartments whilst supporting a simultaneous strategy for the communal areas	<a href="#">3.1.5</a>	N/A
Means of Escape			
	None.		
Internal fire spread (linings)			
	None		
Internal fire spread (structure)			
	None		
External Fire Spread			
	None		
Access and Facilities for the Fire Service			
Access and Facilities for the Fire Service	Subject to fire service agreement, on redecoration in block B Cedar of the staircase landings and the corridor on exit from the firefighting lift lobby, the provision of wayfinding signage should conform with the standard set out within Approved Document B, Volume 1: 2019	<a href="#">8.4.3</a>	N/A
Fire Safety Management			
	None		

Taking each point of the recommendations in the above table of the report, the expected actions are noted.

**General**-The strategy is to be reviewed on a periodic basis or following any changes likely to impact on it and a formal review undertaken within every five years.

- A review of the strategy is already booked in for March 24 when all fire remediation works are complete.

**Cause and Effect**-On reinstating the stay safe Strategy, all staff and residents should be fully informed about the procedures. The automatic fire alarm cause and effect should be checked and tested to ensure it supports the 'Stay Safe' strategy in the apartments whilst supporting a simultaneous strategy for the communal areas.

- All residents were notified that the strategy had changed from 'Stay Safe' (defect in place) to 'Simultaneous evacuation' whilst remediation works were underway and they will again be advised once the strategy reverts back along with staff, Fire Service and an evacuation procedure will be clearly evident in the foyer area.

**Access and Facilities for the Fire Service-** Subject to fire service agreement, on redecoration in block B Cedar, of the staircase landings and corridor on exit from the firefighting lift lobby, the provision of wayfinding signage should confirm with the standard set out within Approved Document B, volume 1:2019  
any new works carried out to areas including removal or renewal of material will be done so to the current building regulation approval.

#### Fire Safety Policy

The Fire and Building Safety Management Policy takes into consideration the Regulatory Reform Order 2005 and fire Safety Act 2022 as well as the Fire Safety England regulations. The policy has a separate relating procedure to set out roles and responsibilities in line with the Building Safety management system. The policy was finalised and reviewed by the Great Places Panel, High Rise Panel and customer Experience committee May 2023 and due for review in May 2025.

### 13. Structural Survey reports and ongoing structural safety

The block was constructed in 2017 to the current building regulations and building control inspections of the time. There has been no impact damage or defects showing that may suggest potential structural issues and has also been subject to exposure works which expose various elements of the structure in an ongoing manner since 2017 and therefore, we don't consider it necessary at this time to undertake a structural survey. The building will be programmed in for a structural survey in 5 years.

#### Issues particular to the building

The issues particular to this building have been regarding the renewal of the cladding material and fire breaks which have recently been completed and awaiting sign off. It is not envisaged that there will be any particular issues with the building that cannot be managed with on site staff.

# 14. Appendix A –Floor plans updated for village

## Ground Floor layout/ fire strategy plan



Fourth Floor layout (Typical floor) Fire Strategy Plan

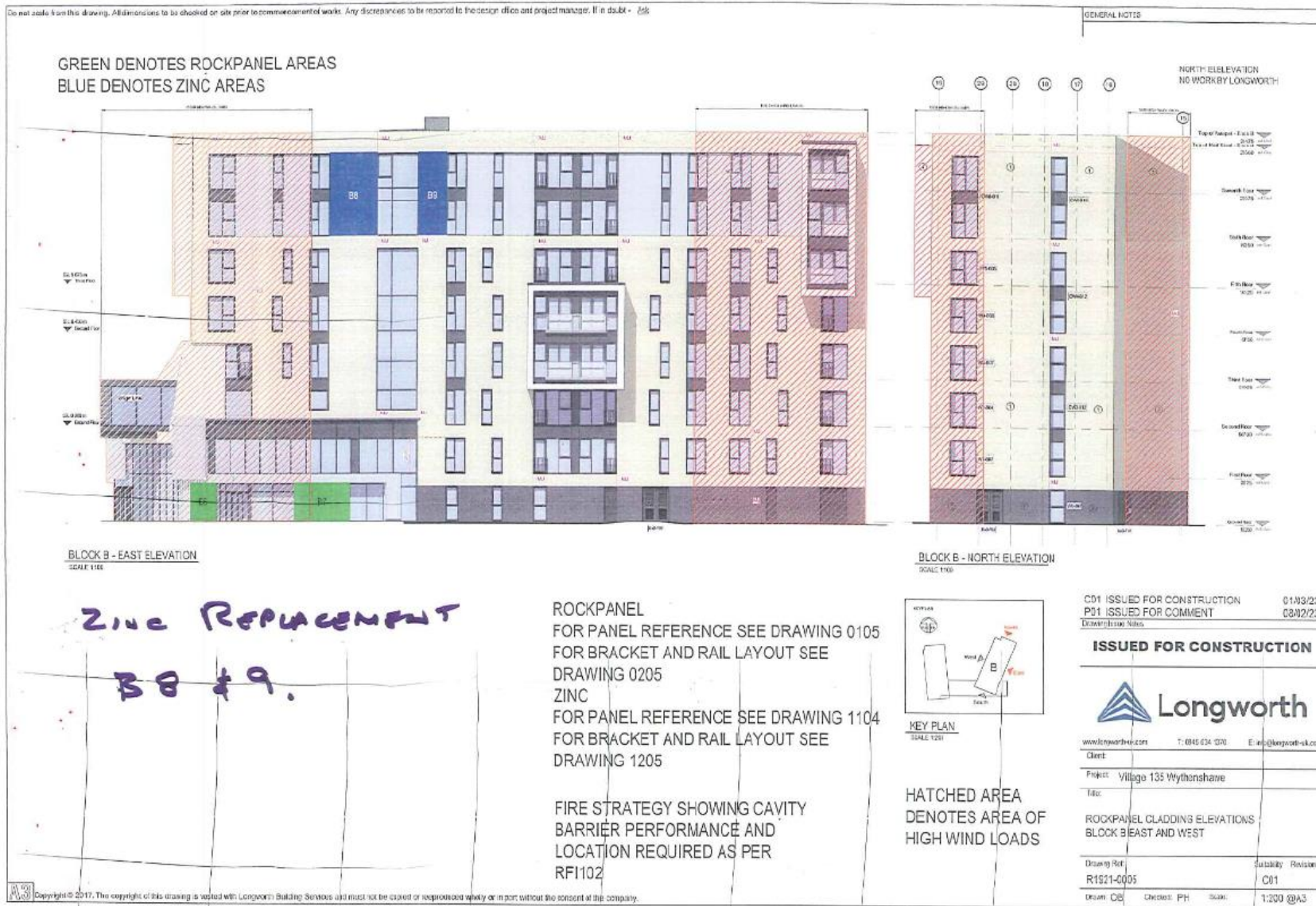


# Top Floor Strategy Plan

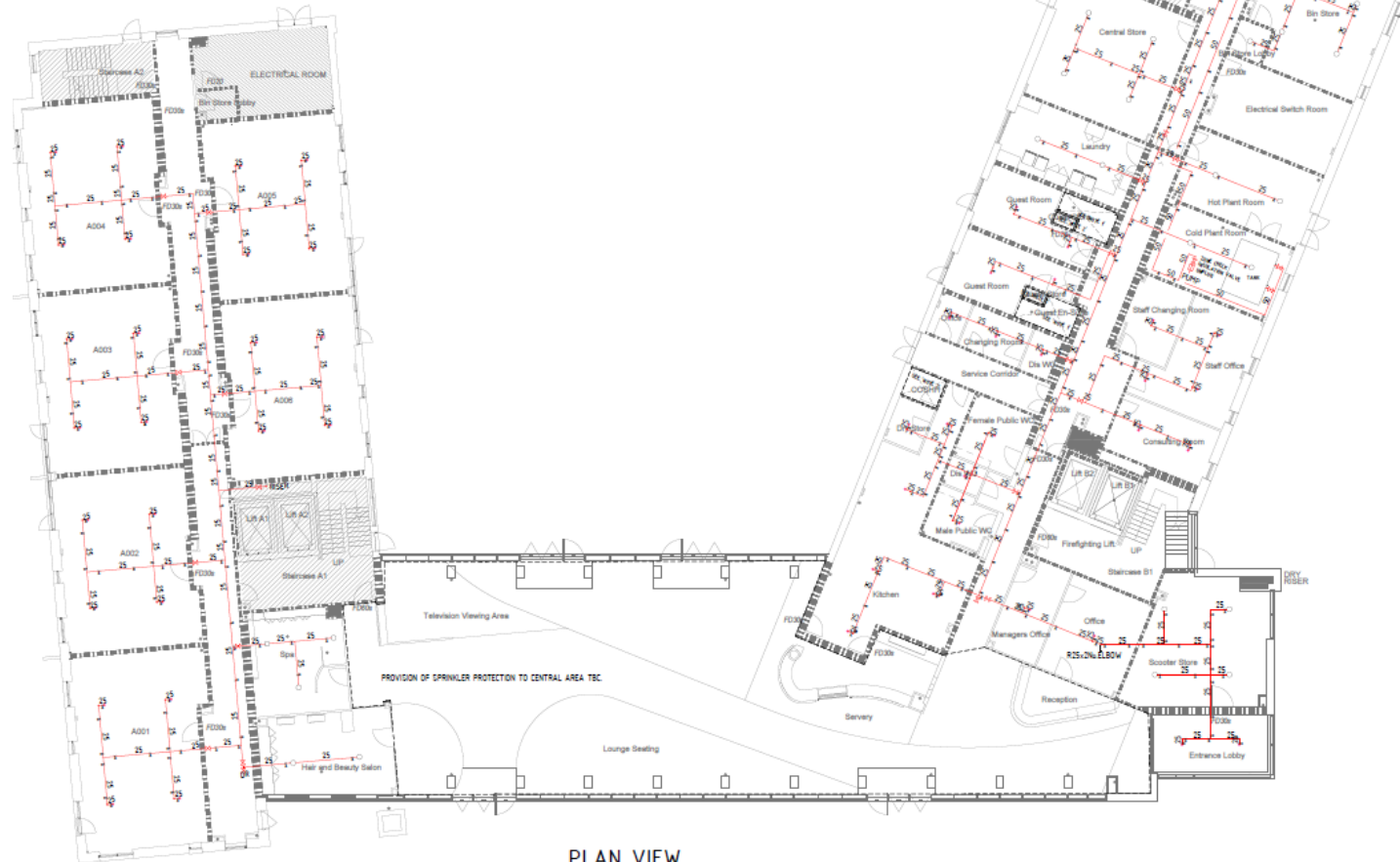
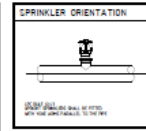
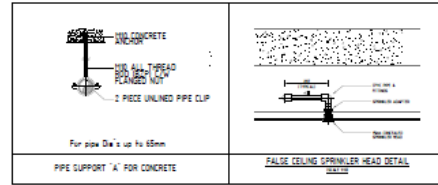
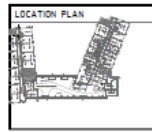




Elevations drawings – As installed new cladding areas north and east



## Sprinkler plans Ground floor



**PLAN VIEW**

NOTE: PIPE SIZES SUBJECT TO FULL HYDRAULIC CALCULATION.

**GENERAL NOTES**

- SPRINKLER SYSTEMS MUST BE INSTALLED IN ACCORDANCE WITH THE DESIGN AND SPECIFICATION OF THE SUPPLIER.
- THE SYSTEM MUST BE INSTALLED TO THE DESIGN AND SPECIFICATION OF THE SUPPLIER.
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**STANDARD TUBE SPECIFICATION**

ITEM NO.	DESCRIPTION	UNIT	QTY	REMARKS
1	1/2" GALV. STEEL PIPING	M	100	
2	1/2" GALV. STEEL PIPING	M	50	
3	1/2" GALV. STEEL PIPING	M	20	

**DESIGN PARAMETERS**

DESIGN TEMPERATURE	20°C
DESIGN PRESSURE	10 BAR
DESIGN FLOW	5 LPM
DESIGN RATED	100
DESIGN SPEED	100
DESIGN DENSITY	100
DESIGN VIBRATION	100
DESIGN CORROSION	100
DESIGN SCALES	100
DESIGN CAVITATION	100
DESIGN SUCCTION	100
DESIGN DISCHARGE	100
DESIGN HEAD	100

**SPRINKLER SCHEDULE**

ITEM NO.	DESCRIPTION	UNIT	QTY	REMARKS
1	SPRINKLER HEADS	NO.	50	
2	SPRINKLER HEADS	NO.	20	
3	SPRINKLER HEADS	NO.	10	

**EQUIPMENT SCHEDULE**

ITEM NO.	DESCRIPTION	UNIT	QTY	REMARKS
1	EQUIPMENT	NO.	5	
2	EQUIPMENT	NO.	2	
3	EQUIPMENT	NO.	1	

**DRAWING REFERENCES**

REF.	DESCRIPTION	REV.	DATE
1		1	01/2020
2		1	02/2020
3		1	03/2020

**CALCULATION REFERENCES**

REF.	DESCRIPTION	REV.	DATE
1		1	01/2020
2		1	02/2020
3		1	03/2020

**CURRENT NON-CONFORMITIES**

NO.	DESCRIPTION	STATUS	DATE
1		OPEN	01/2020
2		CLOSED	02/2020
3		CLOSED	03/2020

**LEGEND**

SYMBOL	DESCRIPTION
(Red line with '1')	1/2" GALV. STEEL PIPING
(Red line with '2')	1/2" GALV. STEEL PIPING
(Red line with '3')	1/2" GALV. STEEL PIPING
(Red line with '4')	1/2" GALV. STEEL PIPING
(Red line with '5')	1/2" GALV. STEEL PIPING
(Red line with '6')	1/2" GALV. STEEL PIPING
(Red line with '7')	1/2" GALV. STEEL PIPING
(Red line with '8')	1/2" GALV. STEEL PIPING
(Red line with '9')	1/2" GALV. STEEL PIPING
(Red line with '10')	1/2" GALV. STEEL PIPING
(Red line with '11')	1/2" GALV. STEEL PIPING
(Red line with '12')	1/2" GALV. STEEL PIPING
(Red line with '13')	1/2" GALV. STEEL PIPING
(Red line with '14')	1/2" GALV. STEEL PIPING
(Red line with '15')	1/2" GALV. STEEL PIPING
(Red line with '16')	1/2" GALV. STEEL PIPING
(Red line with '17')	1/2" GALV. STEEL PIPING
(Red line with '18')	1/2" GALV. STEEL PIPING
(Red line with '19')	1/2" GALV. STEEL PIPING
(Red line with '20')	1/2" GALV. STEEL PIPING

**Argus fire**

1000 001  
MANCHESTER - VILLAGE 001  
00000

RECENTRAL GRAMINIS PROTECTION TO GROUND FLOOR 01

CITY OF MANCHESTER  
S12 9UD  
VE: MTP-A-07-06-000-003  
CONSTRUCTION ISSUE

NO.	REV.	DATE	BY	CHKD.	APPD.	SCALE
01	1	07/2020	SR	SR	SR	1:1
02	1	08/2020	SR	SR	SR	1:1
03	1	09/2020	SR	SR	SR	1:1
04	1	10/2020	SR	SR	SR	1:1
05	1	11/2020	SR	SR	SR	1:1
06	1	12/2020	SR	SR	SR	1:1

# Sprinkler Plans- Intermediate floor.



### GENERAL NOTES

1. SPRINKLER SYSTEM SHALL BE INSTALLED IN ACCORDANCE TO BS EN 12845 & BS EN 13216. THE SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH THE DESIGN OF THE SYSTEM. THE SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH THE DESIGN OF THE SYSTEM. THE SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH THE DESIGN OF THE SYSTEM.

### STANDARD TUBE SPECIFICATION

ITEM	DESCRIPTION	SPECIFICATION
1	PIPE	...
2	...	...

### DESIGN PARAMETERS

DESIGN PRESSURE	...
DESIGN FLOW	...
...	...

### SPRINKLER SCHEDULE

ITEM	DESCRIPTION	QUANTITY	UNIT
...	...	...	...

### EQUIPMENT SCHEDULE

ITEM	DESCRIPTION	QUANTITY	UNIT
...	...	...	...

### DRAWING REFERENCES

NO.	DESCRIPTION	DATE
...	...	...

### CALCULATION REFERENCES

NO.	DESCRIPTION	DATE
...	...	...

### CURRENT NON-CONFORMITIES

None to report.

### LEGEND

- ...
- ...
- ...
- ...
- ...
- ...
- ...
- ...
- ...
- ...
- ...

### Argus fire

Argus fire logo and contact information.

### TBC

PROJECT: MANCHESTER - VILLAGE 105

### RESIDENTIAL SPRINKLER PROTECTION TO 2ND & 4TH FLOOR PH

DATE: 27/11/2021 | SCALE: 1:50 | DRAWN: JDM/S | CHECKED: ...

PROJECT: VE-LKP-A-3-DR-000-005 | DRAWING NO: 1003

ISSUE: PRELIMINARY ISSUE

DATE: 27/11/2021 | SCALE: 1:50 | DRAWN: JDM/S | CHECKED: ...

Sprinkler plans Intermediate to top floor

**LOCATION PLAN**

**PLAN VIEW**

PIPE SUPPORT 'A' FOR CONCRETE  
For pipe Dia's up to 65mm

FALSE CEILING SPRINKLER HEAD DETAIL

**SPRINKLER ORIENTATION**

NOTE: PIPE SIZES SUBJECT TO FULL HYDRAULIC CALCULATION

**GENERAL NOTES**

1. REFER TO ALL DRAWINGS FOR MATERIAL SPECIFICATIONS TO BE USED IN THIS PROJECT.

2. REFER TO THE PROJECT SPECIFICATIONS FOR GENERAL CONTRACTOR CONDITIONS.

3. REFER TO THE PROJECT SPECIFICATIONS FOR GENERAL CONTRACTOR CONDITIONS.

4. REFER TO THE PROJECT SPECIFICATIONS FOR GENERAL CONTRACTOR CONDITIONS.

---

**STANDARD TUBE SPECIFICATION**

ITEM NO	DESCRIPTION	QUANTITY
1	STEEL PIPE 100MM DIA	1000
2	STEEL PIPE 75MM DIA	500
3	STEEL PIPE 50MM DIA	200

---

**DESIGN PARAMETERS**

PARAMETER	VALUE
DESIGN PRESSURE	1.21 BAR
WATER SUPPLY PRESSURE	4.5 BAR
TEMPERATURE	20°C

---

**SPRINKLER SCHEDULE**

SPRINKLER TYPE	CLASSIFICATION	QUANTITY
MODEL 727	CLASS 1	100
MODEL 728	CLASS 2	200

---

**EQUIPMENT SCHEDULE**

ITEM NO	DESCRIPTION	QUANTITY
1	STEEL PIPE	1000
2	STEEL PIPE	500

---

**DRAWING REFERENCES**

DWG NO	DESCRIPTION
PLS-001	PLUMBING SCHEDULE

---

**CALCULATION REFERENCES**

REF NO	DESCRIPTION
CLS-001	LOAD SCHEDULE

---

**CURRENT NON-COMPLIANCE**

REF NO	DESCRIPTION	STATUS
CLS-001	LOAD SCHEDULE	OPEN

---

**LEGEND**

SYMBOL	DESCRIPTION
—	PIPE
○	SPRINKLER
□	VALVE

---

**Argus fire**

INCORPORATED IN THE UNITED KINGDOM

18C MANCHESTER - VILLAGE 106 | TEL: 01273 434322

RESIDENTIAL FIREWORK PROTECTION TO BS 5818:2003 FLOOR 06

DATE OF ISSUE: 20/12/2023 | DRAWN BY: JEWEL

SCALE: 1:25 | PROJECT: PL-APP-A-5-DK-001-1006 | PG2

CONSTRUCTION ISSUE

DRW	REV	DATE	BY	CHK	APP
PL	APP	22	APP	APP	

# Fire Barrier Work -Block B



1 Block B - West Fire Elevation - Works  
1 : 100

2 Block B - South Fire Elevation - Works  
1 : 100

**Works Key**

- Sample areas to be opened up and inspected and photographed. Locations indicative, location to be agreed between GT and WCHS.
- Indicates location of investigation to brickwork, generally at midpoints of vertical barrier using MEWPS access. Each location to be referenced by Block, Elevation, Floor Level and Grid Line. Inspection Reports and photographic evidence taken.
- Replace external Proforma cladding with Rockpanel Woods. All cavity barriers will be installed, photographed and offered for inspection before closing up.
- Proposed areas to remove cladding.
  1. Either side of freighting stairs.
  2. Either side of corridor windows
  3. One side of stair 02 window

**Notes**

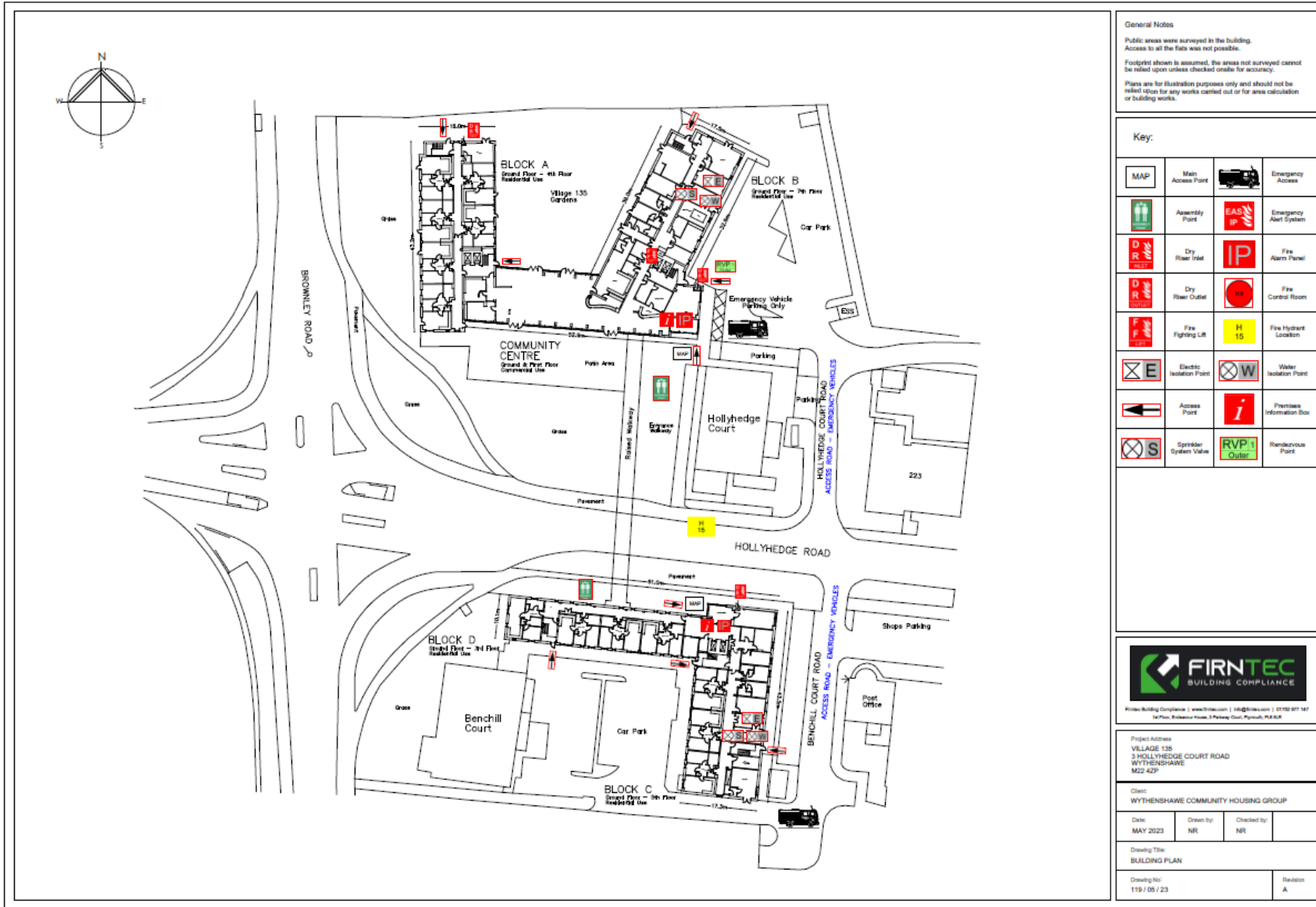
This contract is in block of dimensions and conditions on site before commencing. Do not scale from this drawing.

This drawing remains the copyright of POZZONI LLP.

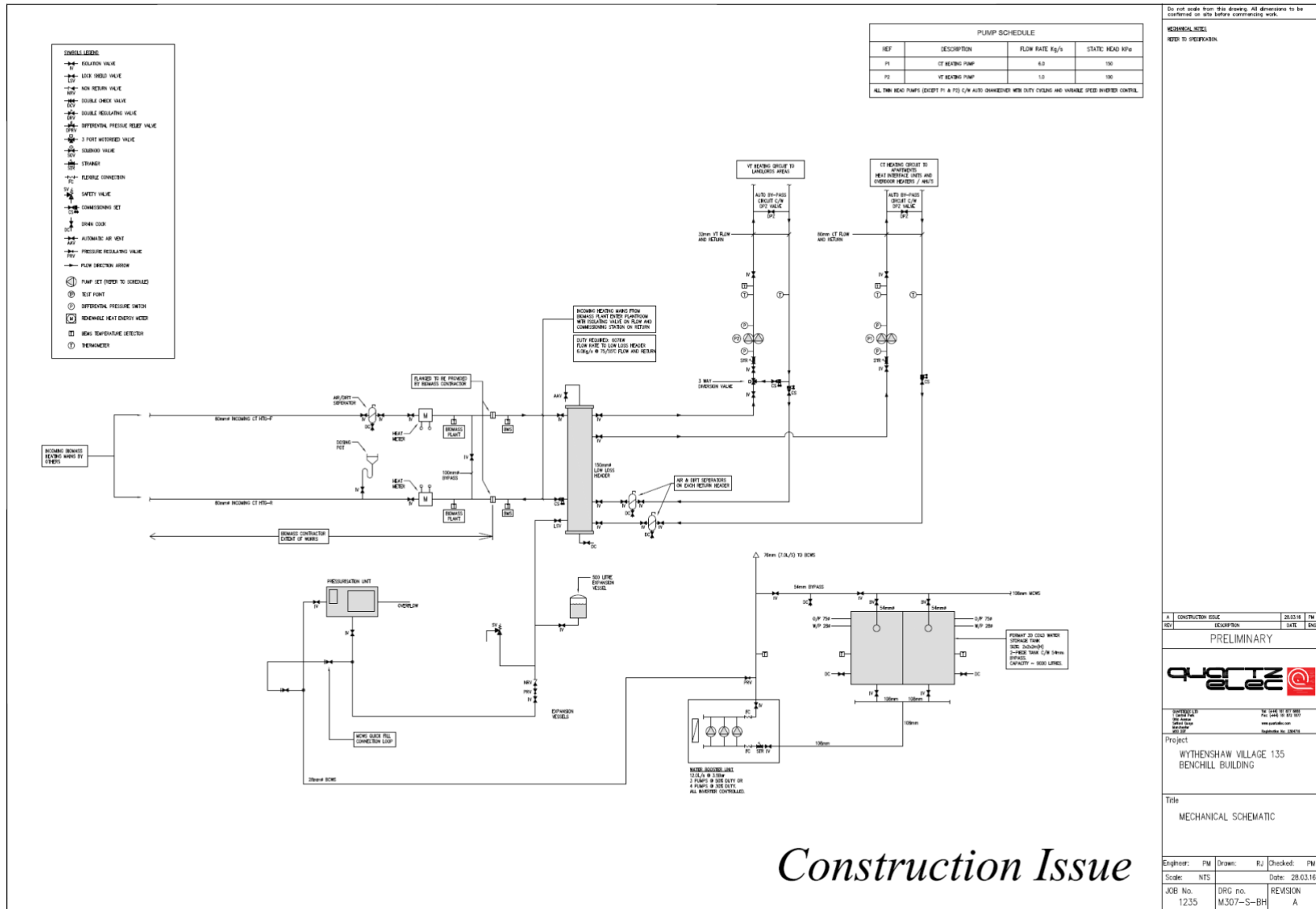
Drawn	Checked	Issue
Issue	Issue	Issue
Issue	Issue	Issue
Issue	Issue	Issue

WCHS	Description	By	Date
1	Village 135		
Block B - South / West Elevation - Fire Barriers - Works			
P3642-SK322			
02/08/22	1 : 100	@ A1	
CR	TDY	Approver	
Design	Contract	As Built	
<b>pozzoni</b>			
Working in conjunction with GalilfordTry			
London House 110 Golden Lane London EC2N 2DZ	Worthing House 2 Broadley Street Albionham BN15 2DT	+44 202 787 0070 www.pozzoni.co.uk www.galilfordtry.co.uk	

# Building Fire Plan



# Biomass Isolation points.



# Security System





Ground Floor Heating and Water Services

**DETAIL 0 - TYPICAL WALL MESH/SLAB MEMBER TYPE 1 SEPARATION**  
 (MEANS TO BE DETERMINED BY THE ARCHITECT)

**DETAIL 1 - TYPICAL WALL MESH/SLAB MEMBER TYPE 2 SEPARATION**  
 (MEANS TO BE DETERMINED BY THE ARCHITECT)

**DETAIL 2 - TYPICAL WALL MESH/SLAB MEMBER TYPE 3 SEPARATION**  
 (MEANS TO BE DETERMINED BY THE ARCHITECT)

**DETAIL 3 - TYPICAL WALL MESH/SLAB MEMBER TYPE 4 SEPARATION**  
 (MEANS TO BE DETERMINED BY THE ARCHITECT)

**DETAIL 4 - TYPICAL WALL MESH/SLAB MEMBER TYPE 5 SEPARATION**  
 (MEANS TO BE DETERMINED BY THE ARCHITECT)

**DETAIL 5 - TYPICAL WALL MESH/SLAB MEMBER TYPE 6 SEPARATION**  
 (MEANS TO BE DETERMINED BY THE ARCHITECT)

**MECHANICAL SPECIFICATIONS**

System	Manufacturer	Model	Notes
CHILLER	Carrier	30K	
CONDENSER PUMP	Carrier	30K	
CHILLER PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	
TRAY WASH PUMP	Carrier	30K	

**GROUND FLOOR HEATING AND WATER SERVICES PLAN**  
 The plan shows the layout of the heating and water services on the ground floor, including piping, valves, and equipment. It includes grid lines for reference and various callouts for specific components.

**Construction Issue**

**Project Information:**  
 Witherside Village 15th  
 Ground Floor Heating and Water Services  
 1235 - M200-00-HH D  
 2/20/2015 1:1:100  
 QUESADA

## 15. Appendix B – Surveys, Reports and Certificates

Sprinkler Compartmentation sign off certificate


# Certificate of Fire Protection Works



**No. 338.2023**

Argus Fire Protection Company Ltd  
Hendglade House  
46 New Bridge Road  
Stourbridge  
DY8 1PA

Priory Fields,  
Kettleby, Brigg  
Lincolnshire  
Tel: 01652 413110

<b>Properties:</b> Village 135 Hollyhedge Road Wythenshaw Manchester M22 4QN		<b>Tel:</b> 07785426299
		<b>Email:</b> <a href="mailto:k.winstanley@argusfire.co.uk">k.winstanley@argusfire.co.uk</a>
<b>Areas of application:</b>	Sprinkler system pipes on all floors and other associated pipe and cable breaches going into dwellings as directed.	
<b>Products applied:</b>	Rockwool Fire pro acoustic intumescent sealant. Rockwool H E graphite sealant. Rockwool ablative coated batt.	
<b>Specifics:</b>	See overleaf.	
<b>Installers Details</b>		
<b>Name:</b> Phil Asquith	<b>Address:</b> Priory Fields Kettleby Brigg Lincolnshire DN20 9HN	<b>Tel:</b> 01652 413110
		<b>Email:</b> <a href="mailto:phil@flamehold.co.uk">phil@flamehold.co.uk</a>
<b>Company Name:</b> Flame Hold Ltd		<b>Qualification:</b> GFireE, FPA Fire Risk Assessor & FIRAS Accreditation – Certificate No. FD5102; FIRAS ID – S69545
I/We hereby certify that the Passive Fire Protection products/systems, supplied for the above project have been supplied & fitted by Flame Hold Ltd. To the best of my knowledge and belief – based on the information supplied – to be the appropriate products/systems for the project to provide Passive Fire Protection to achieve 30 minute fire ratings.		
<b>Signature of Installer:</b> 		<b>Date:</b> 31.10.2023

**All fire prevention measures should be checked annually and preventative maintenance carried out. Failure to do so may impair the performance.**

## Sprinkler completion Certificate

Argus Fire Sprinkler Completion Certificate

### Completion Certificate for U2222 – Village 135

We Argus Fire Protection Company Ltd hereby certify that we have completed on 13<sup>th</sup> November 2023

An Automatic fire Sprinkler system which has been installed, tested and commissioned in line with the British standard 9251: 2021 – Fire Sprinkler systems for domestic & residential.

Number of Sprinklers	Type	Response	Temperature	K-factor
785	Extended Coverage Sidewall	SR	74 Degree C	80

#### other relevant information

The system has been designed and installed to the general requirements of BS9251; 2021

The system consists of 1 No. Main Pump wired directly from the primary single phase 415v incoming supply and 1 No. Standby Pump wired and fed from a UPS battery Backup along with the single phase 415v supply.

We have provided a Residential Valve and Flow switch to each of the property's which are above the ceiling by each front door.

Where the sprinkler system has been refused, we have capped off the sprinkler feed mains outside of the flats ready for future connections.

This has also been configured so that on operation of a flow switch, notification will be sent to the alarm panel on the ground floor detailing the level of the operating flow switch. There is also a flashing beacon / sounder on the ground floor panel which will give both a visual and audible alarm.

Date Sprinkler System Commissioned / Left Operational – 11<sup>th</sup> November 2023

Client's Acceptance:

Signature / Name                      **Adrian Waywell**



Date 11/11/2023

.....  
Position

Argus Fire Protection Co Ltd:

***Kenny Winstanley***

Kenny Winstanley – Senior Operations Manager



MANCHESTER  
CITY COUNCIL

Building Control  
PO Box 532, Town Hall  
Manchester M60 2LA

## Building Regulations Approval Notice

The Building Act 1984 (as amended)  
The Building Regulations 2010 (as amended)

Reference Number: OALFP/17/01018

### Applicant/Agent:

Mr Paul Reid  
Pozzoni Architecture Limited  
Woodville House  
2 Woodville Road  
Altrincham  
WA14 2FH

### Approval:

Notice is hereby given that the Plans, Sections and particulars submitted by you have been passed in so far as The Building Regulations 2010 (as amended) apply.

### Description of Work:

Replacement cladding to Block B

### Location of Building:

Village 135  
Hollyhedge Road  
Manchester  
M22 8LG

### Compliance with the Notice:

All building works must be executed in every particular and in strict accordance with such Acts of Parliament and Regulations as are in force in this City, and are applicable.

### Limitations of the Notice:

This Notice will remain in force for a period of **three years** by virtue of Section 32 of the Building Act 1984 (as amended) from the deposit date of 22nd September 2017, and will be inoperative as regards any building works which have not been commenced within that period.

This Notice does not grant any approval under the Town and Country Planning Acts and where planning approval is required for the works a separate application should be submitted to the City Council and approved by them before works are commenced.

### Authority:

This Full Plans approval notice is authorised by **Julie Roscoe**, Head of Planning, Building Control & Licensing.

Signature:

A handwritten signature in black ink, appearing to read 'Julie Roscoe'.

Date: 14th December 2017



[www.manchester.gov.uk](http://www.manchester.gov.uk)

## 16. Appendix C – Management Documents

### Alarm Cause and Effect Matrix

#### FIRE ALARM PROCEDURE

##### Warden call alarm

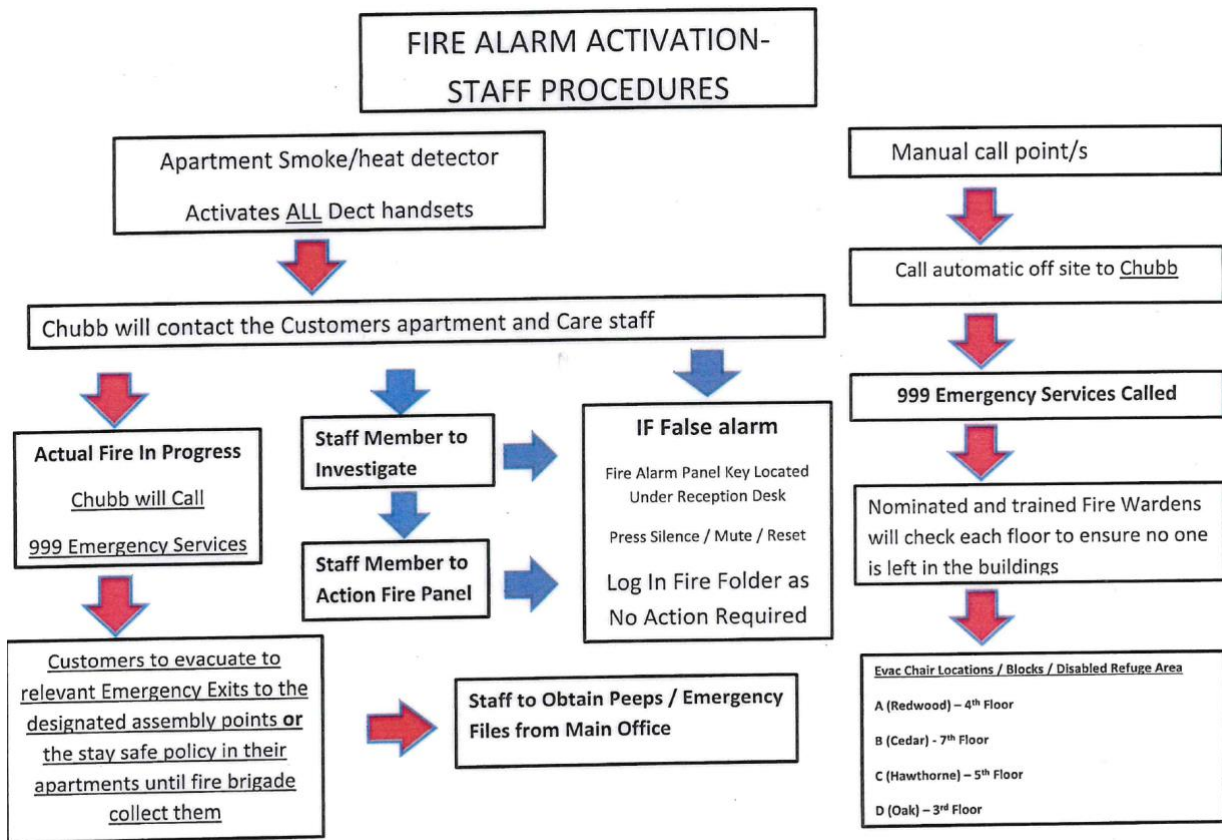
1. Call comes through to Warden call DECT handset indicating fire within a specific flat.
2. Staff call or attend the flat to investigate.
3. If a false alarm, reset from the handset.
4. If food has been burned etc, open windows to release smoke.
5. If there is a small fire, if trained, assist in extinguishing the fire.
6. If required, raise the full alarm via a manual call point and begin evacuation procedure (below).

##### Evacuation procedure

1. If full alarm is raised/activated, the alarm will sound throughout that block (A, B or C/D) and the hub. The panel will indicate the fire location as a zone, the zone map is displayed next to the panel. If there is a fault, this will be displayed.
2. A signal will be sent to the monitoring centre who will alert the fire service.
3. One staff member must wait at the front door to meet with the fire service and supervise residents, who will evacuate to the ground floor foyer.
4. Remaining staff must attend the flat of origin (fire location) and assist with evacuation to a safe space *where safe to do so*.
5. The following will need to be evacuated in this priority order:
  - The flat of origin
  - Flats in the same area (corridor), beginning either side of the flat of origin
  - Flat on the same area one floor above
  - Flats in the same area one floor below
  - Others in the block
6. Independent/mobile residents will evacuate themselves to the ground floor foyer.
7. Using the evacuation checklist staff can check which residents may need assistance and begin to move them to a place of relative safety. This information is in the yellow PEEPs folder in the block B main office or the emergency boxes next to the fire panels.
8. On arrival, the fire service may advise staff differently based on the specific circumstances of the fire.
9. It may be required that residents are evacuated from their place of relative safety down staircases to a place of total safety (ie outside). Evacuation chairs are located on the top floor of each block.

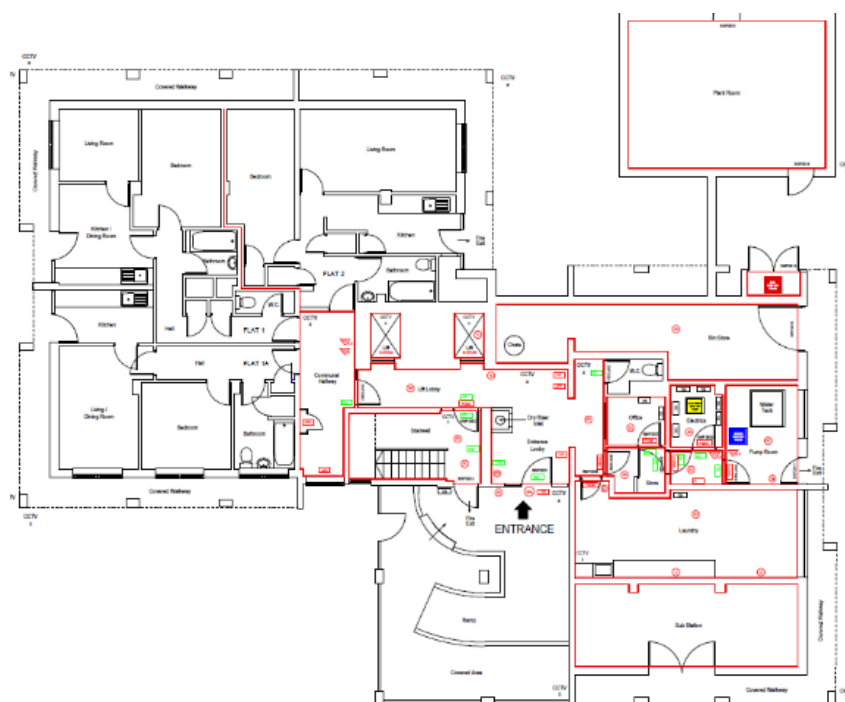
January 2020  
Reviewed May 2022

Alarm staff procedure





# Building Safety Management System working document



<b>Author</b>	<b>Vic Finn</b>
<b>Date Produced</b>	<b>19th April 2023</b>
<b>Review and feedback by senior management</b>	<b>April 2023</b>
<b>Date of review by Consultant</b>	<b>9th June 2023</b>
<b>Version</b>	<b>Final- live document</b>
<b>Date of issue</b>	<b>12<sup>th</sup> October 2023</b>

## 17. Appendix D- Resident Engagement

### Resident Involvement Strategy

# Resident Involvement Strategy

<b>Date of approval</b>	27 November 2023
<b>Sponsor</b>	Paul Seymour, Executive Director of Customers & Communities
<b>Owner</b>	Sarah Klueter, Assistant Director of Customer Experience
<b>Strategy monitoring body</b>	Customer Experience Committee
<b>Resident input into strategy</b>	Resident workshop: 29 September 2023 Resident survey: September - October 2023 Customer Experience Committee: July 2023 & November 2023
<b>Date for strategy review</b>	November 2025
<b>Linked strategies/policies</b>	<ul style="list-style-type: none"> <li>• Our Plan 2023-2026</li> <li>• Wyth Everyone Strategy</li> <li>• Value for Money Strategy</li> <li>• Brand and Communication Strategy</li> <li>• Complaints, Compliments and Comments Policy</li> <li>• Involvement Expenses Guidance</li> <li>• Community &amp; Neighbourhood Development Strategy</li> </ul>
<b>Statutory and Legal Framework</b>	<ul style="list-style-type: none"> <li>• <a href="#">Tenant Involvement and Empowerment Standard</a> and draft <a href="#">Transparency, Influence and Accountability Standard</a></li> <li>• <a href="#">Charter for Social Housing Residents: Social Housing White Paper Together with Tenants</a></li> <li>• <a href="#">Social Housing (Regulation) Act 2023</a></li> <li>• <a href="#">Building Safety Act 2022</a></li> <li>• <a href="#">Preparing a resident engagement strategy guidance from the Health &amp; Safety Executive, updated 21 September 2023</a></li> <li>• <a href="#">Housing Ombudsman's Complaint Handling Code</a></li> </ul>
<b>Version/date</b>	V.2 October 2023



**Why?** The purpose of this strategy is **to drive organisational improvement** to better meet diverse needs of our tenants and leaseholders.

**How?** By providing customers with a wide range of meaningful opportunities to **make decisions, influence** and **scrutinise** our strategies, policies and services.

## 1. Introduction

- 1.1 Wythenshawe Community Housing Group (WCHG) is the largest Manchester-based housing association. We are responsible for 13,700 properties providing a home to almost 30,000 people – some 37% of the Wythenshawe community.
- 1.2 Our purpose is to provide good quality homes and services to our tenants and leaseholders and to play a leading role in creating safer, healthier communities.

### Regulatory context

- 1.3 As a registered provider of social housing, our Board co-regulates in partnership with the Regulator of Social Housing to ensure WCHG meets the [Regulatory Standards](#), including the emerging Consumer Standards and fully complies with the [Social Housing \(Regulation\) Bill 2023](#).
- 1.4 The four emerging Consumer Standards and Code of Practice, alongside the [Charter for Social Housing Residents: Social Housing White Paper](#) and the National Housing Federation's (NHF) [Together with Tenants](#) set out the case for landlords to further strengthen the relationship between residents and landlords.
- 1.5 The [Building Safety Act 2022](#) gives residents more rights, powers and protections so that homes across the country are safer. We note that in September 2022, the Health & Safety Executive provided [specific guidance](#) on what landlords need to include in their resident engagement strategy.
- 1.6 This strategy aims to position WCHG to be able to meet the evolving requirements of the regulatory environment.

### Strategic context

- 1.7 The strategy supports the delivery of the following Corporate Plan measures:
  - Metric: TSM (TP01) – how satisfied or dissatisfied are you with the services provided by WCHG
  - Metric: TSM (TP05) – listens to views and acts upon them

### Review approach

- 1.8 We would like to thank the involved customers who have worked on the development of this strategy. This has included a workshop with 37 of our involved customers in September 2023, as well as consultation with our Resident Panels and Customer Experience Committee.
- 1.9 Thanks also go to our non-involved customers who took the time to make comments - both as part of the Tenant Satisfaction Measures Survey in Summer 2023 and the Resident Involvement Survey in Autumn 2023.
- 1.10 We commissioned England's leading tenant engagement specialists, [Tpas](#), to conduct a review our approach to customer engagement. The findings of the report, alongside engagement with involved tenants and non-involved customers, form the basis of this strategy.

## 2. Scope and definitions

- 2.1 The strategy sets out how customers can influence service improvements and what outcomes will be achieved as a result.
- 2.2 We use the term 'resident' to mean a tenant, leaseholder, shared-owner or other user of our services.
- 2.3 The body responsible for co-creating, approving and monitoring this strategy is Customer Experience Committee.

## 3. How WCHG provides opportunities to decide, influence and scrutinise

- 3.1 Our approach to resident involvement - outlined below - is structured in line with the National Engagement Standards (2021) developed by [Tpas](#).

### *Governance and Scrutiny*

- 3.2 The Customer Experience Committee, is a committee of Board, made up of residents and Board members. It has powers to:
- champion consumer regulation at WCHG
  - amplify customer voice at the Board to drive strategic decision-making
  - request scrutiny reviews of customer-facing services
  - request managers look again at a strategy or policy before approving
  - oversee communications to residents, including an Annual Report
- 3.3 The Scrutiny Group, composed entirely of customers, conducts service reviews and scrutiny work. The Scrutiny Group work plan is commissioned by Customer Experience Committee. The Customer Experience Committee receives and approves recommendations from the Scrutiny Group. The Group Audit & Risk Committee is responsible for monitoring the implementation of recommendations made by Scrutiny Group, once they've been approved.
- 3.4 Our team of trained tenant service inspectors regularly undertake inspections of empty homes to ensure that they meet the agreed standard. **During the lifetime of this strategy we will seek to recruit and train more tenant volunteers to conduct inspections of communal areas and services.**
- 3.5 Recruitment to customer panels is promoted to all residents via social media, newsletters and the website.
- 3.6 **During the lifetime of this strategy, we will seek to further strengthen residents' scrutiny of our services** by sharing publicly:
- the tenant Scrutiny Group reviews, their recommendations and outcomes
  - the service inspections conducted by tenants and outcomes
  - the annual customer feedback report, alongside our Board's response
  - more information about our senior staff, including the named persons responsible for ensuring we meet both the economic and the consumer standards.

### *Business & Strategy*

- 3.7 "Our Plan", the corporate plan 2023-26 sets out the strategic direction for Wythenshawe Community Housing Group to 2026. This plan was prepared based on consultation with 4,000 residents through a customer survey and the Communitree community consultation.

- 3.8 Our Plan shares information with residents about the risks the organisation faces, how it is meeting key organisational targets and how it plans to deal with areas of concern.
- 3.9 **During the lifetime of this strategy, building-specific safety booklets will be developed for residents of each of our high-rise apartment buildings.** These booklets will be for everyone living in the building aged 16 or over and outline:

- what WCHG is doing to keep residents safe
- what residents can do to keep themselves and their neighbours safe
- how residents can be involved in building safety decisions
- how residents can keep their building safety information up to date
- how residents can let us know when something's not right

3.10 Residents are consulted in a timely and effective manner on any change in landlord or significant change in management arrangements.

#### *Complaints*

- 3.11 Complaints will continue to be regularly reviewed by the tenant-led Scrutiny Group to inform:
- continuous learning and development from complaints
  - the development of complaints handling policy and process.
- 3.12 These reviews are reported to the Customer Experience Committee and will be published on our website.
- 3.13 The Customer Experience Committee review compliance with the Housing Ombudsman's Complaint Handling Code on an annual basis. The self-assessment is published on our website, along with any third-party assurance the committee has commissioned.

#### *Information & Communication*

- 3.14 Relevant information is provided to our Scrutiny Group in an agreed time frame to allow them to monitor how key organisational objectives are being met.
- 3.15 We aim to ensure that performance information provided is clear and understandable with key points summarised, using an inclusive range of methods and in a format to suit the intended recipient.

#### *Resources for Engagement*

- 3.16 The organisation will continue to provide sufficient resources to deliver effective engagement. Involved residents are offered timely advice and relevant training as well as opportunities to independently network and gain wider housing sector and policy information.

#### *Community & Wider Engagement*

- 3.17 In the last 3 years, significant investment has been made in broadening the menu of opportunities to engage with WCHG through a new Community & Neighbourhood Development Team. Specifically, we have:
- Developed relationships with a wide range of local community groups, including our local mosque and domestic abuse survivors' group
  - Broadened our consultation network by going out to meet customers where they are, for example the Communitree consultation on Our Plan
  - Founded a network of Community Connector events

**In the lifetime of this strategy we will engage with these organisations further on matters that are of common interest,** such as our approach to domestic abuse and handling of anti-social behaviour.

3.18 We have integrated our volunteering service and resident involvement service to allow:

- Staff volunteering opportunities to be designed to enable informal and natural conversations with customers about their experiences of our services
- Customers to volunteer and provide their feedback without attending formal meetings
- Stronger relationships with local community groups and voluntary organisations, listening to people where they are rather than only bringing them into our spaces

## 4.0 Performance

The Customer Engagement Strategy aims to deliver the following outcomes by November 2026:

4.1 *Board and decision-makers are hearing more from:* customers with protected characteristics e.g. disability • Our least satisfied customer groups e.g. younger tenants and homeowners

4.2 We've trialed and evaluated the success of task & finish groups

**4.3 We've been out in our communities more often to: promote influence and scrutiny opportunities; feedback outcomes of influence to customers; promote access to services; to consult in public areas such as the Forum and Civic Centre on regeneration and wider issues that effect our resident base such as net zero carbon**

**4.4 We've freed up resource to deliver this new strategy**

**4.5 We've retained our current involved residents**

**4.6 More, diverse resident voices are being heard**

**4.7 Residents find digital engagement easier and more attractive**

**4.8 We've improved our transparency and accountability**

**4.9 We've strengthened our outcome reporting and publication**

4.10 High-rise residents have all the information they need

4.11 Customer communications are better suited to audience

4.12 More customers taking part in Neighbourhood Walkabouts

## **5 Monitoring and Review**

- 5.1 The delivery of the strategy against its targets and outcomes will be reviewed by Customer Experience Committee.
- 5.2 The impact of customer engagement will be communicated to customers through our social media and annual report.
- 5.3 We will continuously look to benchmark our approach to resident involvement with peers by joining RING network and seek to benefit from the experience of residents in other housing organisations.
- 5.4 We will next consult on the best way to involve residents in the governance and scrutiny of our services by November 2026.



Dear Resident

The Fire door in your flat forms part of a safety barrier, along with the walls, to prevent fire spreading from another flat or common area reaching your home. It is designed to provide sufficient time for the Fire service to fight the fire.

Part of the governments review of fire safety post the 'Grenfell' tragedy revealed that many fire doors did not hold back the fire for the required legal minimum period.

**The doors will be tested annually and access must be permitted for this test.**

There are numerous changes people make to fire doors without realising the impact those changes have on the door's performance. Below provides a summary of the activity you should not undertake on a fire door.

- **Do not remove door closer.** (this is there to ensure the door fits snugly into the frame to create a fire seal)
- **Do not drill into the door or frame to fit wires of any kind** (for instance doorbells or cameras)
- **Do Not change or remove hardware such as locks, spy glass, hinges, letter box plate or closer.** (these are fit to a standard suitable for the certified door)
- **Do not install any additional locks/ gates/metal plates to the front door or frame.**
- **Do not wedge or use a device to hold open.**
- **Do not Paint the door** (if the material used to seal the door is painted over, this could affect the performance in a fire)
- **Do not cut into or trim the door in any way.** (a few examples is for new flooring or to fit a cat flap)
- **Do not take the connecting pins out of the closer arms**
- **Do not take the internal flap off the letterbox** (they are security ones that are restricted for a reason)
- **Do not replace intumescent seals with draft strips** (will make the door ineffective in a fire)
- **Do not change door numerals for a different style** (old holes can compromise the door)
- **Do not fit metal plates to the face of the door leaf.** (this would affect performance)

Please contact customer services on **0800 633 5500 | 0300 111 0000**  
(Free from a landline | Local rate from a mobile)  
[www.wchg.org.uk](http://www.wchg.org.uk)

Wythenshawe House, 8 Poundswick Lane, Wythenshawe, Manchester, M22 9TA



Fire doors are especially made and tested to hold back a fire, they are heavier than standard doors and need the 'closer' to fully close and fit properly. Even glazing in fire doors is fire resistant so should not be changed unless by an experienced operative.

If you wish to report any issues or damage to the door to your home, then please contact us either by the contact page and form on the website [www.wchg.org.uk/high-rise-safety](http://www.wchg.org.uk/high-rise-safety) where you can remain anonymous if you wish, or on phone numbers 0800 633 5500 (free from a landline or 0300 111 0000 (local rate from a mobile) or alternatively, you can write to your Building Safety Manager, Vic Finn at: WYTHENSHAW HOUSE, 8 POUNDSWICK LANE, WYTHENSHAW, MANCHESTER M22 9TA

Please contact customer services on **0800 633 5500 | 0300 111 0000**  
(Free from a landline | Local rate from a mobile)  
[www.wchg.org.uk](http://www.wchg.org.uk)

Wythenshawe House, 8 Poundswick Lane, Wythenshawe, Manchester, M22 9TA

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# VILLAGE 135 NEWSLETTER

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November 2023

## Scheme update – Internal Works Sprinkler System

Great news the sprinkler system to your home is now live to all properties and communal areas which now gives your home and the surrounding areas another layer of protection in the event of a fire.

## Fire Stopping works

I am pleased to inform you that 130 apartments now have the fire stopping and redecoration of their ceiling completed. If you still require the fire stopping works / ceiling painted and have a particular date in mind, please go to reception to agree a date for the works. We have only had one resident contacting reception regarding missing sprinkler heads (they are the small white discs on the ceilings) which is now resolved, if you have any of the sprinkler heads missing, please inform the reception team and the sprinkler company will shortly call at your home to install the missing sprinkler heads.

## Bistro - replacement glazing

The glazing unit in the Bistro area has now been replaced.

## External works

External Works are going very well, Rock panel works complete, Brickwork cavity barrier 96% complete, Zinc works are due to be complete shortly.

For your information the contractors on site will stop working for ~~xmas~~ on 23<sup>rd</sup> December and return on 1<sup>st</sup> January 2024

Thanks for your patience whilst the works are being undertaken.

## Work to loft spaces stairwells

Following on from the recent letter sent to each of you, this works has started [this weeks](#) and will last for 4/6 weeks,

## CHRISTMAS TIME

Those who may need a Christmas lunch on Christmas day if staying at the Village or if family are away please come and talk to reception.

As always if you plan to have a festive break can you please let reception know, as we need to know who is in the building for Health and Safety and in the event of a fire.

## Recycling

Please keep an eye out for recycling bins coming to the Bistro

## SAFEGUARDING

Safeguarding means **protecting people's right to live in safety, free from abuse and neglect**. Any form of abuse or neglect is unacceptable and never justifiable, no matter what reason may be given for it. It is very important that older people are aware of this and they know support is available.

What can I do if I feel unsafe or if I'm worried about someone

else? The best way to protect yourself or a loved one and stop abuse from happening is to tell someone about it. Whilst this may feel easier said than done, especially if the person abusing you is a close friend or relative, you need to know that abuse and neglect are never acceptable. You don't have to put up with it, and there is help available. If you have any concerns about yourself or someone else, please contact



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# VILLAGE 135 NEWSLETTER

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November 2023

Tracey Barber who can discuss your concerns in a private setting.

## Car Registrations

Can we please have residents' car registrations, this will help us monitor who is in the car park but more importantly who should not be. Thank you in advance.

## SCOOTERS

Can we please ask that scooters, wheelchairs, etc are not left in the internal corridors? This is a Health & Safety issue. We would appreciate your co-operation please. Thank you.]

## Communal corridors

Please ensure that nothing is left in communal areas, this includes bikes, scooter, ornaments etc.

Thank you in advance

QR code for self-Identifying evacuation requirements.

## KEEPING **EVERYONE** SAFE

### **Would you or anyone in your household need help to evacuate your building in an emergency?**

For example if you have any mobility issues or a visual impairment? Please let us know by calling 0800 633 5500. It may be necessary for an Officer to visit you in your home, and for a further visit from Greater Manchester Fire & Rescue Service.

### **Is your information up to date?**

It is important we have up-to-date information for who lives in our buildings in case of an emergency. This means you need to update your resident information if someone moves in or out, or if you have any medical conditions.

**Please scan the QR code or contact us on 0800 633 5500 to update your information now.**



You may need to download a free QR Scanner using your App Store on older phones/tablets.



*First Edition: Winter 2023*

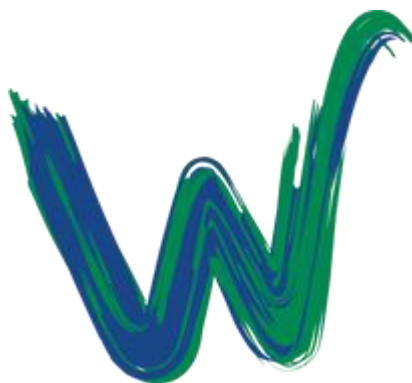
### **Wythenshawe Community Housing Group**

Wythenshawe House, 8 Poundswick Lane, Wythenshawe, M22 9TA

Telephone: 0300 111 0000 · Freephone: 0800 633 5500 · [www.wchg.org.uk](http://www.wchg.org.uk)

[customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)





# Wythenshawe Community Housing Group (WCHG) Mobility Scooters Procedure

## 1. Purpose of this procedure

- 1.1 The purpose of this procedure is to ensure that Wythenshawe Community Housing Group (WCHG) is able to effectively manage ownership of mobility scooters by our residents to ensure that these vehicles are stored, charged and operated appropriately for the safety of all our residents.
- 1.2 The procedure refers to class 2 and 3 mobility scooters as defined in the Use of Invalid Carriages on Highways Regulations 1988:
  - Class 1 refers to manual wheelchairs
  - Class 2 refers to vehicles designed for use on the pavement at speeds of up to 4 mph.
  - Class 3 refers to vehicles that can be driven both on the pavement, where they are limited to 4 mph, and on roads up to speeds of 8 mph.

## 2. Background

- 2.1 The ownership and use of mobility scooters has become increasingly popular. Residents generally own a scooter because they need one due to mobility issues.
- 2.2 WCHG should support our residents to live independently and to use mobility equipment wherever possible; however, often no thought is given to the implications of ownership such as the safe storage and charging of scooters.

- 2.3 The fire risk assessments carried out by WCHG confirm that the storage of mobility scooters in enclosed common areas such as communal entrances, stairwells and landings present s a fire risk as they contain combustible material and cause an obstruction.
- 2.4 The re-charging of mobility scooters in an enclosed common area is equally an unacceptable risk
- 2.5 This is in addition to the trip hazard caused by the presence of the vehicle and the potential for trailing cables when being charged.

### **3. Type of properties**

- 3.1 This procedure will affect people living in flats with communal areas and, in particular, the 9 multi story blocks and the 3 sheltered schemes.

### **4. Ownership of mobility scooters**

- 4.1 In accordance with this procedure, WCHG will issue residents with clear guidelines on the ownership of mobility scooters.
- 4.2 If a resident is considering obtaining a mobility scooter they must seek permission in writing from WCHG in the first instance.
- 4.3 Whilst permission will not be unreasonably withheld, WCHG's responsibility for the health and safety of all residents within a block must be paramount.
- 4.4 Permission will only be granted if the tenant is able to store the mobility scooter within their flat or if suitable storage facilities are available within the block where they live.
- 4.5 WCHG will maintain a register of all scooter ownership and review on an annual basis

### **5. Terms and conditions of the permission**

- 5.1 A resident who is given permission to own a mobility scooter within one of our blocks must adhere to the following guidelines:

#### **Storage**

A mobility scooter must be stored within a tenant's own flat or within a specially designated area if available.

If a mobility scooter is stored in residents flat, they must ensure that that there is sufficient space within the property to store a mobility scooter safely without obstructing any escape routes.

An inspection will be carried out at the property and as part of the home assessment WCHG may provide minor adaptations such as small ramps, electrical charging sockets and an internal fire door.

### **Re-charging**

A mobility scooter must be charged within a tenant's home or within a specially designated area and strictly in accordance with manufacturer's guidelines.

### **Portable Appliance Testing (Electrical)**

The mobility scooter must be tested each year and the certificate be made available to WCHG.

### **Insurance**

The mobility scooter must have adequate insurance including third party liability cover and documentary evidence provided to the Trust on an annual basis.

### **Servicing**

It is strongly recommended that the manufacturer's guidance is followed and the mobility scooter is serviced regularly.

### **Health and Safety to others**

If a mobility scooter is required to be driven within communal areas this must be at walking pace and avoiding any damage to WCHG property. Any damage must be reported immediately.

### **Lifts**

The use of mobility scooters in lifts is only permitted in blocks where the lift meets the current fire safety standards and the mobility scooter can be safely manoeuvred in and out of the lift without causing any damage.

### **Enforcement**

If a resident purchases a mobility scooter without having obtained prior permission for storage and there is no space to store and/or charge it either in their own flat or in a designated storage facility we may take action under the Tenancy Agreement or Leasehold Agreement.

## **6. Communal storage facilities**

- 6.1 The communal storage areas for mobility scooters will normally be allocated on a first come first served basis.
- 6.2 WCHG is under no obligation to provide storage facilities where no existing provision exists.

6.3 WCHG can refuse a resident the right to store a mobility scooter within their block if no suitable storage facilities can reasonably be provided.

## **7. Equality and diversity**

7.1 The very nature of this procedure will impact on people with disabilities or older people. It is important that all requests to own a mobility scooter are considered on an individual basis and the resident supported as much as possible; however, the overall health and safety principles of all residents are paramount.

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