

Douglas House Newsletter

Drop-in session

On Monday 14 August, members of staff from Teign Housing and Templer HomeBuild will be in the main hall at The Alice Cross Centre from 2pm to 7pm (drop-in, no appointment necessary) to discuss fire and building safety with you.

We are currently working through the required steps before we remove and replace the building's external render and wall insulation. In summary, this involves appointing a suitable contractor, choosing an alternative render and applying for planning permission before the work can begin.

This all takes time, but we want to assure you that we are working on it as a priority and can discuss the process in more detail on the 14th. We will also be joined by a Home Safety Technician from Devon and Somerset Fire and Rescue to offer general fire safety advice and book home visit appointments.

Resident Engagement Strategy for Douglas House

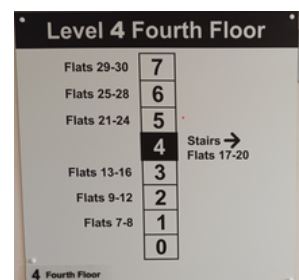
The Building Safety Act 2022 requires us to have a Resident Engagement Strategy for all buildings over 18 meters high. The strategy will outline our approach to fire and building safety at Douglas House, how we will communicate with tenants and leaseholders and how you can work with us when making future decisions.

Amanda Nicholls, Director of Customers and Communities, would love to chat with you more about it and see if you would like to get involved in shaping this strategy from a resident's perspective. If you cannot join us on the 14th but would like to find out more, please get in touch with her by emailing Amanda.nicholls@teignhousing.co.uk or calling 01626 322783.

New signage

New signs have recently been installed on each floor of the building. They are called 'Wayfinder Signage' and are there so that in the event of a fire or an emergency, anyone in the building knows which floor they are on and where the stairs are.

We have also marked the fire assembly point by the car park with a green sign.



New online portal – Talking with Teign

We have set up a dedicated online portal for the residents of Douglas House to communicate with us and your neighbours digitally. This is not intended to replace sending you letters or newsletters like this but is another way to keep in touch in between.

Through the portal, you can ask us questions, have conversations and share your ideas. You will also be able to find copies of important letters and documents we have shared with you.

You will need to simply register with your email address to use the page. If we have your email address in our database, look out for an email inviting you to join the portal. You can find out more about the page and register at the drop-in session on the 14th.



Charging lithium-ion (rechargeable) batteries

You might be aware that an increasing number of fires in the UK have been started when charging lithium-ion batteries, particularly those used for e-bikes and e-scooters. These batteries are safe during normal use but present a serious fire risk when over-charged, short-circuited or damaged.

You can reduce the risk of a lithium-ion battery catching fire by:

- Using the correct charger provided by the manufacturer. If there are any signs of tear or damage, replace the charger with an official product from a reputable supplier.
- Avoiding charging batteries while asleep or away from home.
- Not leaving items continuously on charge or covering the battery with anything while it's charging.
- Disposing of old or damaged lithium-ion batteries at your nearest household waste recycling centre.
- Not charging or handling damaged batteries or attempt to tamper or fix lithium-ion batteries.

If you have one of these, store and charge it somewhere that wouldn't prevent you from leaving your flat if there was a fire. They should not be stored or charged in the communal areas either, as it will block people's ability to escape.

Devon and Somerset Fire and Rescue's website has more advice - www.dsfire.gov.uk/safety/home/battery-fires