

Douglas House Newsletter

Progress update

At the moment, it will probably look like little is happening, but we are working hard to get ready for the work that is required at Douglas House. Here is an example of what we have been doing...

We will shortly start the process of appointing a contractor, and we will be working with consultants to assist us with this. The contractor will be required to design a solution and replace the cladding with a new system that adheres to current regulations for buildings over 18 meters. They will also apply for planning permission, if required, which must be granted before the work to strip off and replace the existing insulation can start. Our target to complete the works at Douglas House is late 2024 / early 2025, but we will keep you updated.

We are applying to the Cladding Safety Scheme for funding to support us with the cost of the works to replace the existing cladding as advised by the Fire Risk Appraisal for External Walls (FRAEW). We are currently gathering the information needed to submit an application to Homes England. They will then assess it and make a decision.

In addition, Douglas House has been registered with the Building Safety Regulator. From 1 October 2023, they became the Building Control Authority and all buildings over 18 meters needed to be registered. Information on the structure and fire safety for the block was provided as part of the registration process.



External wall insulation at Parson Street, Pellew House and St James House

We wanted to update you as we recently had an independent Fire Risk Appraisal of External Walls (FRAEW) carried out at Parson Street, Pellew House and St James House. Following this assessment, we have received a report for each building, which confirms that as they are all under 18 meters in height, there is no requirement to remove the external wall insulation. Some minor remedial work has been identified, which will be completed over the next few months. We know questions have been asked as to why Douglas House is having its external render and wall insulation removed. As we said in our letter to all residents in April, it is down to the building being just over 18 meters, therefore classed as 'high-risk', and the recommendations from the FRAEW to meet the Building Safety Act 2022 and the Fire Safety (England) Regulations 2022.



Drop-in session

On Friday 24 November, members of staff from Teign Housing and Templer HomeBuild will be in Room Two at The Alice Cross Centre from 10am to 2pm (drop-in, no appointment necessary) to discuss fire and building safety with you and answer any queries you might have.

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 outlines 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.

You may remember that we sent you a survey in September - thank you to everyone who took the time to respond. This has helped us shape the first version of the strategy, which will be updated as the work at Douglas House progresses.

Along with this newsletter, please find a copy of the Resident Engagement Strategy for Douglas House. If you have any feedback or you would like to get involved in shaping this strategy from a resident's perspective, please get in touch with Amanda Nicholls, Director of Customers and Communities, by emailing Amanda.nicholls@teignhousing.co.uk or calling 01626 322783.

New online portal – Talking with Teign

In the last newsletter, we told you that we had 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. We had a slight delay in launching it, but it's now ready for you to use.

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 that we have shared with you.

You can find the page by typing **www.talkingwithteign.co.uk** into your web browser. From there, you can join the Douglas House page by clicking on the picture of Douglas House and entering the password *Teignmouth* to access it.

To use the page, you will need to register with your email address and create a password.

If we have your email address in our database, look out for an email inviting you to join the portal.

