

# Douglas House Newsletter

## Progress update

We have recently received and reviewed tenders for the work on Douglas House. We expect to appoint a contractor shortly, in agreement with our Board and aim to start on-site in the Spring. In the meantime, planning permission will need to be applied for, and the proposals agreed by the Building Safety Regulator.

As soon as we are able to confirm the contractor, we will let you know.

Our Chief Executive, Tom Woodman, is leading our approach to the ongoing work at Douglas House. Tom has said, “At Teign Housing, we take our role on safety extremely seriously. Safety is our single biggest priority. We continue to improve how we work, especially in how we listen to residents and any concerns or suggestions you have on safety.

“All the time we do more and more to listen, learn and act on this. If you have any concerns about the safety of your home, we want to know. This will help us work with you to make sure that all Teign Housing homes continue to be safe places.

“If you have any safety concerns, please let us know straight away by emailing us at [customerhub@teignhousing.co.uk](mailto:customerhub@teignhousing.co.uk), calling us on 01626 322722, or messaging us on Facebook. Our team will make sure we get back to you and act on your concerns.”



## Fire door and fire safety information

In August we delivered a reminder through your letterbox, confirming the fire procedure for Douglas House. We also provided information on fire door safety.

It's important that this information is shared with all members of your household so you know what to do should the fire alarms sound.

If you need another copy of this information, please let us know.



## Devon and Somerset Fire and Rescue

We recently had a routine inspection visit from Devon and Somerset Fire and Rescue Service, who looked at the building and the outside area, as well as our documentation of how we manage the building and the fire precautions in place.

They are happy that we have good systems in place to manage fire safety. They recommended that we extend the fire alarm system to cover the area where the store cupboards are located, so we will be acting on this.

We will continue to engage with Devon and Somerset Fire and Rescue in the future.



## Being considerate to your neighbours

Over the past few months, we have received reports of cannabis allegedly being smoked in the block. The smoke and smell can significantly impact other residents on the same floor, above and below, especially when smoked on a balcony.

Such activity may be a breach of tenancy and a criminal offence as cannabis (Class B drug) is an illegal substance without a valid prescription.

Complaints about the odour from cannabis should be reported to the police by phoning the non-urgent telephone number 101 or anonymously through the CrimeStoppers website [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org).

