

# Douglas House Newsletter

## Progress update

Planning Permission to replace the current external wall insulation with new cladding and fit aluminium clad timber windows and doors was granted by Teignbridge District Council (TDC) on Monday 19 May.

Following final approval of the scheme by the Teign Housing Board, the next step is to submit an application to the Building Safety Regulator, as they need to assess and approve the materials and safety aspects of the cladding we are proposing to use. This is the new approval process for high-rise buildings.

The time the Regulator takes to approve this is out of our control, and we will update you as soon as we have more information.

In the meantime, 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.



Last month, all residents received a letter about items being left in the communal areas and rubbish being left in the bin chute areas. Since then, Pete, the Caretaker, has reported a huge improvement in both these areas, so thank you!

We are still getting reports of the main door left open. Please ensure it is closed behind you, for the safety of everyone living and visiting Douglas House.

A suggestion / comment box will shortly be installed on the ground floor. Pete will regularly check the box, which is another way for you to contact us with a non-urgent compliment, concern or general information about Douglas House. Pete will ensure your feedback gets to the right place.

## Feedback from our visits

Rachel Skeats and Abigail (Aby) Jones, your Community Housing Officers, visited many of you over the last few months to chat about the upcoming work on the building, fire safety, and your general well-being.

The consensus was that you accept the work that is due to commence on the building and are happy that the building will be improved, despite the temporary disruption. Overall, you told us that you are comfortable, happy and feel safe in your home, which is good to hear.

Some residents raised concerns over the level of noise coming from other occupants. When living in a flat, noise transference is likely to be higher; however, if you feel the noise you are experiencing is anything above acceptable everyday living noise, please contact us (details below) so we can investigate.

The most common concern raised was the fire alarm going off for prolonged periods of time. Templer HomeBuild test the alarm on a Tuesday morning, so we would like to remind you that if the fire alarm sounds at any other time, you, and any visitors, must follow the fire evacuation process until the alarm is turned off and/or you are told it is safe to enter the building. The alarm is monitored, but if it sounds for an extended period without anyone attending, please call Teign Housing 24 hours a day on 01626 322722. The same number should also be called to reset the alarm.

Westcountry Fire Protection, which provides the monitoring service, has advised that the fire alarm is likely to have been recently activated by vaping or smoking in the communal areas, including the scooter store. The sensors are extremely sensitive, so please do not smoke or vape in these areas. Thank you in advance for your cooperation in helping us resolve this matter.

If you would like to discuss any of the above, or anything else relating to your tenancy or have any concerns, please contact either Aby on 01626 322807 or email [abigail.jones@teignhousing.co.uk](mailto:abigail.jones@teignhousing.co.uk) or Rachel on 01626 322803 or email [rachel.skeats@teignhousing.co.uk](mailto:rachel.skeats@teignhousing.co.uk).

