

Douglas House Newsletter

Progress update

The application to the Building Safety Regulator was submitted in October, as they need to review our proposals to ensure that the materials and safety aspects of the cladding we plan to use meet or exceed the building regulations. This is the new approval process for high-rise buildings.

The time the Regulator takes to approve this remains unknown and is out of our control; however, the current expectation is that, as long as we have provided all the information that they need, approval should be granted in February 2026, meaning the work would start around April 2026. 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 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.



Resident Engagement Strategy for Douglas House

Thank you to everyone who spoke to us in October and answered our questions on how aware you are of various important safety factors and how you would like us to keep you updated. We appreciate the time you took to take part, and we'll use the feedback in the review of the Strategy. All residents will be offered the opportunity to read and provide feedback on the draft version.

If you missed the chance to take part in our survey and would like to be included, please call or email Rainbow Skinner-Coleman on 01626 322732 or r.skinner-coleman@teignhousing.co.uk to arrange.



Fire door safety

Fire doors are an important way to keep you safe in your home as they create a barrier from fire and toxic smoke spreading through the building. This gives people time to escape and provides safer access for the emergency services.

If you spot a problem with a fire door - tell us immediately. You can report any issues or any repairs needed in your home or the shared spaces by calling us on 01626 322722, option 2.

If you would like another copy of the fire door safety information leaflet, please let us know.



Devon and Somerset Fire and Rescue

The training exercise held on Thursday 13 November was a great success, and thank you for your cooperation.

Crews from Teignmouth used the ground floor area as an opportunity to test how the response to an emergency in a building like Douglas House would go. To make the exercise as real as possible, they charged their hoses and carried them through the building while in full kit. They also used artificial smoke and performed a search and rescue, resulting in 'people' being rescued.

We will continue to engage with Devon and Somerset Fire and Rescue in the future, as exercises like this are very useful for both them and us.



Community Housing Officer

Jodie Gould is now the Community Housing Officer for Teignmouth, and she looks forward to meeting you all.

If you would like to discuss anything relating to your tenancy or have any concerns, please contact Jodie on 01626 322747 or email jodie.gould@teignhousing.co.uk.

Teign Housing, Millwood House, Collett Way, Newton Abbot, TQ12 4BD
Phone: 01626 322722 Email: Customerhub@teignhousing.co.uk