

# Douglas House newsletter

April 2026



Welcome to your Douglas House newsletter for April 2026, bringing you the latest information about your home and everything you need to know.

If there's anything you would like included in your next newsletter, drop us an email on [customerhub@teignhousing.co.uk](mailto:customerhub@teignhousing.co.uk)

## Progress update on the upcoming Building Safety Works



We submitted the details of our building works to the Building Safety Regulator in October. After two extensions requested by the Regulator, we now expect to hear their confirmation this month.

### Once approved, the works will include:

- Removing the current external wall insulation and render system.
- Installing a new fully non-combustible insulated metal rainscreen system.
- Replacing all windows and doors.
- Refurbishing and converting the space above the storage cupboards to create a new office and meeting room for future use.

### When work will start

Our contractor, Design Build Facades (DBF), is expected to begin on site about two months after we instruct them to proceed. Once on site, the work is expected to take around nine months to complete.

### Keeping you updated

We will be working closely with DBF to develop a detailed schedule. As soon as we have this, we will write to you to let you know and will look at holding an informal resident drop-in session where you can look at the plans and ask any questions you may have.

We're really pleased to be moving closer to starting this major project, and we appreciate your patience and understanding while we complete the necessary steps.

We will continue to keep you updated.

## Resident engagement strategy update

The Building Safety Act 2022 means that we are required to provide you with an individual resident engagement strategy for your building.

Our current strategy can be found on our website, and we will be updating this over the next couple of weeks to ensure it is inclusive, easy-to-read and accessible for all residents.

In fact, we'd love to hear your feedback when we update the strategy, you can tell us if there's anything you would change or like to see done differently.

You can find the Strategy here: <https://www.teignhousing.co.uk/douglas-house/>

### Complaints consultation

As part of Teign Housing's ongoing work with Douglas House, we would value residents feedback regarding additional wording that will be added to the Complaints Policy.

We want to make sure the wording used is clear for our residents to understand, so please let us know if you feel the wording could be altered or if any additional information could be included.

There's a £20 gift voucher up for grabs - simply scan the QR code and tell us what you think to be entered into the prize draw.



### Meet Gary, your caretaker



You may spot a new friendly face in and around Douglas House over the next few weeks. We're pleased to tell you that Gary Hammon is now caretaker for your building. Gary will often be seen in and around Douglas House making sure your building is clean, well looked after, and most importantly, safe.

### And finally

We've had reports of residents storing items in the electrical cupboards. Please remember that your safety is important to us and we ask that you don't use the cupboards or stairwells as storage. The stairwells should be kept clear at all times in the event of an emergency.

And a gentle reminder to keep the front door closed and not let anyone you don't know in - be vigilant about who is in your building.

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