

Name
Address
Address 2
Address 3
Postcode

date

ForHousing
7-9 Civic Way
Ellesmere Port
CH65 0AX
hello@forhousing.co.uk
0300 123 55 22

Joint communication from Cheshire West and Chester Council and ForHousing

Dear **name**,

We have previously written to you to notify you of the appointment of the new housing management provider, ForHousing. The new service started on 1st July and you should have received a welcome pack from ForHousing, providing you with all the contact details you need. The same staff will be providing the same services, from the same offices, so as customers you will see no difference in the service received.

This is also an opportunity, following the recent terrible fire in London, to reassure you of the safety measures that ForHousing will take, as Plus Dane did previously, to protect you, and the steps that we have taken over the last few weeks to provide additional assurance.

Tenant safety is a prime concern for the Council. Through its housing management provider, ForHousing, the Council ensures that the necessary health and safety checks are carried out on Council properties and any works required as a result of these checks are undertaken promptly. As part of the day to day housing management service provided to you the following safety measures are undertaken:

- Regular checks are carried out with regard to asbestos management, fire safety, water safety and electrical installations, in accordance with all legal requirements.
- Full records are kept of all checks carried out to make sure that compliance is monitored.
- Fire safety training is provided for all relevant staff.
- Regular fire safety checks are carried out at all flats, including the blocks at Joseph Groome Towers and Sutton Way.
- Firefighting equipment is provided at Joseph Groome Towers & the Churchill Court Community Centre, Neston and is regularly tested and serviced.

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- Electrical installations in properties are safe when tenants take up occupancy and are maintained in a safe condition throughout the tenancy.
- Gas appliances are tested annually, with all required certificates issued.
- Checks on lifts and stair lifts are carried out every six months.

Further steps taken

The Council continues to work closely with ForHousing with regard to all safety measures and we will consider any additional steps that are required in order to ensure that all tenants remain safe.

We will act on any national advice provided by the fire service or Government as a result of the ongoing investigations into the Grenfell Tower fire. We should point out however, that there is no cladding installed on any of the three blocks at Joseph Groome Towers and that sprinklers have been installed in each of the blocks.

In addition to the measures outlined above there are a number of steps that tenants can take to improve safety:

- Keep shared areas clear of clutter.
- Make sure that unwanted bulky items such as fridges and sofas are safely removed. You can dispose of these items at your local household waste recycling centre in Ellesmere Port or Neston, or contact Cheshire West and Chester – you can arrange collection online via the following link <https://www.cheshirewestandchester.gov.uk/residents/waste-and-recycling/bulky-waste-collection.aspx>
Alternatively, please call 0300 123 7026.
- Check you are using the right fuse in your plugs, to prevent overloading.
- Make sure that electrical appliances have a British or European safety mark when you buy them.
- Keep to one plug per socket.
- Be careful not to overload extension leads.
- Keep electrical appliances clean and in good working order.
- Check for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, fuses that blow, circuit breakers that trip for no obvious reason or flickering lamp lights.
- Check and replace any old cables and leads, especially if they are hidden from view.
- Unplug appliances when not in use, unless they are designed to be left on e.g. freezers.
- Take care when smoking.
- Take care when cooking, more than half of all accidental fires are linked to cooking.
- Regularly test your smoke alarms. If you do not currently have a smoke alarm in your property please contact ForHousing so that they can arrange to have one fitted.

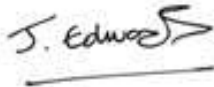
Please visit the Cheshire Fire and Rescue Service website for further advice on how you can protect you and your family:

<http://www.cheshirefire.gov.uk/public-safety/home-safety>

Alternatively, you can phone on 01606 868 700.

Finally, we would like to reassure you of the Council's ongoing commitment to the safety and welfare of all tenants. If you have any concerns about the safety of your property please do raise these directly with ForHousing, hello@forhousing.co.uk or 0300 123 55 22.

Yours sincerely,

Handwritten signature of J. Edwards, with a horizontal line underneath.Handwritten signature of H. Terefenko.

Jonathan Edwards (Senior Contracts Manager) & Henry Terefenko (Director of Operations)