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BUILDING SAFETY GUIDE

VILLAGE 135

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Wythenshawe
Community Housing Group

KEEPING SAFE AT HOME

Keeping safe in our homes is important to all of us. This leaflet is for everyone who lives in your building, and outlines:

- What Wythenshawe Community Housing Group (WCHG) is doing to keep you safe
- What you can do to keep yourself and your neighbours safe
- How you can be involved in building safety decisions
- How to keep your household safety information up to date
- How to let us know when something's not right.

Please keep this booklet safe so you know what to do in an emergency and who to contact when you need advice, support, or to report an issue.



Victoria Finn
Building Safety Manager



Robert MacDougall
Head of Assets and Building Safety

If you need this guide translated or in a more accessible format, ask at Village 135 Reception or email inclusionanddiversity@wchg.org.uk

ABOUT VILLAGE 135

Village 135 is an extra care development. It has 135 apartments spread across four blocks. Redwood (A) and Cedar (B) are on one side of Hollyhedge Road. Hawthorn (C) and Oak (D) are on the opposite side of Hollyhedge Road. A footbridge at second-floor level connects the blocks on each side of the road.

There is a Community Hub in Redwood/Cedar blocks with a bistro, amenity rooms and a hair and beauty salon. The Hub is accessed by Village 135 residents using internal walkways, and also residents from neighbouring apartment blocks and members of the local community via the main entrance.

The staircases and lift lobby areas are protected from fire with the materials they are constructed from. The walls and doors that divide the apartments from the common areas are constructed from fire retardant materials that will prevent flames and smoke from spreading in either direction. Each apartment is fitted with fire and smoke detectors and a sprinkler system which are regularly tested.

There is a specialist lift the Fire Service can use in Block B (the tallest block).

The external cladding to the building has been replaced to ensure the materials encasing the building are fire resistant.

There are annual fire risk assessments as well as regular checks on communal fire doors, fire fighting equipment, emergency lighting, alarms, sprinklers and bistro appliances. These checks ensure the risk of fire is reduced and the potential risk of harm and damage as a result of a fire is greatly reduced.



EVERYONE HAS A RESPONSIBILITY TO KEEP THEMSELVES AND EACH OTHER SAFE

TO KEEP YOU SAFE, WE WILL ENSURE:

- Your home and block are safe for you to live in and meet correct regulations, including a smoke alarm in every property
- Fire doors are properly maintained to meet legal standards
- You have well lit escape routes at all times
- Systems and processes are in place to ensure anyone working in your block is competent to do so
- We communicate with other organisations such as the Fire Service to keep you safe.



YOU CAN HELP BY MAKING SURE YOU:

- Keep an eye on your cooking at all times
- Are available for the annual check of heating and smoke alarms
- Use the fixed heating system fitted in your home. If this isn't possible, only use a convector heater in your hallway
- Ensure chargers and cables are the model meant for the device, and from reputable sources i.e. CE marked
- Switch off and unplug all electrical appliances overnight (apart from those that should be left on, like a fridge)
- Scooters must not be charged overnight between 8pm and 8am
- Keep exits from your home clear so that people can escape if there is a fire
- Always close doors at night, particularly the kitchen and lounge
- Keep lighters and matches out of sight and reach of children.



IT'S REALLY IMPORTANT YOU:

- **DO NOT** tamper with any entry door or wedge them open, this includes the internal doors in your home
- **NEVER** light BBQs on balconies, communal areas or landings
- **DO NOT** smoke in any communal area in your building including internal stairwells and corridors. Smoking triggers the fire alarm and alerts the Fire Service, leading to unnecessary cost
- **DO NOT** use a radiant heater, especially one with a flame (gas or paraffin) or a radiant element (electric bar) as these are prohibited in your building
- **DO NOT** overload electrics - one plug for one socket
- **DO NOT** use damaged or frayed electrical cords
- **DO NOT** leave burning candles unattended and ensure they are extinguished when you leave the room.

Please report any issues or concerns to Village 135 Reception or Wythenshawe Community Housing Group's Building Safety Officer, particularly around fire safety.

**IF WE ALL PLAY OUR PART, TOGETHER WE WILL
KEEP YOUR HOME AND EACH OTHER SAFE**



Village 135 has been built in such a way to protect the people in it from fire. It is important to remember if a fire starts in your home that you have a plan to evacuate and stay safe.

IF A FIRE BREAKS OUT IN YOUR FLAT:

- Leave the flat as quickly as possible
- **DO NOT** try to remove any possessions or personal items from your flat
- Close your flat door securely behind you
- Raise the alarm and call 999 as soon as you can
- Evacuate the building using the **stairs** and **NOT** the lift OR follow your Personal Resuce Plan
- Go to the fire assembly point outside the building:
REDWOOD (A) AND CEDAR (B) - FRONT GARDEN
HAWTHORN (C) AND OAK (D) - CAR PARK

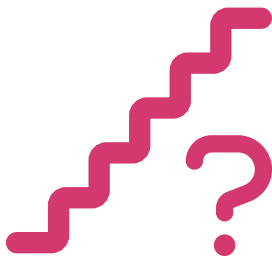


IF A FIRE BREAKS OUT ELSEWHERE IN THE BUILDING:

- If you consider it safe to do so you can stay in your flat
- Keep your flat door closed securely
- Close all internal doors and remain in a room with a window
- Gather towels and sheets for use if smoke enters your flat door. If it does, dampen the towels/sheets and place them around the bottom of the door to prevent smoke entering
- The fire alarm will only sound if the Fire Service wish to evacuate the block. When this occurs, alarms will activate throughout the block, and you should immediately exit the building via the stairs
- If you think it is unsafe to stay in your flat, your flat is threatened by fire and smoke, or you are told to leave your flat by the Fire Service, evacuate the building using the stairs and NOT the lift
- **DO NOT** return to your flat until you have been told it is safe to do so.

WHAT IF I CAN'T MANAGE THE STAIRS?

If a fire is in your flat and you can't use the stairs, leave your flat and make your way to the nearest staircase. Raise the alarm and await advice from the Fire Service. Use the Rescue Call Point on the landing by the stairs (green panel) to contact Village 135 Reception.



CALLING THE FIRE SERVICE

The Fire Service must be called to all fires as soon as possible.

1. Dial 999 from any telephone
2. Ask for the Fire Service and if requested give the telephone number you are calling from
3. When connected to the Fire Service, tell them clearly where the fire is:

**REDWOOD (A) AND CEDAR (B)
VILLAGE 135
3 HOLLYHEDGE COURT ROAD
WYTHENSHAW
M22 4ZP**

**HAWTHORN (C) AND OAK (D)
VILLAGE 135
200 HOLLYHEDGE ROAD
WYTHENSHAW
M22 4QN**

Do not hang up until the Fire Service has correctly repeated the address back to you. The Fire Service cannot help if they do not have the correct details.



KEEPING YOU SAFE

The walls, doors and floors of this building are designed to resist fire and stop the spread of smoke. **Fire doors must be closed when they are not in use.**

Outside of the building, the area has been designed so emergency vehicles can get as near as possible to the building. These areas must be clear at all times.

**Fire door
keep closed**

PLANNING

Take time to think about how you would exit the building and where the doors to the stairways are.

It's important escape routes are kept clear at all times.

Think about the corridors you use and what they would be like filled with smoke. Even external corridors can become filled with black smoke.

If you would not be able to use the stairs during an evacuation, e.g. mobility problem or visual impairment, and you have not already advised Village 135 Reception, please do so as soon as possible so your personal situation can be assessed.



COMMUNAL AREAS, LANDINGS, LOBBIES AND STORAGE AREAS

Furniture and fittings provided in communal and shared spaces are certified fire resistant. Electrical equipment is regularly checked. **DO NOT** store personal items in communal areas or corridors outside your flat, charge electrical items, or leave mobility scooters unattended outside the scooter room.

Combustible items cannot be stored in communal areas within the building. If combustible items are found in communal areas, they will be removed without warning and disposed of immediately.

If you see something that is not working as it should, please report this by contacting Village 135 Reception.



ELECTRICAL APPLIANCES

Take extra care when using electrical items in your home, such as hair straighteners, mobile heaters and electric blankets.

Extension leads should be fully unwound and plugged directly into a socket. **DO NOT** overload sockets as this can be dangerous.

All electrical and white goods such as fridge freezers, washing machines and dryers need to be safe for use.

The Government issues information on products that have been recalled by the manufacturer because they could cause a fire. Visit www.gov.uk/product-safety-alerts-reports-recalls



SCOOTERS

Please let us know if you have a scooter, e-scooter or mobility scooter.

All scooters should be stored in the designated area and never in communal areas or landings.

The scooters should be charged between 8am and 8pm and never overnight.

Scooters must **NOT** be taken into lifts.

Scooters should have an annual service and adequate insurance.



ALTERATIONS TO YOUR FLAT

You must ask us for permission before making alterations to your flat or any doors or door furniture. This includes having broadband installed to your home.

The flats are designed with fire protection features and these should **NOT** be tampered with or removed.

If you wish to discuss alterations to your flat, you can contact us on 0300 111 0000 or email customerenquiries@wchg.org.uk.



IMPORTANT!

You should familiarise yourself with the important plans and notices in the lift lobby areas of your building. Any important fire safety information will be updated here along with any notices from the Fire Service.



RESIDENTIAL PERSONAL EMERGENCY EVACUATION PLANs (RPEEPs)

Everyone who moves into Village 135 has a Residential Personal Emergency Evacuation Plan (RPEEP) which is reviewed annually. Please let us know during the year if there are any relevant changes that may affect evacuation, for example, a disability, reduced mobility, or a temporary difficulty with mobility.



CHECK AND MAINTENANCE SCHEDULE

Communal fire doors are checked every three months for any issues by Village 135 Caretaking Supervisor, Yasher Raza.

All essential fire fighting equipment is checked monthly. This includes fire alarms, sprinklers, lifts, riser mains and portable fire fighting equipment.

Our Heating and Electrical team inspect the front entrance doors annually.

ANNUAL FIRE RISK ASSESSMENT

We work closely with our Fire Risk Assessors who undertake annual risk assessments and recommend remedial action to keep the blocks in a safe condition.



GREATER MANCHESTER FIRE AND RESCUE SERVICE

We work actively with Greater Manchester Fire Service to reduce incidents in your block. We share information about this on notice boards.



REPORTING AN ISSUE

If you need to report a fire safety issue, you can:

- speak to the Village 135 team - Sandra and Yasher are happy to help
- use the ‘High rise safety concern’ form on the [Contact us page](#) of our website
- call our Customer Hub contact centre on 0300 111 0000
- contact our Building Safety team directly, details below. Their information can also be found in the lobby area of your building.

If you’d prefer to stay anonymous, please select that option if completing the form, or tell us if calling.



Extra Care Manager
Sandra Ronaldson



Caretaking Supervisor
Yasher Raza



Building Safety Manager
Victoria Finn
07525 905 048



Building Safety Officer
Tom Porter
07525 905 042

WHO IS RESPONSIBLE FOR THE SAFETY OF YOUR BUILDING?



BUILDING SAFETY TEAM

The Building Safety team are here to ensure activities that take place in your building are carried out in such a way as to not compromise it and your safety. They are also here to ensure your voice is heard for anything related to fire safety in your building.

Along with the Building Safety Team, the Extra Care Managers and their team manage day to day building safety, with Concierge providing security and emergency response overnight. A separate care provider is on site 24/7.



COMPLIANCE

Deliver regular and statutory servicing and maintenance of key facilities in the building such as lifts, electrics, fire safety equipment, and hot water.



VILLAGE 135 TEAM

Manage all aspects of tenancy.



REPAIRS

Maintain your home to a good condition. When repairs are reported, we will arrange for them to be completed by the correct technician.



CLEANING

Ensure the building is maintained to a good standard, keeping communal areas clear and clean.



INVESTMENT

Deliver major improvement projects, including kitchen and bathroom replacements, lift upgrades, rewiring, fire door renewals, sprinkler installations and cladding replacements, as they become due.



CUSTOMER FEEDBACK TEAM

If you are not happy with the service from one of the above teams you can contact our Customer Feedback team who will look into what has happened.

CALL US ON 0300 111 0000

GET INVOLVED

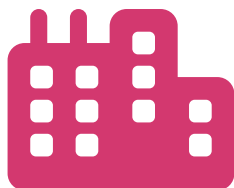
BETTER TOGETHER MEETINGS

Our monthly Better Together meetings are an opportunity for Village 135 residents to share your thoughts and feedback with us. Look out for posters with the next meeting date, or ask at Village 135 Reception. Come along, we'd love to hear from you.



HIGH RISE LIVING FORUM

Our High Rise Living Forum is made up of residents from our high-rise blocks who meet every three months to discuss building safety and other subjects affecting residents. You are very welcome to join the group, please call 0300 111 0000 or email getinvolved@wchg.org.uk to find out more.



The meetings are part of our commitment to ensure you have an opportunity to influence decisions.



IN THE FUTURE

Please let us know if you have any suggestions for changes to this guidebook.

Is there more information you would like? Can we make it easier for you to get involved in building safety decisions?

We review this guidance every year and we'd like to hear your views.

As well as inviting your general feedback, there will also be times when we'll ask for your opinions about decisions we need to make that impact you. To do this we may send you a letter, email or survey to complete, or invite you to a meeting. You will usually have 3 weeks to respond to the consultation, sometimes longer.

We will always feedback the outcomes of these consultations to you, usually on our website and noticeboards in your building - keep a look out.

You can find a full copy of our Resident Involvement Strategy on the [Get involved page](#) of our website www.wchg.org.uk

IS YOUR INFORMATION UP TO DATE?

It is important we have up-to-date information for who lives in our buildings in case of an emergency. This means you need to update your resident information if someone moves in or out, or if you have any medical conditions.

Please contact Village 135 Reception to update your information now.



Village 135 is part of Wythenshawe Community Housing Group.