

**March 2025**



# **BUILDING SAFETY AT VILLAGE 135**

## 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.**



**Sandra Ronaldson**  
Extra Care Manager



**Hayley Messam**  
Extra Care 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](mailto: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 monthly 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)
- Keep exits from your home clear so that people can escape if there is a fire
- Keep door and window keys accessible. If you need keys to unlock your front door keep them in the same safe place so you can grab them easily in an emergency
- Always close doors at night, particularly the kitchen and lounge
- Keep lighters and matches out of sight and reach of children

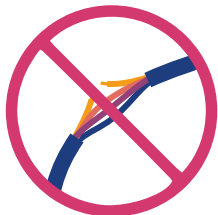


### IT'S REALLY IMPORTANT YOU:

- **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** use a chip pan - we will provide an electric deep fat fryer in exchange free of charge (please ask Village 135 Reception)
- **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 WCHG'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.

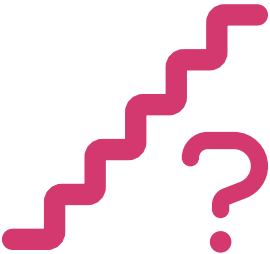
### IF A FIRE BREAKS OUT IN YOUR FLAT:

- 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**



**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**  
**HOLLYHEDGE ROAD**  
**WYTHENSHAW**  
**M22 4ZP**

**HAWTHORN (C) AND OAK (D)**  
**VILLAGE 135**  
**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.



**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. Never store your own possessions in communal areas, charge electrical items or leave mobility scooters unattended outside of 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. We share this information on our website under [“Our Services > Building and Fire Safety”](#).



## 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.

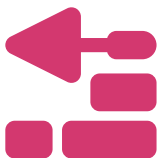


## ALTERATIONS TO YOUR FLAT

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](mailto:customerenquiries@wchg.org.uk)



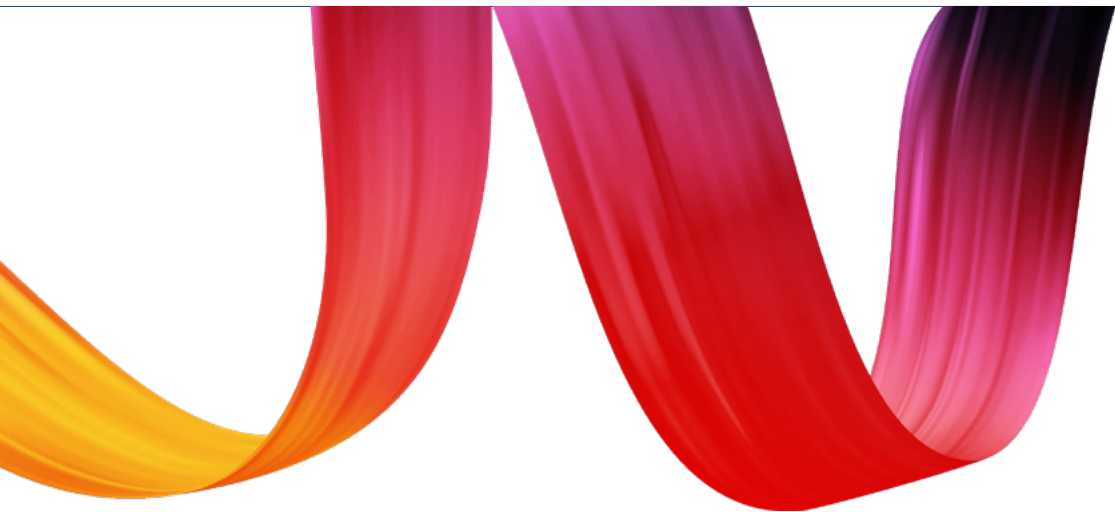
## CHECK AND MAINTENANCE SCHEDULE

Sandra Ronaldson and Hayley Messam are Extra Care Managers for Village 135. 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.





## 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.

### COMPLIANCE



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

### NEIGHBOURHOODS



Manage all aspects of tenancy and estate management issues, anti-social behaviour, and allocations.

### REPAIRS



Maintain your home to a good condition. When repairs are reported they 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.

### ASSURE24



Monitor CCTV, door entry, fire, sprinkler and lift alarms so that there is always 24 hour support in the event of an emergency situation. Contact Assure24 by calling 0161 946 9501.

### CUSTOMER FEEDBACK TEAM

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



**CALL US ON 0300 111 0000.**

**MAKING A DIFFERENCE**

**PERSONAL RESCUE EMERGENCY PLAN (PREP)**

If you would need help to evacuate in the event of a fire, you must tell us. This could be because of a disability or if you have reduced mobility. We will arrange a visit for you to have a Person-Centred Fire Risk Assessment (PCFRA). Following this, a Personal Rescue Emergency Plan (PREP) may be created for you.



**NOTICEBOARDS**

There are important plans and notices in the lobby area you should familiarise yourself with. Any important fire safety information will be updated here along with any notices from the Fire Service.



**ANONYMOUS REPORTING**

You can report fire safety issues anonymously by completing the form at the bottom of the [“Our Services > High Rise Safety”](#) page on our website. Alternatively you can phone the numbers provided in this leaflet and ask to remain anonymous.



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



**RESIDENTS FORUM**

The Residents Forum is made up of residents like you who meet every month to discuss building safety and other subjects affecting residents. The Forum is part of our commitment to ensuring you have an opportunity to influence decisions. You are very welcome to join the group, please ask Village 135 Reception to find out more.









**LISTENING TO OUR CUSTOMERS**

Feedback from residents helps us to understand your concerns and gives us a chance to make things right. Below are some examples of feedback we've heard from customers in the last year and the changes we've made to put things right.





If there's something you'd like to discuss, we want to hear from you. Email us at [complaints&praise@wchg.org.uk](mailto:complaints&praise@wchg.org.uk).







**YOU SAID**

-  We weren't answering calls quickly enough during some very cold weather.
-  You've been waiting longer than usual for your calls to be answered by our Customer Hub.
-  Sometimes you had little or no information about lift maintenance or during breakdowns.
-  You don't always get the information you need, when you need it and operational communication can sometimes be poor.

**WE DID**

-  We have set up a group to look at our plans during extreme weather.
-  A call back service is now available to help reduce your waiting time after an increase in calls.
-  We can now send text messages to your mobile about any scheduled maintenance or lift breakdowns.
-  We're producing a new communication strategy and will give regular progress updates on its delivery to our CXC. They will make sure we deliver real improvements.

**YOU SAID**

-  Some residents at several high-rise blocks said that repairs did not always resolve a leak long term.
-  Residents raised concerns about the poor condition of walkway surfaces to deck access walk-up flats.
-  Residents at some blocks complained of leaks and water staining to their ceilings.
-  Lifts only providing access to alternate floors is inconvenient, especially when one lift is broken or undergoing maintenance.

**WE DID**

-  Roofing renewal works were brought forward and have now been completed.
-  The renewal of walkway surfaces was added to a programme of upgrades and the work was completed.
-  We identified some internal waste pipes are degrading and at the end of their life. We brought forward the programme of renewals and have since completed the work.
-  We worked with residents to upgrade the specifications and make investments to improve the lift service, ensuring it serves both floors. This work is due to complete 2024-25.

**GET INVOLVED**

**RESIDENTS FORUM**

Join our Residents Forum. Residents meet with Village 135 colleagues once every month and we'd be delighted if you wanted to find out more. Just ask at Village 135 Reception.

**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.

In addition to 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 our website on the [“About Us > Our Policies and Strategies”](#) page.

**CONTACT THE BUILDING SAFETY TEAM**

Contact details for your Building Safety Manager and Building Safety Officer can be found in the lobby area of your building for reporting fire safety issues.



**Building Safety Manager**  
Victoria Finn  
07525 905 048



**Building Safety Officer**  
Tom Porter  
07525 905 042



**Building Compliance Support Officer**  
Vicky Hartill  
07410 944 436



**Head of Assets and Building Safety**  
Robert MacDougall

## 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.**



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