



**Monday 30 October 2023**

## **WELCOME**

The purpose of the newsletter is to keep residents up to date of what is happening in and around Brooke House. The newsletter will feature updates from Teams within the Council, and in this edition we will cover :-

- Brooke House Improvements
- Repairs
- Building Safety
- Fire safety
- Cleaning Satisfaction Survey
- Tenancy Management
- Anti-social behaviour Team
- Community Safety Wardens

**Your feedback is very important to us so please let us know your comments or ideas for this newsletter**

We would like the newsletter to be interactive, enabling you to suggest ideas or request updates from departments within the Council. How to do this is outlined on page 4.

## **What's inside?**

- 1. Brooke House Improvement programme**
- 2. Repairs**
- 3. Building Safety**
- 4. Fire Safety**
- 5. Fire Safety – Keeping your building safe**
- 6. Cleaning satisfaction Survey**
- 7. Tenancy Management**
- 8. Anti-social Behaviour Team**
- 9. Community Safety Wardens**
- 10. Useful numbers**

# Brooke House Resident Newsletter



## 1. BROOKE HOUSE IMPROVEMENT PROGRAMME – UPDATE

Again, thank you for your patience regarding the planned refurbishment works to Brooke House.

In our last newsletter, we advised you that the results of the intrusive site surveys meant that the scope of work and the associated cost had significantly increased and had exceeded the approved budget. We appreciate that the ongoing delay is very frustrating but we are working hard to find an affordable and sustainable way forward for both the Council and our tenants and leaseholders and hope to be able to provide a more comprehensive update on this shortly.

We are currently obtaining a detailed specification and costings for the required work to the external staircase. Once we have this, we will contact you again to advise of the intended works and the timescales but please be assured that we are progressing this as a priority.

## 2. REPAIRS

Since the last newsletter we have completed a number of repairs to the communal areas including the following:-

- ✓ Spray paint on fire alarms 11th and 14th floor - **Completed 11 October 2023.**
- ✓ Fire door slow closure broken on 2<sup>nd</sup> and 14<sup>th</sup> floor. - **Completed 11 October 2023**
- ✓ Evens lift not working - **Completed 29 August 2023**
- ✓ Central door strip hanging loose on 11<sup>th</sup> & 12<sup>th</sup> floor - **Completed 6 October 2023**
- ✓ Damaged stair tread in stairwell on 1<sup>st</sup> floor - **Completed 26 June 2023**

We are also due to complete the following works:-

- Basement doors accessible panel. - **Scheduled for 27 October 2023**
- Lights out on 3rd, 5th, 10th & 13th floor – **Scheduled for 1 November 2023.**
- Basement car park lights out x 5 - **Scheduled for 1 November 2023**
- Lights out by 55 & 60 on 10th floor - **Scheduled for 1 November 2023**
- Lockable plug socket required in main Reception, also new keys required for all sockets for Pinnacle and VIP. - **Scheduled for 1 November 2023**
- Broken floor tiles - **Scheduled for 23-24 October 2023**

If you have any other routine repairs and maintenance issues, please report them in the normal way.

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## 3. BUILDING SAFETY

We are taking the opportunity to inform all residents of some legal changes in relation to the Building Safety regulations for high rise properties, to reassure residents of actions the Council take to comply safety regulations in your building and remind residents of their responsibilities and how to stay safe.

The new Building Safety Act received royal assent on 28 April 2022 and the main requirements of the Act will be phased into legislation over a 2-year period. Initially, as the owner of the block we are required to identify an accountable person and to register any high-rise blocks with the Building Safety Regulator.

The Accountable Person for your block is Gary Ryan, Asset Strategy Manager and your block was registered with the Building Safety Regulator on 28 September 2023.

The Building Safety Act also places a duty on the Council to develop a communication and engagement strategy with residents living in high rise blocks to keep you informed and involved on all building safety matters. We are very keen to get your feedback so please email your views to [residentinvolvement@basildon.gov.uk](mailto:residentinvolvement@basildon.gov.uk) or complete the survey from this QR code



## 4. FIRE SAFETY

As a high rise block your building has a 'stay put' policy in the event of a fire. This means that if a fire occurs you should remain in your property until the Fire Brigade attend to assess the risk and decide if a full evacuation is required, which they will manage in a way to keep all residents safe. If the fire is directly affecting your property, you and any other occupants in your home should leave immediately and notify the emergency services immediately by calling 999.

There are fire notices located on all floors and in the ground floor lobby.

In the event of a fire the lifts will automatically shut down and anyone required or instructed by the Fire Service to leave the building will need to use the stairs.

To support any residents with medical conditions or vulnerabilities that would make leaving the building difficult for them, we need to ensure our details about you are up to date. Some of you will have already informed us if any of the following apply to you or someone else living in your home:

- Limited mobility
- Health conditions affecting your breathing and if you use an oxygen tank
- Hearing or sight impairment
- Cognitive impairment that could affect your ability to leave the building if required

You are required to provide this information to your landlord and we are therefore requesting that you please inform us of your circumstances by emailing [3TTEM@basildon.gov.uk](mailto:3TTEM@basildon.gov.uk) by **Friday 10 November 2023**. Please also let us know if none of the support requirements detail above apply to occupants in your home. We will have staff visiting the block in the coming weeks to assist in gathering this information.

## 5. FIRE SAFETY – KEEPING YOUR BUILDING SAFE FOR EVERYONE

### **Keep all corridors clear**

In the event of a fire the communal areas could fill with smoke causing limited visibility, so any items left in the corridors, such as shoes, rubbish bags, buggies could lead to an obstruction and delay residents being able to exit the building when instructed to do so or impede the Fire Service in the necessary actions they will need to take.

### **Keep Doors Closed**

The communal doors are designed to hold a fire in one location, which would provide vital minutes for the Fire Service to attend and prevent spread of the fire elsewhere during this time. However, the doors will only perform this function if they are kept closed. We therefore rely on you to close the doors as you pass through them.

### **Report it**

If you are concerned about any potential safety issue within the building please report this to us. We would rather have multiple reports of the same issue than no-one reporting it. Please email [AssetStrategy@basildon.gov.uk](mailto:AssetStrategy@basildon.gov.uk) or call 01268 208034 to report your concerns.

## 6. RESIDENT SATISFACTION SURVEY - CLEANING SERVICES

### **We want to hear your views**

Tell us your thoughts on the cleaning in your communal area to help us make improvements to the service.

Please complete this short survey once your cleaning has been undertaken - scan the QR code with your phone's camera to get started.

If you have any queries, please contact the Tenancy and Estate Management Team via email

[3ttem@basildon.gov.uk](mailto:3ttem@basildon.gov.uk)



# Brooke House Resident Newsletter



## 7. TENANCY & ESTATE MANAGEMENT TEAM

### Pets

If you are a Council Tenant, under the terms and conditions of your tenancy you are required to obtain written permission from the Council before acquiring a pet. If you are thinking of getting a pet you can apply for permission via the Council's website [www.basildon.gov.uk](http://www.basildon.gov.uk) or by emailing the Tenancy and Estate Management Team direct [3TTEM@basildon.gov.uk](mailto:3TTEM@basildon.gov.uk)

All residents are responsible for their pets and must ensure that they clean up after their dog both inside and outside of the block. Failure to do so is in breach of your tenancy/lease agreement and could result in the permissions to allow your pet to reside in your home, being revoked. Your co-operation with this matter is appreciated.

### Parking

There are a small number of bays available to rent in the basement carpark for Brooke House, if you are a resident of Brooke House and would like to rent a bay in this carpark, you can complete an online application on the Council's website, [www.basildon.gov.uk](http://www.basildon.gov.uk).

Please note that the basement carpark is only for the use of residents that have been allocated a rented parking bay by Basildon Council. Residing in or visiting Brooke House does not automatically give residents or visitors the right to use the carpark.

## 8. ANTI – SOCIAL BEHAVIOUR TEAM

### RESPONSIBILITIES

All residents living at Brooke House have responsibilities, whether that is as a leaseholder, tenant or privately rented tenant. These responsibilities will be detailed in your tenancy or lease agreement.

When living in close proximity to your neighbours residents need to have consideration for each other for example you might like to listen to loud music during the evening and your neighbour might like to have a quiet evening. Basildon Council wants everyone to enjoy their homes, however it is important that your lifestyle does not impact your neighbours. The best way to ensure this is to have a chat with your neighbours and there may need to be some compromise to ensure that everyone is happy in their home.

Residents are also responsible for the behaviour of their visitors when they visit them at their home and in the communal areas when they are entering and leaving Brooke House. It is essential that your visitors are aware that their behaviour should not impact others as continued reports of anti-social behaviour by your visitors may impact on your tenancy or lease.

If you need to speak to a member of the ASB team you can contact them by calling 01268 533333 and selecting option 4 and then option 2 or by emailing [asb@basildon.gov.uk](mailto:asb@basildon.gov.uk).

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## 9. COMMUNITY SAFETY – COMMUNITY SAFETY WARDENS

The Community Safety Wardens continue to be deployed to Basildon Town Centre on a regular basis to tackle anti-social behaviour relating to the Public Spaces Protection Order (PSPO).

Between May and August 2023 they have conducted 113 high visibility patrols engaging with residents and businesses, and authorised officers have issued 27 verbal warnings, 5 written warnings, and 5 Fixed Penalty Notices for breaches of the PSPO including urination, alcohol consumption, and the use of illegal substances.

There has also been additional focus over the past few weeks to tackle busking in the town centre, which we understand can have a negative impact on residents and businesses when excessively loud. The wardens have been undertaking patrols to gather intelligence to support enforcement action where appropriate.

If you are affected by anti-social behaviour within the town centre, you can report online <https://www.basildon.gov.uk/article/9256/Public-Spaces-Protection-Order-PSPO-Reporting-Form>

Your information and intelligence will help direct resources and ensure the patrols are intelligence-led.

## 10. USEFUL CONTACT DETAILS

### Resident Involvement Team, Basildon Council

Email: [residentinvolvement@basildon.gov.uk](mailto:residentinvolvement@basildon.gov.uk)

Robyn O'Toole – 07927 581641 / Lisa Joyce – 07927 581634 / Mandy Downes – 07927 581609

### Tenancy & Estate Management Team

Tenancy & Estate Management Officer – Claire Christensen [3TTEM@basildon.gov.uk](mailto:3TTEM@basildon.gov.uk)

### Repairs Morgan Sindall

Tel: 0800 011 3241 - Email: [Basildonrepairs@morgansindall.com](mailto:Basildonrepairs@morgansindall.com)

For regular updates on all council news, sign up to our e-newsletter - [www.basildon.gov.uk/keepintouch](http://www.basildon.gov.uk/keepintouch)

News or information you would like to share with your neighbours? Send us your story for future newsletters to [3TTEM@basildon.gov.uk](mailto:3TTEM@basildon.gov.uk)