

Brooke House Resident Newsletter



Basildon Council



Monday 26 February 2024

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
- Decant Update
- Tenancy Services Team
- Cleaning

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. Resident move to alternative accommodation update**
- 7. Tenancy Services Team**
- 8. Cleaning**
- 9. Useful numbers**
- 10. Useful numbers**

Brooke House Resident Newsletter



BasildonCouncil



1. BROOKE HOUSE IMPROVEMENT PROGRAMME – UPDATE

The council recently approved a £16 million project to deliver necessary improvements to Brooke House. Communication is ongoing with residents and leaseholders to move residents to alternative accommodation before works can commence.

More details on the workplan and potential timescales will be shared with residents in the coming months.

It is intended that works to replace the roof will commence prior to the building being completed vacated and scaffolding will need to be erected before this work can take place. More information on timescales for this will be provided in the next newsletter.

LIFT IMPROVEMENTS

The improvement works will include a full refurbishment of the lifts to meet current building regulations and fire service requirements. The council may need to carry out some intrusive tests of the lift shaft, which will involve noise and vibration from the drilling process. We will inform residents in advance of the dates and times of this work.

2. REPAIRS

Since the last newsletter we have completed various communal repairs, including lighting, communal doors, door entry repairs and pest control.

We will continue to carry out repairs as required until the refurbishment commences. Some issues reported may already be included in the proposed refurbishment. If so, we will ensure any immediate safety issues are addressed.

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

You can register for an online account and information is available here: [Request an emergency or routine repair – Basildon](#)

You can call: **0800 011 3241**

Brooke House Resident Newsletter



3. BUILDING SAFETY

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.

Brooke House is registered as a High-Risk Building with the Building Safety Regulator and Basildon Council will be submitting a building safety case report to the Regulator by April 2024. High – risk is a term applied to any building over 18 meters in height, and we want to assure residents that your building is safe.

Essex Fire Service High Risk Building Task Force carried out an Audit of Brooke House on the 31st of January 2024 and were complimentary on the standard of the communal areas in accordance with our sterile communal area management plan.

BUILDING SAFETY RESIDENT ENGAGEMENT STRATEGY

Basildon Council are currently drafting the Building Safety Resident Engagement Strategy. The strategy is about how we will engage and communicate with residents about building safety for new and existing buildings. It should be considered the first steps in achieving meaningful engagement with residents about the safety of their homes.

The key aims of this strategy are to:

- Ensure residents are empowered to play an effective role in ensuring their building is, and continues to be, safe;
- Set out the ways residents can get involved and the benefits to them from participating in engagement on building safety;
- Identify the building safety information residents wish to be provided with;
- Identify the way in which residents wish to be provided with building safety information;
- Establish how we can improve the way we engage with residents in relation to the safety of their home;
- Engage staff with regards to residents' rights to have a say in relation to their homes;
- Clarify our responsibilities and residents' responsibilities to ensure their homes remain safe.

We want your views

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 or complete the survey from this QR code

Brooke House & Acorn House –
Communication & Engagement
Strategy Survey



Brooke House Resident Newsletter



4. 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 or call 01268 208034 to report your concerns.

Essex Fire Service High Risk Building Task Force carried out an Audit of Brooke House on the 31 January 2024 and were complimentary on the standard of the communal areas in accordance with our sterile communal area management plan.

5. FIRE SAFETY – ‘STAY PUT’ POLICY

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.

Personal Emergency Evacuation Plan (PEEP)

At high-risk buildings we establish specific vulnerabilities for residents using a combination of data held on internal systems and questionnaires completed by each household. We will produce a PEEP (Personal Emergency Evacuation Plan) for the resident. The PEEP is held on site in a premise’s information box which the fire brigade has access to in case of an emergency. We cannot keep track in real-time of who is moving in or out of residents’ homes or new vulnerabilities that may develop over time. For this reason, it is residents’ responsibility to inform us if a member of their household has vulnerabilities that may affect their ability to evacuate.

We will work with the local fire service to electronically provide any information about the building they require.

Please also let us know if none of the support requirements detail above apply to occupants in your home. You can do so by emailing 3ttem@basildon.gov.uk

Brooke House Resident Newsletter



6. BROOKE HOUSE – RESIDENT MOVE TO ALTERNATIVE ACCOMMODATION UPDATE

The process has started to move residents to alternative accommodation, and several households will be moving into their new accommodation in the coming weeks.

Priority in the first instance has been given to households on the upper floors with water ingress as well as temporary tenants.

After these initial moves have been undertaken, residents will be contacted on a phased basis to discuss planning your move.

Initial contact will be made by telephone and communication can continue this way or face-to-face appointments can be made with the team. Please let the team know your communication preferences when you are contacted.

Moves will begin to slow over the coming months as the current stock of vacant properties available to the council are allocated.

As vacant properties become available to the council, residents whose needs meet these properties will be contacted to discuss viewing the properties.

We continue to estimate this process will take approximately 18 months to complete. We are continuing to explore alternative options to reduce this timeframe and we will provide any updates on this in future newsletters.

7. TENANCY SERVICES TEAM

The Tenancy Services team has recently completed a restructure and I can confirm that Claire Christensen, who has looked after residents at Brooke House for many years, has moved on to pastures new.

The Tenancy Services team would like to thank Claire for all her hard work over the past few years and wish her luck in her new role.

Going forward, Emma Knight and Amanda Mulcahy will be taking over from Claire and will be happy to assist you with any queries.

You can contact them on the following numbers.

Emma 07715 752 728

Amanda 07927 581 758

To contact the Tenancy Services team via email please use the following 3ttem@basildon.gov.uk

The Tenancy Services team is working closely with many other departments within the council to ensure that the decant process runs smoothly for residents. Should you have any queries please contact the team.

Brooke House Resident Newsletter



Basildon Council

8. 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



9. USEFUL CONTACT DETAILS

Resident Involvement Team, Basildon Council

Email: residentinvolvement@basildon.gov.uk

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

Tenancy Services Team

Emma 07715 752 728

Amanda 07927 581 758

To contact the Tenancy Services team via email please use the following 3ttem@basildon.gov.uk

Repairs Morgan Sindall

Tel: 0800 011 3241 - Email: Basildonrepairs@morgansindall.com

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