

# PARKSPRING COURT AND ATRIUM COURT NEWSLETTER

MAY 2020

# Hexagon

## WELCOME TO THE LATEST EDITION OF YOUR NEWSLETTER.

We understand that this is an especially challenging time for our residents. Like you, everyone at Hexagon Housing has been adjusting to new ways of living and working, which could hardly have been imagined only a few months ago.

We are committed to keeping everyone at Parkspring Court and Atrium Court regularly updated about our progress in addressing fire safety issues at both buildings. We feel it is important to continue with these updates, despite everything that is happening around us.

This month's newsletter is being sent out digitally, to reduce any potential risk to residents from hand-delivery of printed materials. If you have any issue downloading the information, or would like to update your preferred contact details, please let us know as soon as possible.



**We ask that all our residents continue to follow guidance from the Government, the NHS and Public Health England, to halt the spread of Covid-19 and reduce the impact on our communities.**

## MAY 2020 UPDATE

**As you will know from our previous newsletters, we are currently pulling together the technical specifications for our planned work; to investigate and remove external materials from Atrium Court and Parkspring Court, which do not fully comply with government guidelines on fire safety.**

We are pleased to report that despite the current operational challenges, we remain on schedule with this important project and will be submitting a full application of our planned works to London Borough of Bexley's building control department later this month.

We are working closely with the council to ensure this application is reviewed as efficiently as possible, so that we can begin the tendering process to find a suitable construction partner to complete these works.

We are determined to find the right partner to work with us and our residents. We want our tenants and leaseholders to feel involved in any important decision making, and for them to benefit from practical training and employment opportunities throughout the project, wherever possible.

It is still our intention to begin the removal and replacement of any non-compliant materials in the Autumn of this year and we currently expect all works to be completed by Summer 2021.

## LOCKDOWN AND LITTER

With people spending much more time at home than usual, the risk of a fire starting or spreading at Parkspring Court and Atrium Court is increasing – and we need everyone to take extra safety precautions.

Buying groceries and other products online means more deliveries, with more packaging that needs to be disposed of responsibly. Much of this packaging will be made from either cardboard or paper; both extremely flammable materials that could encourage the spread of fire throughout the building.

Many people are also taking this welcome opportunity to clear unused items out their homes, or complete overlooked renovations. While also potentially flammable, the kind of rubbish this produces can easily block our refuse chutes and vital evacuation routes, posing a very real risk to residents in an emergency.

**The risk of a fire spreading at Parkspring Court and Atrium Court is especially high at present. Please dispose of all your waste responsibly, to prevent the build-up of combustible and/or flammable materials.**



*Bulk rubbish found recently at Parkspring Court.*

## BUILDING ACCESS ISSUES

We have received reports that children are using fire doors to move between Blocks A, B and C. These fire doors are designed to slow down the spread of fire within the building, but they need to remain closed to do their job effectively.

**WE ARE ALSO AWARE THAT CHILDREN HAVE BEEN GAINING ACCESS TO THE ROOF OF THE BUILDING VIA ANOTHER FIRE DOOR.**

**THIS IS ABSOLUTELY UNACCEPTABLE AND IS PUTTING LIVES AT RISK; NOT ONLY THE CHILDREN THEMSELVES, BUT ALSO OTHER RESIDENTS WHO MAY RELY ON FIRE DOORS WORKING PROPERLY IN AN EMERGENCY.**

We will soon be fitting a new fire door in Block B, which will prevent people accessing the entire building in this way. Until it is fixed, we ask all residents and especially parents to ensure fire doors remain closed – except in the event of a fire and evacuation.



## YOUR WAKING WATCH

We have recently been asked about the Waking Watch, and their continuing role in monitoring fire safety at Parkspring Court and Atrium Court.

The Waking Watch was introduced as a precaution in November 2019, when we discovered that some materials used on our buildings could potentially encourage a fire to spread. Like many other landlords and building owners across the UK, we wanted to ensure that our residents and the emergency services could be quickly alerted in the event of a fire breaking out.

You will probably have noticed our Waking Watch personnel around the building at some point. They wear high visibility jackets and carry photographic ID at all times, but you might not come into contact with them – especially as they will currently be observing social distancing guidelines.



*Recent fire damage at another Hexagon Housing building, caused by inappropriate storage of combustible materials in a communal area.*

### The main roles and responsibilities of the Waking Watch include:

- **Patrolling the building every 15-30 minutes, 24 hours a day**
  - this includes all corridors, the courtyard, car park, bin rooms and the perimeter of the whole block.
- **Reporting on any fire safety risks**
  - this might include the build up of rubbish, blocked rubbish chutes, damaged fire doors etc.
- **Alerting people quickly if they discover a fire**
  - the Waking Watch will raise the alarm, knocking on doors and using fog horns to alert residents, also overseeing the evacuation process where necessary.

Our Waking Watch service is regularly reviewed by the London Fire Brigade, to ensure they are maintaining our high standards and keeping residents as safe as possible. You may have seen extra service people around the building recently, when the latest inspection was completed.

**If you have any queries or feedback about the Waking Watch, please call us on 020 8778 6699 or email us at [customer\\_desk@hexagon.org.uk](mailto:customer_desk@hexagon.org.uk).**



## MAY BANK HOLIDAYS

We hope that everyone is looking forward to the two Bank Holidays this month, on Friday 8th May (VE Day) and Monday 25th May. Although none of us have the freedom to celebrate as we would like, we still hope that all our residents enjoy two restful long weekends.

With the current restrictions on leaving the house, we know that residents will be looking forward to using their balconies over the course of the Bank Holidays – especially if we have good weather – but it is important that everyone does so responsibly.

We have noticed that fewer and fewer residents are using balconies to store combustible items and we are grateful to everyone who is following our important advice. Please ensure that balconies remain as clear as possible, to prevent fires starting or spreading on the outside of the building.

Although it might be tempting in good weather, it is absolutely essential that no-one uses barbeques on their balconies. We would like to remind all residents that having naked flames anywhere near the exterior of Parkspring Court and Atrium Court is completely unacceptable at the present time.

**Please don't flick cigarettes off balconies, and as ever, please refrain from smoking in any communal areas.**

## KEEPING IN TOUCH

Following Government guidance, the Hexagon Housing main office is now closed. However, our Customer Services Centre is up and running and taking calls. Therefore, if you have any concerns or queries relating to our services, please contact us (020 8778 6699).

We plan to continue distributing the Parkspring Court and Atrium Court newsletter to residents via email during this challenging time. If you haven't already done so, please provide us with your preferred email address, by contacting our Community Investment Manager, Nicky Hazelwood, on [nhazelwood@hexagon.org.uk](mailto:nhazelwood@hexagon.org.uk)

We hope that you will experience as normal a service as possible from us over the coming months, but there are a number of changes we have unfortunately had to make. Our aim is to prioritise the delivery of services that are health & safety related. Responses may sometimes take longer than normal due to staff absences, but Hexagon will try to minimise any delays. **As ever, your patience and cooperation is greatly appreciated.**

# Hexagon

### Contact details

**Telephone:**

020 8778 6699

**Text:**

07537 400 527

**Email:**

[customer\\_desk@hexagon.org.uk](mailto:customer_desk@hexagon.org.uk)

### Always happy to translate!

Chinese

永遠樂於翻譯！

Eritrean

"ንክብርተናት መልኩም ኩሉ ጊዜ ሕጉሳት ኢና!"

French

Toujours heureux de traduire!

Portuguese

Sempre feliz a traduzir!

Vietnamese

Luôn luôn vui lòng phiên dịch!

Urdu

ترجمے کے لیے ہر دم تیار