



# Building Safety Case Report

## Hollyhedge Court

Revision Date March 2024



Principal Accountable Person	Wythenshawe Community Housing Group	8 Poundswick Lane, Wythenshawe, Manchester M22 9TA
Point of Contact	Building Safety Manager- Vic Finn	07525905048
Updating this Report	By: Vic Finn	When improvement work is carried out or following a major event.

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## **1. About Wythenshawe Community Housing Group as the Principal Accountable Person.**

Wythenshawe Community Housing Group (WCHG) is a registered social housing provider with in excess of 13,700 domestic properties, many of these are within blocks of various types including walk ups, cottage flats, sheltered and High Rise. Within the portfolio are 10 blocks that come within the scope of the Building Safety Regulations being over 18m high. WCHG is the 'Responsible Person' for Hollyhedge Court

## **2. Preparation of Report.**

The report has been formulated in line with HSE government guidance (Preparing a safety case report - GOV.UK ([www.gov.uk](http://www.gov.uk)) as best practice guidance and sets out how WCHG manage the Risk of Fire spread, the buildings structural safety and how WCHG are preventing fire spread and structural failure and limiting risk to this building to ensure the building is safe to occupy.

This report was prepared by Victoria Finn, Building Safety Manager who has worked in the housing sector for over 34 years, 26 years of which are in the construction sector with a background of Building Surveying and Project Management for new developments and major refurbishment work. Qualifications include LMS Level 6 Fire Safety and Building Safety Management diploma, a Master of Science in 'Regeneration and Urban Renewal' and Bachelor of Science in 'Construction Project Management' and also a member of the Chartered Institute of Building with continuing CPD.

Table: Contact Details

ADDRESS: Hollyhedge Court
Registration Ref: HRB03357P9W8

Height of building (m) to floor or highest storey	30.5
Number of floors including ground	12
Number of residential units/flats in the building	50
Name of the building	Hollyhedge court
Building Street address	Hollyhedge Court road
Building Postcode	M22 4GW
Name of Principal Accountable Person (PAP)	Wythenshawe Community Housing Group, 8 Poundswick Lane, Manchester, M22 9TA
Name and Role of lead contact for PAP organisation	Victoria Finn, Building Safety Manager
email address and Contract telephone number - PAP	<a href="mailto:victoria.finn@wchg.org.uk">victoria.finn@wchg.org.uk</a> , 07525905048

### 3. Building Description

Hollyhedge Court was acquired in 1999 following a stock transfer from Manchester City Council and is a high-rise, general needs, residential block. The block was constructed in 1962 so likely pre-dates the building regulations to consider dead and imposed loading and disproportionate collapse introduced in 1970.

There was little information passed on with the block on transfer however after reviewing old planning approvals and drawings and with the new information obtained, we are able to understand the construction, environment and usage of the block and continue to review the information obtained and plan for further checks or work to keep people safe.

Hollyhedge Court contains a total of 50 self-contained units and is a purpose-built block of flats constructed of a concrete frame with masonry infill panels and has a mineral wool external wall insulation with render system and curtain wall glazing. There are concrete floors and single stairway which serves all floors with false ceilings only to the ground floor. Each of the upper floors has the same layout.

The twelfth-floor functions as the lift motor room accessed via a hatch on the eleventh landing or via an observation deck on the eleventh floor.



Each of the upper floors serving flats is of the same layout. This consists of a lift lobby off which 4 flats are directly accessed, however, floors 1, 2, 4, 5, and 9 have an additional flat as opposed to other floors. Also adjoining this lobby are 2 electrical cupboards, a sprinkler valve cupboard, a pipe service riser cupboard, and a dry riser cupboard. An FD30s door from each lobby provides access to a permanently vented corridor, off which are further FD30s doors to a bin chute and the staircase which serves all floors. At ground floor level the staircase discharges into the main entrance lobby, from which there are 2 final exits. The ground floor is of a unique layout, consisting of the lift lobby with adjoining flats, an old caretaker's area, service/electrical risers, community facilities, and a biomass boiler room. The old caretaker's area is made up of a corridor which is an electrical room, store cupboard, water pump room, and cleaners room. The community facilities area is accessible via the lift lobby and a short corridor adjoining the lift lobby provides access to a community kitchenette, community room, server room, and electrical room. However, the community room is currently being used as a site office for contractors working on the premises. The bin room is externally accessed to the front of the building.

A common BS5839-1 fire alarm system is installed which spans throughout the building's common areas, including many electrical cupboard risers. This system also extends into flats as detailed in section 11. The alarm has been configured to be silent and to function as an emergency alert system for use by the Fire and Rescue Service. There is that a separate BS5839-1 fire alarm system is installed in the biomass boiler room.

Emergency lighting is installed throughout the building's escape routes and a sprinkler system is installed which extends throughout each resident flat and also covers some of the plant and community areas on the ground floor, also detailed in Section 11.

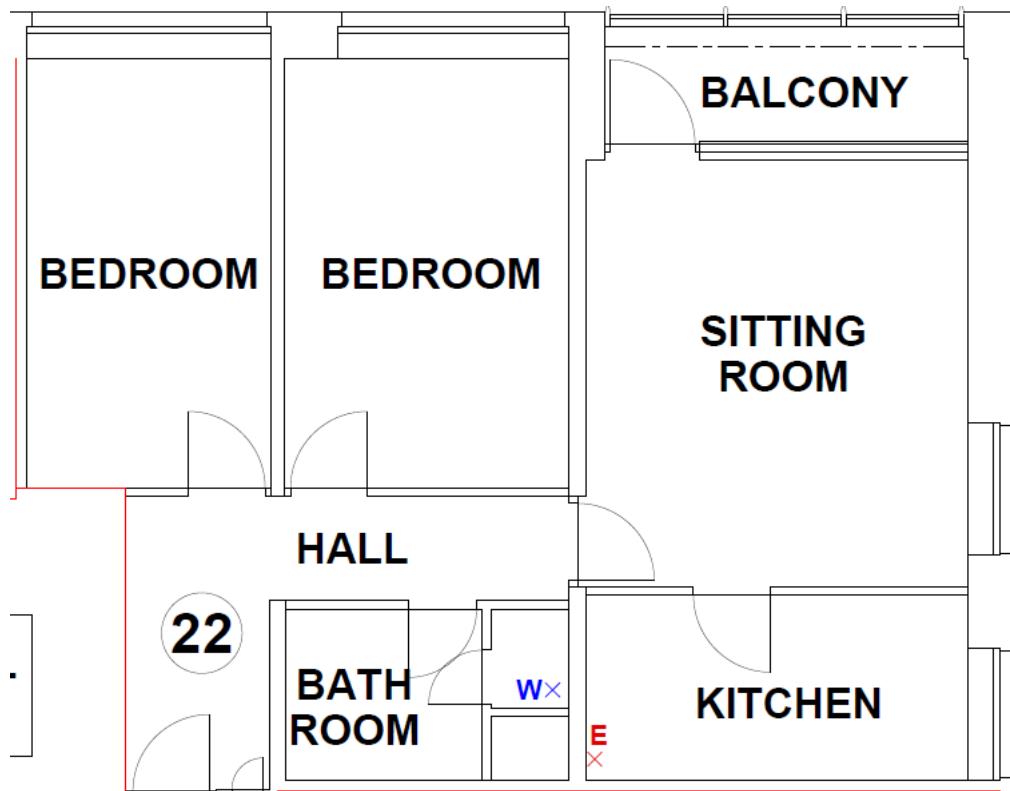
**Table – Key Building Information quick reference**

Description	
ADDRESS: Hollyhedge court BS ref HRB03362H4X7	
<b>Key Building Information</b>	
<b>Evacuation strategy</b>	
What is the evacuation strategy in place (simultaneous, phased, stay put)	Stay put (Defend in place)
<b>passive and reactive control</b>	
What equipment is in residential units (heat/smoke/sprinklers)	smoke and heat detection/ sprinkler system
What equipment is in parts shared by all residents	smoke detectors/Fire alarm/dry riser
Where are the alarm sounders connected to detectors	rooftop/shared space with equipment
Where are the dry risers (bin store/common corridor/lobby etc)	Each floor adjacent to the lift lobby
Where are the smoke detectors (lobby, Meter room, laundry etc)	Refuse room, Tank room, pump room, lobby, cleaners store, tea room, community room, rear anit-room
Types of lift	1 Passenger / 1 modified with override button
number of residential unit front doors with fire resistance identified	50
number of fire doors In common parts residents can walk through (30/60 min)	41
<b>Energy and storage</b>	
Types of Energy Storage	none
Types of onsite energy generation	Biomass boiler
Type of energy Supplies (district/mains elec/mains gas etc)	Electric main/ gas main to the boiler only
<b>Structure and Materials</b>	
Structure Type (composite steel/large concrete panel/masonry etc)	Concrete/ other

Type of Roof (flat/pitched/mix)	flat
Does roof structure have layer of insulation (top of roof/below roof)	yes on top
what material covers the largest surface area (rolled bitumen felt,rubber etc)	Rolled bitumen felt
Total number of staircases	1
what materials are visible on the outside walls (ACM, other composite etc)	External wall render/ masonry and glass
Aluminium Composite material (ACM) certification	No ACM
percentage of each material on the outside (from mentioned above)	70% Rockwool mineral insulation render system/ 30% glass
what type of insulation is used in the outside walls (EPX, PUR, Mineral wool)	Mineral wool 100%
Features/ machinery for heat, ventilation or energy generation	Rooms on roof (lift motor room)
Which materials are used most in the machinery in a room on the roof	Brickwork and render finish
Primary use for the court (office/residential/shop etc)	Residential- no secondary use
Number of flats below ground level	none

### Flat layouts

The layout of each flat consists of the entrance door opening into a protected entrance hallway, off which is 2 bedrooms, a sitting room and a bathroom. A lobby adjoining the living room provides access to an internal bedroom and a bathroom. The kitchen is accessed from the sitting room and there is an enclosed balcony area from the living room. (**See below typical flat layout taken from strategy plans in Appendix A**)



## Fire Exits

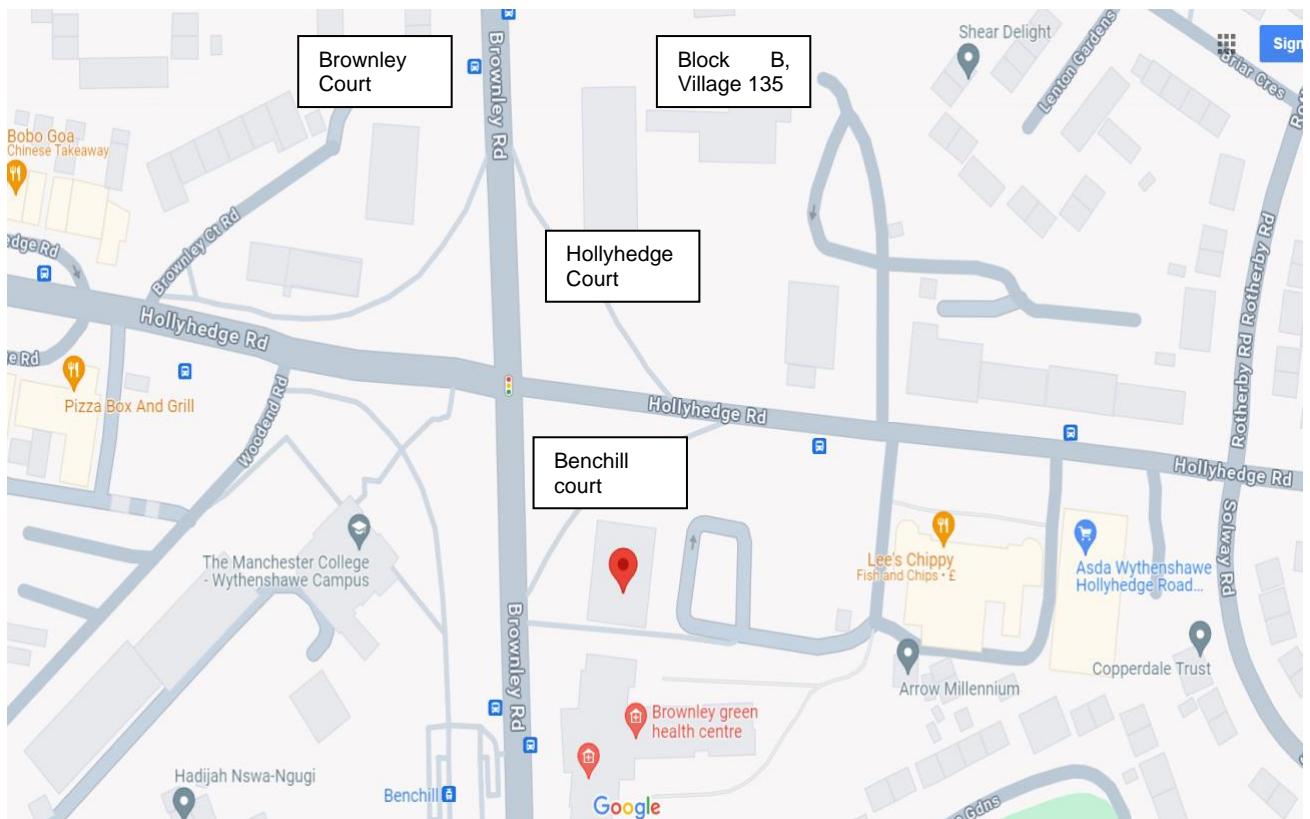
Emergency lighting is installed throughout the building's escape routes.

Flat entrance fire doors within the building have been newly installed to FD30s door-sets (discussed in section 11) Exits are signposted with wayfinding signs updated to the current format in the Building Regulations part B.

At ground floor level the staircase discharges into the main entrance lobby, from which there are 2 final exits.

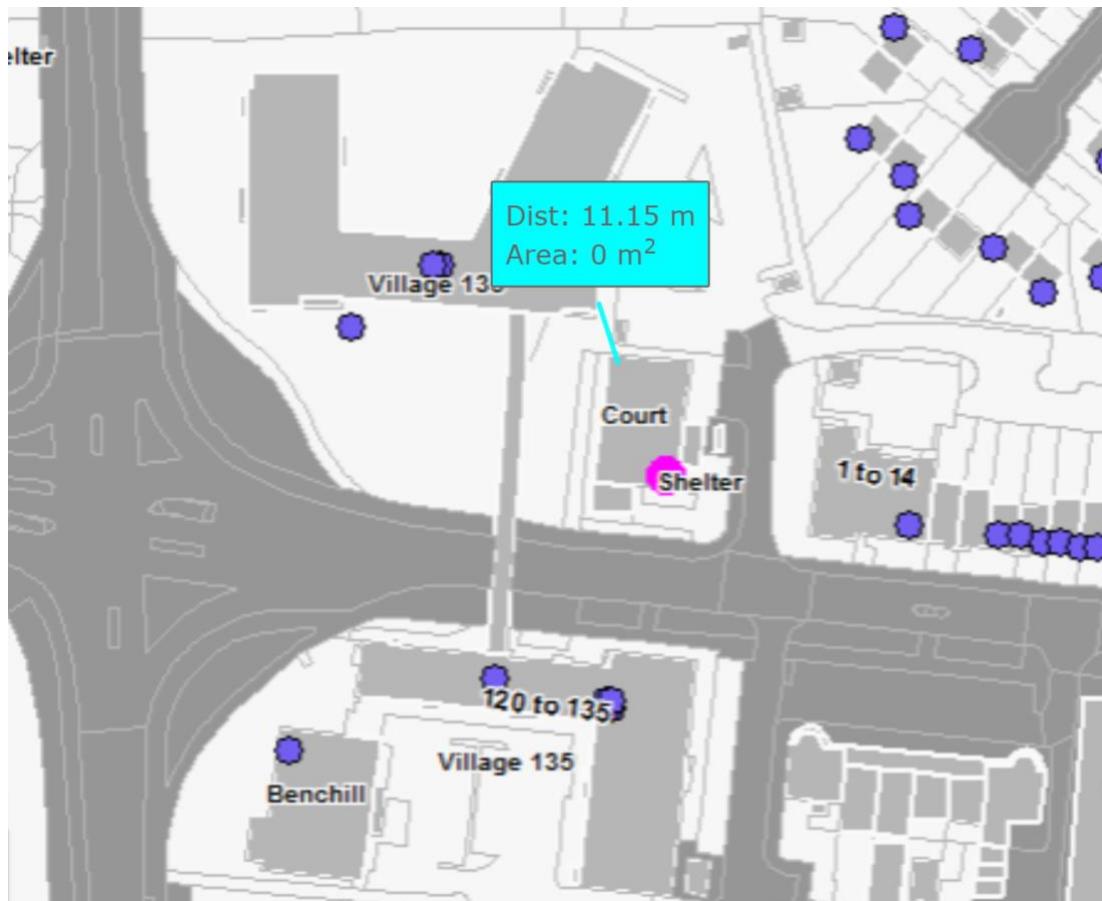
## Surrounding Area

The block is one of 4 high-rise blocks within the vicinity, the others of which are Brownley Court located across Brownley road, Benchill court located across Hollyhedge Road and Block B of Village 135 complex sat behind Hollyhedge Court. As can be seen in the aerial shot taken from Google maps, Hollyhedge Court is bounded by 2 lower residential blocks belonging to Village 135 and lower rise flats opposite the main entrance area.





The OS map below shows the distance from Hollyhedge court to the nearest residential block which is block B at Village 135, another HRB which can also be seen on the photograph above.



### Stability of Cladding systems.

The cladding system now installed to this block is safe and compliant under the current Building Regulation Part B requirements.

The system was installed in 2017 and is made up of a TERMOK8 external insulation of mechanically fixed mineral wool dual density insulation slabs adhered a reinforced basecoat and either rendered or a brick slip finish.

The certification provided with the system states a reaction to fire of classification A2-S1, d0 in accordance with EN 13501-1 which exceeds the minimum requirements for a building above 18m as detailed in Section 10.6 of Approved Document B.

### Building Foundations

A structural survey carried out in October 2023 by Michael Dyson Associates hasn't shown anything concerning or likely to be attributable to foundation failure and there are no further recommendations in this area. There was a recommendation to establish the foundations with a GPR survey which will be considered in future work.

### Incoming mains and isolation points

The isolation points are all located within the ground floor of the building. The gas boiler isolation point is within the rear plant/Biomass room, with the electric isolation point within a cupboard off the community room lobby and the water isolation point within the tank room at the front of the building off the communal hall, at the end of the caretakers area lobby.

The mains isolation areas are shown on the plan 'Ground Floor Mechanical Services revision 11 in **Appendix A**

## 4. Fire Risk Assessments.

The 'in-scope' buildings have Type 3 surveys undertaken unless a more intrusive one is recommended such as behind cladding or within loft spaces for instance, when further surveys will be requested. The Fire Risk Surveys are carried out by 'Total Fire Group' who are BAFE and FIA accredited and have been procured from the Procurement Framework 'Procure Plus Holdings' via a Fire Risk and Mitigation works framework.

The Fire Risk Assessments pick up any compartmentation breaches which are tracked through on the FRA portal 'Aurora' to completion and sign off by the relevant directors for those managers.

An FRA carried out in July 2023 advised of only moderate and tolerable risks. The risks have been entered onto the Fire Risk tracking portal, allocated to individual managers and will be tracked through by on the Aurora system and signed off once evidence is provided by the directors.

The fire Risk Rating Matrix used to assess the fire risk can be seen below:

		LIKELY CONSEQUENCES OF FIRE			
		Subjective Fire Risk Rating	Slight Harm	Moderate Harm	Serious Harm
LIKELIHOOD OF FIRE OUTBREAK	Highly Unlikely	Negligible Risk	Tolerable Risk	Moderate Risk	
	Unlikely	Tolerable Risk	Moderate Risk	Substantial Risk	
	Likely	Moderate Risk	Substantial Risk	Intolerable Risk	

## 5. Managing the Risks

The Senior Contracts Manager for Facilities along with the Building Safety Manager has an overview of the Fire Risk portal and the actions assigned to colleagues. The risks are based on both Life Risk Actions and Property Risk Actions.

The Fire Risk portal is populated by the Fire Risk Assessors with their recommendations. The actions are assigned by a Facilities colleague to the relevant manager for each action within the system and an excel list of the actions are downloaded from the system weekly and e-mailed to all those overseeing these actions to serve as a reminder to review them.

When the actions are complete, the assigned manager will sign them off in the system, upload their evidence and this then goes to their director for complete sign off. The FRA's are monitored for their progress and outstanding actions via a 'Power Bi' portal as can be seen in the screenshot below:

## BUILDING SAFETY COMPLIANCE

## MULTI-STORY BLOCKS

BIG 6 COMPLIANCE	Bagnall Court	Benchill Court	Birch Tree Court	Brookway Court	Brownley Court	Edwards Court	Hollyhedge Court	Moorcot Court	West View Court	200 Hollyhedge (V135)	3 Hollyhedge Court Road (V135)
<b>GAS</b>											
GAS (DOMESTIC)	○	○	✓	○	○	✓	○	○	○	○	○
H&S (DOMESTIC)	✓	✓	○	✓	✓	○	✓	✓	✓	✓	✓
BIOMASS (COMMUNAL)	○	✓	○	○	✓	○	○	○	○	○	○
<b>ELECTRICAL</b>											
ECR (DOMESTIC)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ECR (COMMUNAL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>ASBESTOS</b>											
ASBESTOS	✓	✓	✓	✓	✓	✓	○	✓	✓	○	○
<b>FIRE SAFETY</b>											
FIRE SAFETY SYSTEMS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE DOORS (QTRLY)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ENTRANCE DOORS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE RISK ASSESSMENTS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>LIFTS</b>											
LIFTS (COMMERCIAL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LIFTS (DOMESTIC)	○	○	○	○	○	○	○	○	○	○	○
<b>WATER</b>											
WATER	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

White Circles are N/A.

(i.e. the Block does not contain this type of asset)

## Compartmentation

Compartmentation is provided by way of a single protected staircase leading from the protected lobby area off which are a number of flats which have newly fitted front entrance doors in 2023 and all walls which form each flat are also compartmented. Each riser cupboard located on each lobby and lift shaft are also compartmented as well as the lift shafts and service areas. This compartmentation is shown on the Fire strategy drawings marked in red lines which has also been shared with colleagues to ensure they are aware of where compartmentation is, as can be seen on the fire strategy drawings in **Appendix A**.

All riser cupboards that were accessed for Fire alarm and Sprinkler work, have had any breaches through floor slabs sealed and signed off by a third-party inspector 'Flamehold' who are a member of the Fire Protection Association and FIRAS accredited, this also applies to the wires or pipework entering each flat. A copy of such certification can be found in **Appendix B**. The riser doors along with the Communal pedestrian 30min fire doors off the common areas are checked quarterly for any issues and also checked within the annual Fire Risk Assessments. Any compartmentation breaches picked up on the Fire Risk Assessments are sent to a competent contractor for remediation work.

A separate survey was also undertaken in 2022 as a separate exercise to specifically review all communal doors including risers. A number of pages as a representative sample of this report can be found in **Appendix B** and the full report available on request.

## Energy Suppliers Details

SEFE	Electric supplier	Work via Monarch
Gazprom	Gas supplier	Work via Monarch
Monarch	Manages energy companies	Tamzyn.Elliott-Pullen@monarchpartnership.co.uk

## Maintenance of equipment and responsibility.

The Facilities department manage maintenance contracts for the high-rise blocks and listed below are the key maintenance contractors who manage building safety and test/inspection frequencies

Contractor	Measure	Frequency
Fire		
Fieldway	Fire alarms/door release	weekly
Argus	sprinklers	monthly
Dyer (DH Environmental)	AOVs	Annually
AARHUS	Biomass fire alarm monitoring and biomass room emergency lighting	Annually
PFI solutions signs	exit signage	Annual FRA/BSO inspections
Chute Fire Cert	bin chute checks	Six monthly
Premier Technical Services Group	Lightning protection	Annual
Allied Central Power Services	Lift checks Generator inspections	Weekly with fire alarms /monthly inspections
Complete Fire	Dry Risers	monthly
Complete Fire	Emergency lighting	Annually
Asbestos		
Scope iT	Asbestos testing/analyst	Annual / reactive
Countrywide	asbestos removal	Reactive
legionella		
Mitie	legionella testing	Monthly
xylem	Water testing	Six monthly

## Flat Entrance Fire door inspections

The flat entrance doors leading onto common parts are inspected annually in line with the Fire Safety (England) Regulations 2022, by in house inspectors (trained by 'Ventro Fire Compliance') utilising a hand-held system which then feeds into the Power Bi dashboard for monitoring. These inspectors are also Gas and Electric compliance inspectors who undertake

the annual checks. The doors are inspected against key TRADA questions that are pre-set into the system to ensure the correct questions are asked.

The inspection information for the fire doors is collected on a hand-held device which feeds in to the Orchard Housing Management system, any resultant repairs required are taken off the system and raised within the repairs system. The inspections feed through to the Power BI dashboard which are reviewed via a corporate performance team as can be seen in the table below:

property_group	REQUIRED DOOR CHECK	HAS DOOR CHECK	% DOORS CHECKED	FLAT ENTRANCE DOOR CHECKS
ENSUITE ROOM	13	13	100.0%	
FLAT - COTTAGE	210	210	100.0%	
FLAT - MULTISTOREY	937	937	100.0%	
FLAT - OTHER	14	14	100.0%	
FLAT - SHELTERED	54	54	100.0%	
FLAT - SUPPORTED	4	4	100.0%	
FLAT - WALKUP	973	973	100.0%	
HOUSE	57	57	100.0%	
<b>Total</b>	<b>2262</b>	<b>2262</b>	<b>100.0%</b>	

PROPERTYKEY	ADDRESS	ENERGY USAGE	PROPERTY TYPE	prtyp_dsc	CATEGORY	CURRENT LGSR SERVICE	REQUIRES ENTRANCE DOOR CHECK	HAS DOOR CHECK ON CURRENT 1ST TOUCH RECORD	1st TOUCH RECORD DATE
15589	FLAT 5 MOORCOT COURT	H&S	MSGF1B	1 BED GRD FLOOR MULTI STOREY	GENERAL	28/11/2022	1	1	16/12/2021
15483	FLAT 84 BROADWAY COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	10/02/2023	1	1	21/02/2022
16658	39 MOORCROFT ROAD	GAS	WU1F1B	1 BED 1ST FLOOR WALKUP FLAT	GENERAL	03/03/2023	1	1	03/03/2022
1076	58 HOLLYHEDGE COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	27/03/2023	1	1	27/04/2022
17373	FLAT 41 WEST VIEW COURT	H&S	WU1F1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	10/05/2023	1	1	12/05/2022
15313	15 BAGNALL WALK	GAS	WU1F1B	1 BED 1ST FLOOR WALKUP FLAT	GENERAL	23/06/2023	1	1	13/05/2022
1632	26 BIRCH TREE COURT	GAS	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	18/01/2023	1	1	19/05/2022
17547	323 WYTHENSHAWE ROAD	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	25/05/2023	1	1	23/05/2022
17521	371 WYTHENSHAWE ROAD	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	18/05/2023	1	1	26/05/2022
8967	24 MAISMORE ROAD	GAS	WU2F2B	2 BED 2ND FLOOR WALKUP FLAT	GENERAL	27/05/2023	1	1	27/05/2022
16317	18 HOCKLEY ROAD	GAS	WU2F3B	3 BED 2ND FLOOR WALKUP FLAT	GENERAL	26/05/2023	1	1	28/05/2022
17534	295 WYTHENSHAWE ROAD	GAS	WUGF2B	2 BED GRD FLOOR WALKUP FLAT	GENERAL	17/04/2023	1	1	31/05/2022
2354	8 KENNETH COLLIS COURT	GAS	FS0F2B	2 BED GRD FLR FLT-SHELTERED	GENERAL	03/06/2023	1	1	31/05/2022
766	11A CALVE CROFT ROAD	GAS	WUUF1B	1 BED 1ST FL WALK UP DECK ACC	GENERAL	09/06/2023	1	1	07/06/2022
17135	21 SWANAGE AVENUE	GAS	WU2F2B	2 BED 2ND FLOOR WALKUP FLAT	GENERAL	25/07/2023	1	1	13/07/2022
15912	16 FARDEN DRIVE	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	19/07/2023	1	1	28/07/2022
15425	FLAT 32 BROADWAY COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	14/09/2023	1	1	24/08/2022
16034	11 FOSCARN DRIVE	GAS	WU2F3B	3 BED 2ND FLOOR WALKUP FLAT	GENERAL	22/08/2023	1	1	26/08/2022
1072	53 HOLLYHEDGE COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	11/04/2023	1	1	12/09/2022
653	16 BENCHILL ROAD	GAS	CFUF1B	1 BED 1ST FL COTTAGE FLAT	GENERAL	29/08/2023	1	1	12/09/2022
<b>Total</b>						<b>2262</b>	<b>2262</b>		

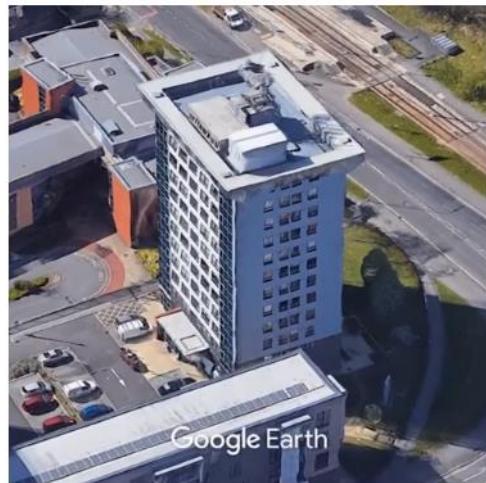
### Communal Fire Door inspections

Communal fire doors are inspected quarterly by contractor 'Team Brand' who's inspector has had BRE Academy door inspection training and who has asset tagged and recorded the doors on our cloud-based website 'wchguaditsafe.com'.

Each door within the block for each floor is photographed which will bring up a photo of that door when the QR code is scanned. This will ensure the inspector has the correct door and will also highlight if someone has changed a feature on the door without advising the Building Safety team, in which case, the Building safety team will be notified and a decision on action that may need to be taken then a new photograph will be taken and uploaded. There are key TRADA questions for the inspector to complete in relation to each door to ensure the key components are inspected.

If any repairs are identified, these are raised in the housing management system and allocated to one of the trained Fire door maintenance technicians or sent to a qualified and competent, external contractor.

Below is a screenshot of the system for the communal door surveys showing a photo of the door, the QR code that is on the door and below that a screenshot of the same door when checking on the live status and which shows that the door that is under repair. The status is updated when repairs are carried out and signed off.



Hollyhedge Ground



HHFG001

◀ Change Floor ▶

**HHFG001**



Date of survey \*

27/03/2024



Fire Door Rating \*

Choose



Fire glass fitted \*

Choose



Intumescent strip fitted & free from damage \*

HHFG001



Passed

19/01/24

Fire glass fitted

Yes

Intumescent strip fitted &amp; no damage

Yes

Door closes properly

Yes

Gaps over 4mm around the door

No

Fire door keep shut sign installed

Yes One Side

Damage to the firedoor

No

The Building Safety Officer and the Building Safety Manager have also received fire door inspection training via 'UK Fire Doors' and will also inspect doors when carrying out block visits. A CSV file is able to be exported from the system and uploaded into the Asset Database system 'Promaster' which will also feed into a Power Bi reporting page for compliance monitoring similar to that of the front entrance fire doors.

### Fire-Fighting equipment

As shown on the fire strategy drawing and report, Hollyhedge court has the following firefighting equipment which has monthly visual inspections:

- 1 x Firefighting modified lift for firefighters use.
- Inlet and outlet for dry riser mains.
- Permanently open vents are located in the stairwell.
- Fire detection and alarm systems also linked to ancillary rooms.
- Automatic door release mechanisms linked to fire alarm systems.
- Sprinklers in high risk areas.
- Fire Alarms and notification panel for the BS5839-1 system, See **Appendix C** for cause and effect matrix



The 'protec' alarm panel is located in the entrance lobby and the dry riser inlet on the external façade with each outlet on each floor adjacent to the lift lobbies.

The risers are serviced by Complete Fire Systems Ltd in line with BS9990:2015.



The above listed Fire Fighting Equipment is visually inspected on a monthly basis to compliment the main services by suitably qualified contractors as noted in subsection '*Maintenance and equipment responsibility*' in previous pages.

Fire Strategy drawings of the building show where the equipment is located, refer to **Appendix A.**

The building is also provided with a BS5839-1 type fire alarm system which incorporates automatic detection to L2 standard in the common areas. The fire alarm system has been re-configured so that it can function in a similar manner to an Evacuation Alert System (EAS). This system is monitored and is generally silent (except for in plant and service areas). All manual call points in publicly accessible areas have now been removed in accordance with the Fire Risk Assessors recommendations.

Emergency lighting is installed throughout the buildings escape routes to BS5266, ADB including plant and old caretakers rooms.

Electromechanically secured doors separate the staircase from the corridors serving flats and these require fob access in the direction towards the flats. In the direction of escape, a suitable push pad device is provided leading into the stair and a lever handle is provided on the escape side for overriding purposes.

The final exit door from the building, located at the base of the staircase serving the upper floors, is electromagnetically secured and accompanied by a suitable green box emergency

override. The secured doors (whether electromechanical or electromagnetic) are configured to release upon activation of the fire alarm system.

#### Secure Information box and reviews

There is a 'Gerda' secure information box (SIB) located within the ground floor common area containing:

- plans of the buildings with exit routes
- location of firefighting equipment
- asbestos register
- Personal Rescue Evacuation Plan information
- any previous call out reports
- alarm codes/ procedure
- contact names and details
- test logs.

The information contained within the SIB has been viewed by the Fire Risk Assessor and is in line with the latest government factsheet guidance for Regulation 4 published 24<sup>th</sup> July 2023. It is reviewed monthly by the Building Safety Officer and updated with any new information provided by way of updated e-mailed reports that feed in from the housing system which is updated by the housing team or sooner for new 'PREPS' information.



#### Gas Provision

This block has communal Bio-Mass heating with gas back-up. Gas has been removed from individual flats and Heat interchange Units (HIU's) fitted. These are very responsive and provide instant supply on-demand. This measure has been taken in Hollyhedge court to improve energy efficiency, and reduce CO<sub>2</sub> emissions but more importantly to eliminating gas explosions/ leaks either in a fire situation or which could cause a fire situation and it also alleviates any worries about carbon monoxide emissions. There is no heating to common parts however there is a gas provision to the rooftop heating system which feeds the individual flats via a heat exchanger.

## 6. Building Safety Management System

The Building Safety Management system has been set out in line with HSE government guidance and BS9997 as best practice and considers effective planning, Organisation, Control, Monitoring and reviews of all measures in place to manage Building Safety. The system pulls together all information from compliance areas and maintenance activity to provide a more holistic overview and dashboard report via Power Bi to show the effectiveness of the system which is reviewed by the Building Safety Manager and reported on monthly within Corporate Performance Meetings where progress and trends are reviewed.

The system considers resources and governance and ties into related policies to address how each team/ contractor/ supplier and residents' activity within the blocks are managed, coupled with the fire risk recommendations and actions. The Building Safety Manager will review and update the system with any new information or changes in teams, corporate practice or new legislation as required and review with any team/ person affected and the document will stay 'live' for constant review. (Refer to **Appendix C** which shows the first page of the system which is available on request.)

## 7. Planning for Emergencies

The building employs a 'Stay Put' evacuation strategy and residents are informed of this via notices in the common area and via building safety booklets (**Appendix D**). The common fire detection system is configured for the Fire and Rescue Service to also use as an Emergency Alert System (EAS) such as was recommended in the Grenfell Tower inquiry phase 1 report published in October 2019. The common fire detection system is configured as a silent system and shows where the area of activation is on the alarm panel which is also monitored by an alarm receiving centre 'Custodian'. The decision was taken to configure the alarm as silent following a number of false 'call outs' where the alarms had likely been activated maliciously as recommended by the Fire Risk Assessments this also allows the fire service to only carry out a simultaneous evacuation when necessary.

The 'Assure 24' team are the CCTV team with warden patrol who can attend day or night in an actual fire to aid the fire service where required, along with the duty manager covering night shifts if after hours.

The strategy will be reviewed/updated with any significant changes or following near miss or actual building safety incident.

There is a dedicated muster point for this block which is outside Village 135 and this information is displayed on the notice board on the evacuation notice within the communal area.

### Mandatory Occurrence Reporting

The reporting of incidents for residents and colleagues is currently picked up within the building Safety Management system and complaints system in that all colleagues and residents are aware to report any building safety issues to the Building Safety inbox/ manager or officer to which direct mobile numbers are provided.

Contractors are being asked by the relevant managers overseeing works on HRB's to provide their own MOR prior to the start of work and to ensure that all residents are aware of the procedure.

Work is ongoing to collate emergency procedures into one document with the inclusion of the Mandatory Occurrence Reporting legislative requirements.

## 8. Current Plans of the Building

Within **Appendix A** there are fire strategy plans of the Ground Floor, a typical upper floor and roof area which show the different layouts and key equipment. There are also architectural drawings showing the spandrel and balcony panel replacement following remedial works and plans showing Fire equipment and the incoming mains and isolation points, refer to table below:

Ground Floor plan – Fire strategy drawing.	Ref: HH-C_2200201_01
Fourth Floor plan- Fire strategy drawing.	Ref: HH-C_2200201_05
Loft/ Roof plan- Fire Strategy Drawing.	Ref: HH-C_2200201_13
External Wall Insulation South and East elevation	Ref: HUB097.HHC.PS.05
External Wall Insulation North and West Elevations	Ref: HUB097.HHC.PS.07
Ground Floor -Incoming mains and isolation points.	Ref: 24-051-M-01
Alarm installation plan Ground Floor	None see App A
Alarm installation plan Intermediate floor	None See App A
Sprinkler Installation plan Ground Floor	As labelled
Sprinkler Installation plan Intermediate floor	As labelled

## 9. Resident Profiling

As there is no legal requirement for PEEPs in general needs flats, each resident has instead been asked within the annual fire safety information to self-identify where they would require assistance in the event of a fire and the lifts being inoperable. There is a QR code that can also be used for people to self-identify within the communal area and within the building safety booklet which has been sent to all residents with other methods of contact (refer to **Appendix D** rear page). Where this is the case, the neighbourhood officers update the Housing Management system 'Orchard' which produces an evacuation report which is e-mailed to managers monthly.

The Building Safety Officer will consult the report and update any new information within the Secure Information Box as **Personal Rescue Evacuation Plan (PREP)** as recommended by the fire risk assessors. New 'Gerda' boxes have been fitted to all communal areas in HRB's for which the Fire service hold a skeleton key, and shows any apartment where the resident requires assistance and an overview of that requirement. The PREP's in the SIB will be reviewed for updating, removal if temporary and expired or for new incoming tenants.

Where there is a new tenancy, they will be asked if they can self-evacuate at the time of let and the system and SIB's will be updated accordingly. The information shared with residents is in line with the WCHG resident Involvement Strategy V2 October 2023. (**Refer to Appendix D**)

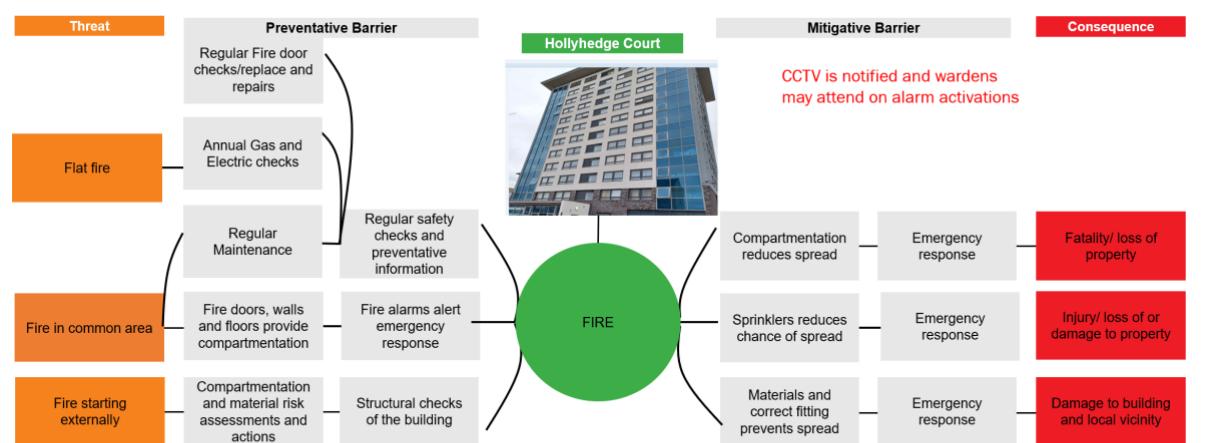
## 10. Building Safety Information for Residents

A Building Safety Information booklet has been disseminated to all residents who live in a block of flats and a separate fire door letter is handed to the resident following the fitting of a

new fire door. The Building Safety booklet provides information on the block, has photographs and numbers for the neighbourhood officer, Building Safety Manager and Building Safety Officer and general contact details. The booklet also advises the residents of their own responsibilities and how, WCHG as a landlord can help with those. Information is provided on how to evacuate/ communal area housekeeping and which teams are responsible for what areas of the block for building safety.

Building Safety information is displayed in the common area within a locked cabinet with a copy of the evacuation information, along with a 'Safety Case on a Page' as can be viewed below. All communications methods from WCHG as mentioned have initially been reviewed by residents of the 'High Rise Forum' for any feedback and suggested changes prior to being placed in communal areas.

Safety Case on a Page below with direct numbers and photos on for reporting of issues.



You can obtain further information on line [@Greater Manchester Fire Rescue Service](#) via the Q&A section which addresses questions and concerns residents have from all over Greater Manchester.

The regular Fire Risk Assessments and resulting work along with alarms and sprinklers keeps your block safe.



I am your Building Safety Manager Vic Finn, and this is your Building Safety Officer, Tom Porter. The diagram shows some key points of how your building is managed for safety. Please contact me on 07525905048 or Tom on 07525905042 or send to [building.safety@wchg.org.uk](mailto:building.safety@wchg.org.uk) to report any concerns with the safety of your block. Alternatively you can use an online anonymous form on the website under the contact section in 'High Rise' or use 0800 633 5500 which is free to use from a landline.



Charging of scooters is managed via the fire management policy and mobility Scooters Procedure and any scooters seen in common areas will be brought to the attention of the owner immediately to remove and if there is room to provide a scooter pod externally, this will be considered.

## 11. Past Work and Ongoing work /Building Improvement

See below for a table of refurbishment which is a substantial change or alteration to the original build undertaken by WCHG.

Refurbishment activity	Year undertaken	Planning permission	Undertaken by	Information
------------------------	-----------------	---------------------	---------------	-------------

Balcony enclosures/ entrance foyer	2006	2005	unknown	Application from Willow Park Housing Trust- no further information available.
Biomass installation	2015	2015	Thomas Armstrong and Cenergist	Provision of bio mass boiler and Heat Interchange Units
EWI and window installation/ re-roofing	2017	2015	Wates	Registration of applicant Willow Park Housing Trust.
Fire alarms	2018	2017	Fieldway Group	Full O&M's available
Sprinklers/ tank	2020	2018	Argus Fire	Full O&M's available
Roof Access Works	2022	n/a		

### Bio-Mass Installation

A Bio-Mass boiler was installed along with heat interchange units to each flat to further reduce risk of gas provision to the flats. Two flues servicing the new boiler are on the north elevation and extend 3 meters above roof deck.

A ground floor flat has been utilised for the boiler plant and before and after plans can be seen in [Appendix A](#)

### [EWI- Enveloping work](#)

The external wall insulation was installed in 2017 along with windows and new roof covering following the Biomass installation in order to reduce omissions and make the block more energy efficient. The system when tested to BSEN 13501 – reaction to fire achieves a classification A2-s1, d0 and the insulation slab achieves A1

The system used is 'Rockwool' where a mineral wool insulation board was attached to the external masonry façade to which a basecoat of mortar was applied to take a glass fibre mesh onto which the rockwool primer is applied. The top coat is a Rockwool silicone render.

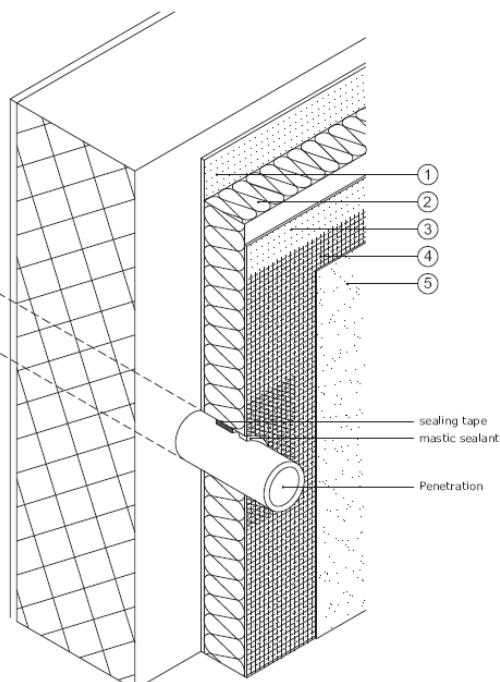
The windows were renewed at the same time as the external wall insulation to A rated PVCu windows. A detailed drawing of the render system can be found in [Appendix A](#).

The roof was also re-covered with a warm roof system of tapered S-VAP 5000E SA as a vapour control layer over the concrete deck with 'Decotherm PIR Insulation, then a further membrane with a Sika Liquid applied embedment coat finished with a Sika liquid applied top coat to the full Sika liquid plastics specification. [Appendix B](#)

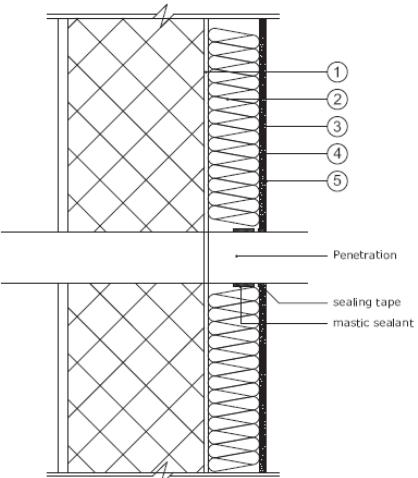
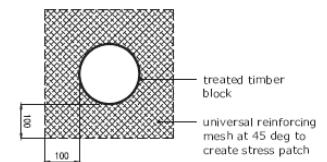
Below shows the system build-up of EWI

**Key:**

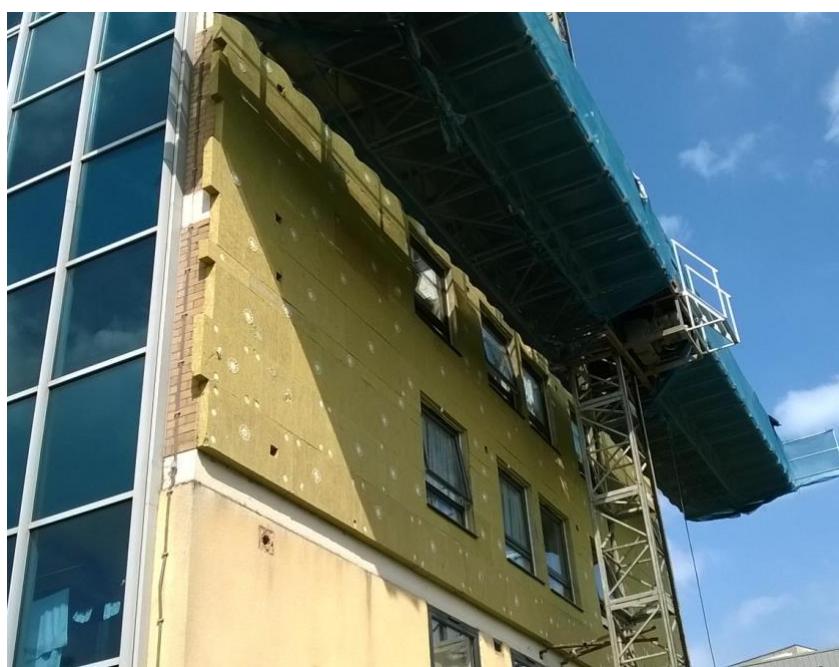
1. Board Adhesive
2. Insulation
3. Basecoat
4. Universal Reinforcing Mesh
5. ROCKWOOL® Decorative Finish as specified



**Elevation Detail**



Below shows a photo of the EWI work being undertaken



Below photograph of the completed roofing work



#### **,Fire Alarms**

A heat / sounder detection has been provided within the flats entrance area and the sounders would be wired on the fire alarm loops and not in a radial layout.

Detection is in the store cupboards, electrical risers, bin chutes, plant rooms, and lift motor rooms & all areas leading onto escape routes. Refer to **Appendix A** for installation plans.

All flats were previously surveyed to confirm the system design and condition.

#### **Fire System - BS5839-6 System Overview:**

There has been installed, a Protec 6500 4 Loop digital LCD Display addressable fire alarm system and a Protec 6500 4 Loop 100 zone digital addressable fire alarm control panel installed in the entrance lobby, open Protocol.

Optical smoke detection / some with integral sounder complete with internal isolators are installed in the communal areas.

All fire alarm wiring uses 2 core fire rated enhanced soft bodied cables (FP200), signal path cables will be secured with metal D clips within the trunking and/or metal cable ties.

The systems provides' coverage for the following areas.

- Entrance lobby – Protec 6500 4 -Loop 100 zone Fire Alarm Panel
- Communal Areas – Protec 6000PLUS Optical Smoke Detectors, some with Integral Sounder
- (OPHT/S) and Manual call points
- Individual Flat Entrances – Heat Detector with Integral Sounder (HT/S)

The contractor was engaged via a specialist fire engineer procurement framework with a Construction Design Management Coordinator in place and a clerk of works during the contract. A full set of photographic evidence of compartmentation work from 'Flamehold' was provided on completion. with a BAFE certificate of compliance, Firas Certificate and the installation certificate. all of which can be found in **Appendix B**

### **Sprinklers**

in 2020, Argus Fire supplied, installed, tested and commissioned a fire protection sprinkler system to Hollyhedge Court in accordance with the BSI Standard Publication: BS9251: Fire Sprinkler Systems for domestic & residential occupancies – Code of practice.;2014

Sprinkler protection has been provided (throughout the building, with the exception of the communal corridors) and has been designed to suit the potential risk and environment of the specific area. The level of 'fire risk' for a specific area determines that areas 'hazard classification' which therefore determines the density of water and the number, type and spacing of the sprinkler heads used. Refer to **Appendix A** for installation plans.

**Pump Supply:** The installation operation of one or more sprinkler heads and the resultant flow of water from the supply pipework will in turn reduce the water pressure in the system so there is a pressure sensing switch connected to the starter switch of the pump. The reduction in pressure will initially activate the pressure switch which will initiation the jockey pump function of the pump initially. (The Jockey pump function is designed to maintain the system pressure by replacing any small losses of water). This function will switch off automatically when the system pressure is regained.

The system is connected to the main fire panel and will show when there has been an activation or drop in pressure.

## **12. Fire Preventative and protective measures**

The building is constructed to support a 'Stay put' policy and is fully compartmented to separate apartments from common areas. Annual type 3 Fire Risk Assessments are carried out and any recommendations are then actioned to support that policy. The recommendations are managed as set out in the Live 'Building Safety Management System'.

Emergency lighting is installed throughout the common areas and inspected annually and the fire alarm and connected smoke detectors are tested monthly. Smoke and heat detectors as well as sprinklers are also installed into individual flats and tested as part of the annual health and safety/ Gas check.

A compartmentation survey was undertaken in 2022 by Sureserve to check for riser cupboard breaches, the report can be found in **Appendix B**) following which, rectification work was undertaken as per recommendations.

All essential fire-fighting equipment, namely, communal fire doors, fire alarms, lifts, door release mechanisms and dry risers are inspected monthly. The communal doors are inspected either by an external company 'Team Brand' or WCHG colleagues, both of who have received the appropriate fire door inspection training with HQN or BRE accredited courses. The remaining equipment is checked by competent contractors listed under 'Maintenance and Equipment responsibility' in section 5 of this report.

## Fire Strategies

A Fire strategy and strategy drawings have been undertaken on 19<sup>th</sup> December 2022, by 'Firntec' A Building Compliance consultant engaged from a Fire Risk and Mitigation framework and accredited to FPA/ IFSM and IFE, to the block which includes the means of escape, passive protection, means of warning, fire spread, suppression systems and fire management. The strategy drawings (**Appendix A**) also indicate the position and location of firefighting equipment for viewing by colleagues and the Fire Service and are placed within the secure premise information boxes within each communal area. The strategy report provides a table of recommendations as can be viewed below.

Table of Recommendations from Fire Strategy Report below:

Design item	Recommendations	Report reference
Structural fire resistance	Consideration should be given to carrying out an investigation to confirm that elements of structure achieve the minimum fire resistance requirements.	
Roof coverings	Consideration should be given to confirm that the roof coverings comply with the relevant requirements	
Fire safety management	Update existing Fire Risk Assessment to consider existing fire safety arrangements within the property such as fire alarm provision, fire stopping etc – this also includes the review of the occupancy of the building and subsequent management procedures to ensure a safe evacuation of all residents. Fire Risk Assessment should take into consideration the contents of this report.	

Taking each point of the recommendations in table B.1 of the report, it should be noted that:

- **A structural survey** was carried out on 9<sup>th</sup> November 2023 by 'Michael Dyson Associates' which advised the main structure is likely to be reinforced concrete with insitu concrete floors of 180mm thick. The external insulated render is mineral wool and rendered or brick slip system by 'Wetherby' which was undertaken in 2017
- **Roof coverings**-The roof covering was renewed in 2017 by Wates, using a 'Sika' system in full compliance of the regulations.
- **Fire Safety Management**- Fire Risk Assessments (FRA) are carried out annually to this block and a Further FRA has been carried out within its annual timescale since this report was completed, considering, all the points mentioned and having had sight of the fire risk strategy report.
-

## Fire Safety Policy

The Fire and Building Safety Management Policy takes into consideration the Regulatory Reform Order 2005 and fire Safety Act 2022 as well as the Fire Safety England regulations. The policy has a separate relating procedure to set out roles and responsibilities in line with the Building Safety management system. The policy was finalised and reviewed by the customer experience committee and Group Leadership Team in May 2023 and due for review in May 2025.

## 13. Structural Survey reports and ongoing structural safety

A survey was undertaken in **September 2017** via qualified and competent structural engineers 'WML Consulting' to survey the building in respect of the possibility of being a 'Large panel system'. It was noted that the building is not LPS and is an in-situ concrete frame with masonry/lightweight cladding to all floors.

A recent non-invasive structural survey carried out by Michael Dyson Associates on 8<sup>th</sup> November 2023 saw access to all communal areas, rooftop and three flats. Michael Dyson Associates were engaged via a Housing Procurement body from the structural 'arm' of the process to ensure competency and insurances are already in place.

The report didn't note anything of immediate concern and the summary advises that there are some cracking and defects and past or current water penetration.

The recommendations are to carry out further investigations to defect areas/ damp penetration and durability of testing reinforced concrete and investigations into the cracks, and some structural elements. These are being considered following collation of all block recommendations and on a risk priority basis. A schedule of work/ actions will be created and assigned to relevant teams to complete overseen by the BSM.

### Issues particular to the building

The structural assessment and Fire Risk Assessments don't identify anything particular to this block that hasn't been identified in other similar blocks and further testing recommendations are being considered.

The building has a single staircase which could cause a 'Bottleneck' effect on evacuation and therefore the alarm system has been configured to allow the fire service to evacuate on the floor the fire is on as well as one above and one below but also to carry out a simultaneous evacuation should the need arise.

To vent the stairs in case of smoke, the vent on the stairs leads into a metal ducting which in turn vents direct to the outside, passing through the refuse chute room on its way as the photographs below:



In order to get assurances that this method of venting is sufficient, a Fire consultant was engaged to carry out a survey. International Fire Consultants (IFC) carried out the survey in November 2017, the outcome of which advised:

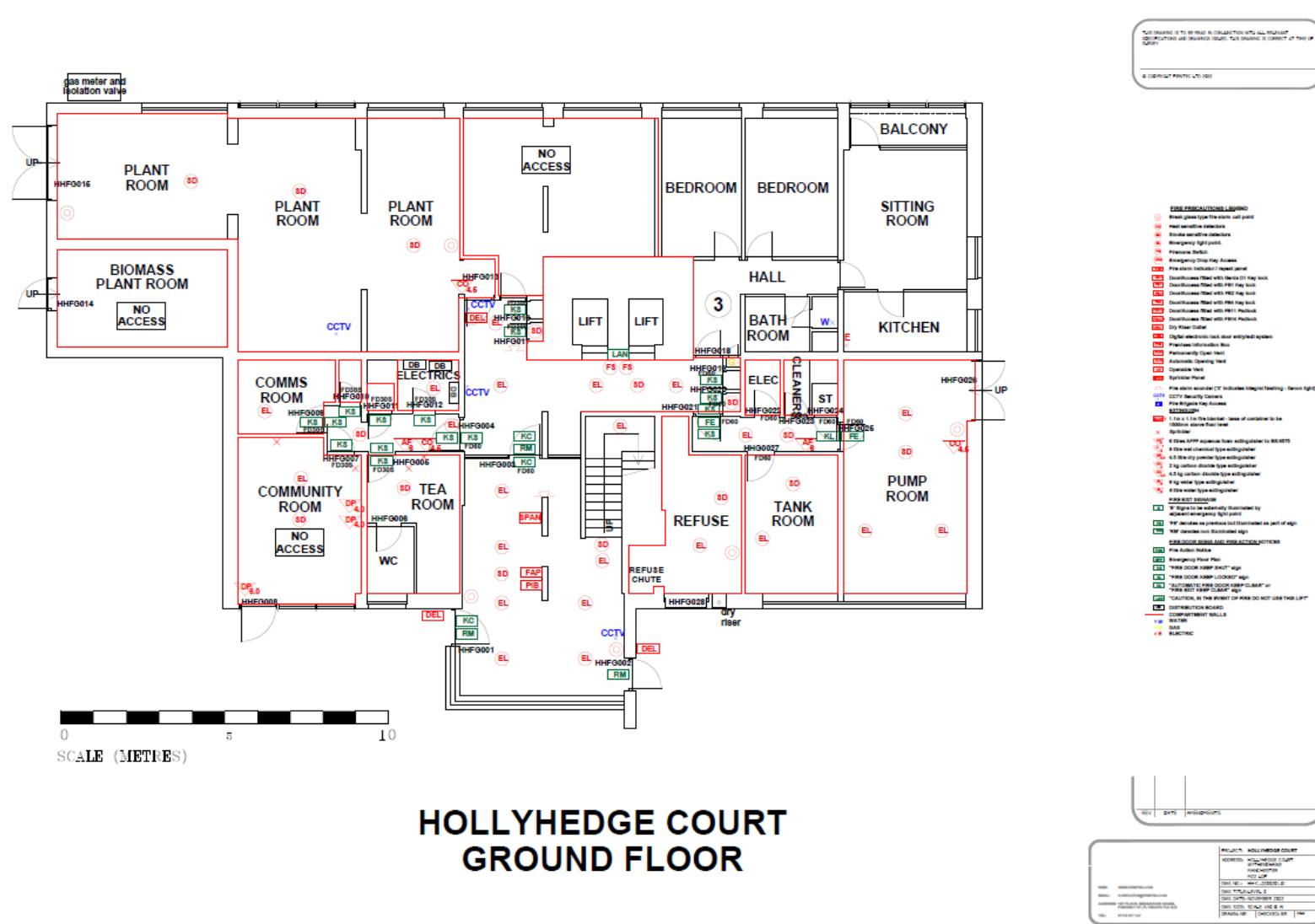
The performance of the Wythenshawe stair design in respect to the venting of smoke, as assessed using basic fluid dynamics and spreadsheet based, desktop calculations, indicates that it would perform better than a BS9991 stair design when the stair exit door is either closed or open only a small amount. As the ground floor stair doors (to the outside) are progressively opened, the BS9991 design improves, and beyond a certain opening size its performance exceeds the Wythenshawe stair design.

A key item is to note is that the door at ground floor would only be expected to be opened fully and continuously when the fire service commences fire service operations. Also the current layout of the buildings are better than a BS9991 code compliant on the basis that there is a lift lobby and stair lobby (i.e. a single lobby would be required under BS9991).

On balance, the Wythenshawe stair design is therefore judged to be comparable in terms of smoke ventilation to an BS9991 compliant one.

## 14. Appendix A –Floor plans

## Ground Floor layout/ fire strategy plan

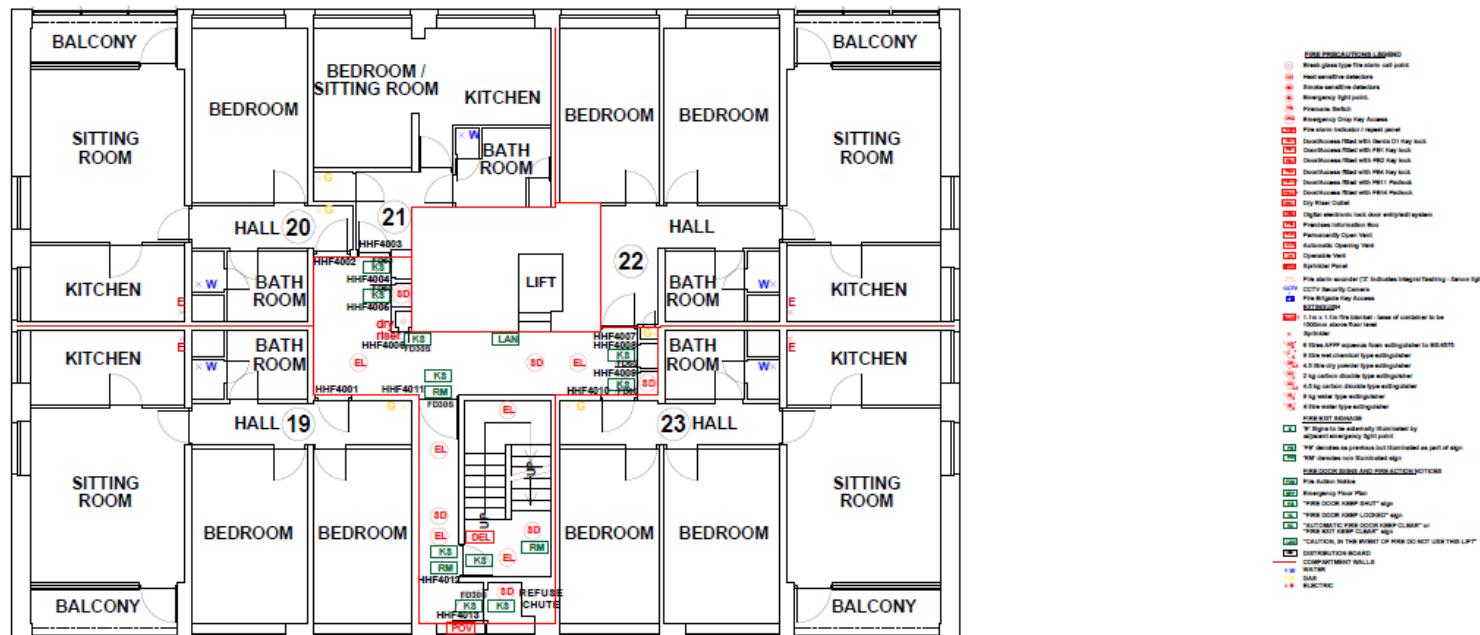


## Fourth Floor layout (Typical floor) Fire Strategy Plan

THIS DRAWING IS TO BE READ IN CONJUNCTION WITH ALL RELEVANT  
SPECIFICATIONS AND DRAWINGS ISSUED. THIS DRAWING IS CORRECT AT THE DATE  
OF ISSUING

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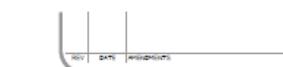
© 2010 Pearson Education, Inc.



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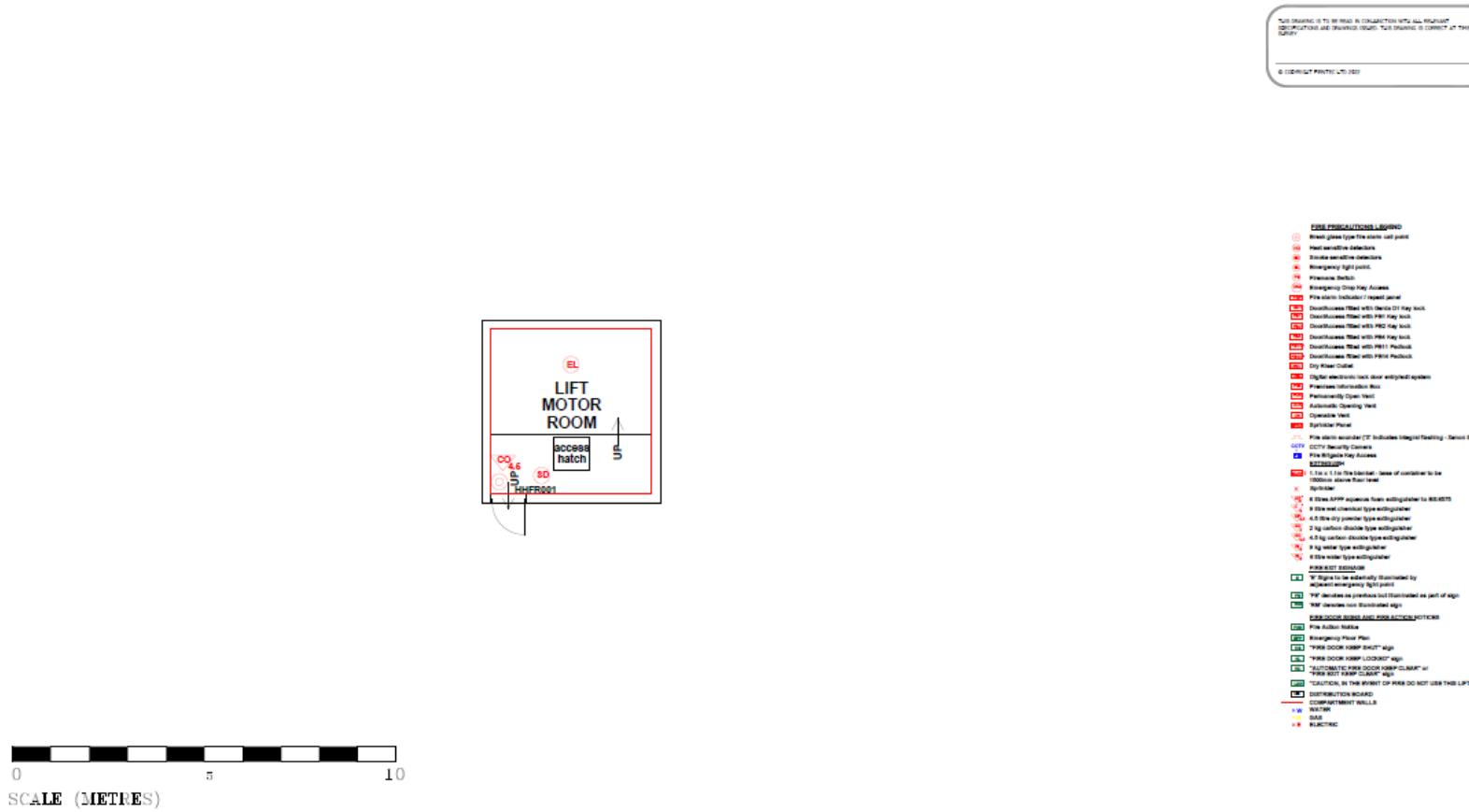
SCALE (METRES)

**HOLLYHEDGE COURT  
FOURTH FLOOR**



PROJECT: HOLLYWOOD COURT	
ADDRESS:	1000 HOLLYWOOD BLVD
INTERVIEWER:	MARK SPENCER
TYPE:	CP
DATE REC'D:	09/25/2002
DATE TAKEN:	09/25/2002
DATE APPROVED:	09/25/2002
SEARCHED:	INDEXED
SERIALIZED:	FILED

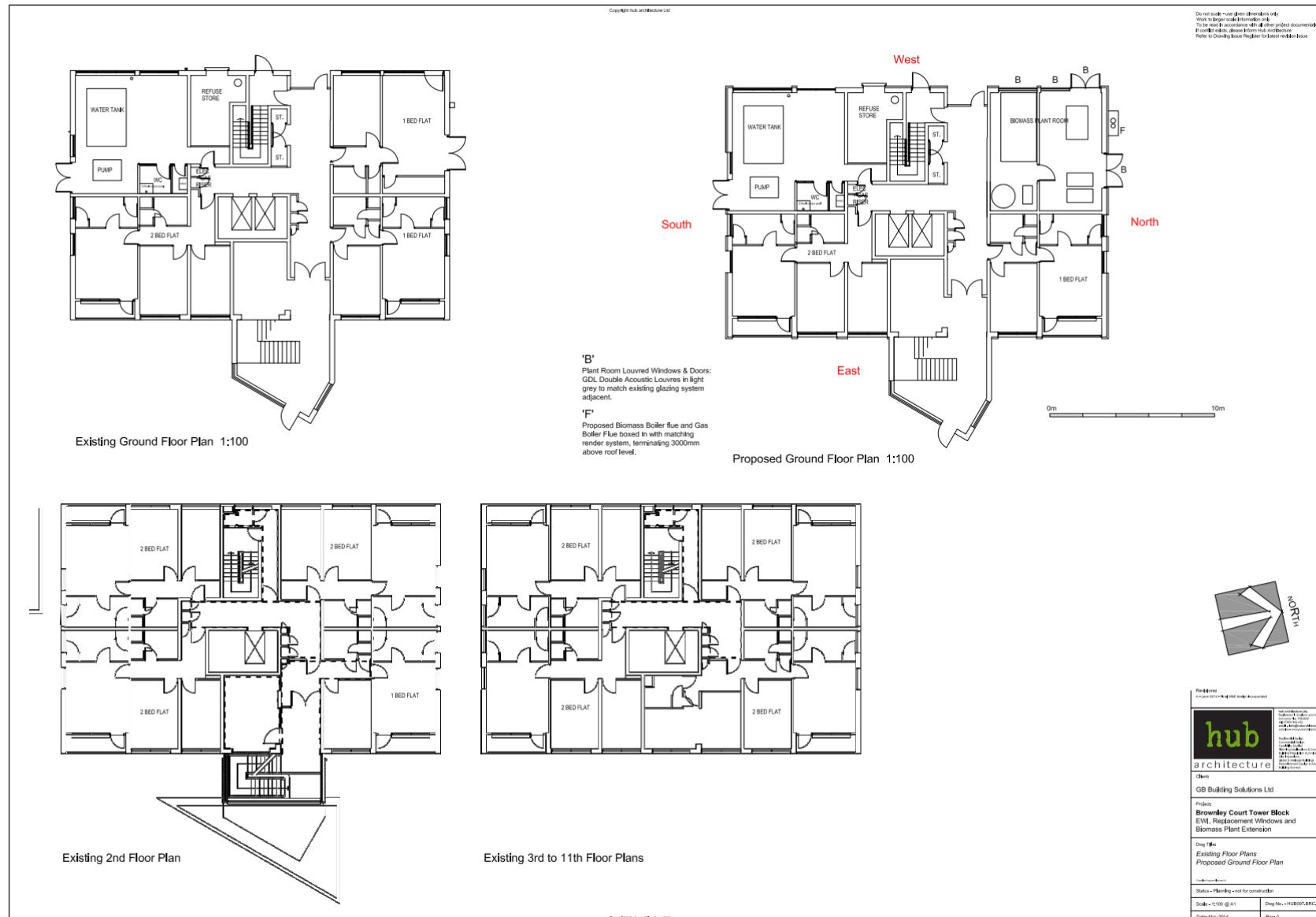
## Roof Strategy Plan



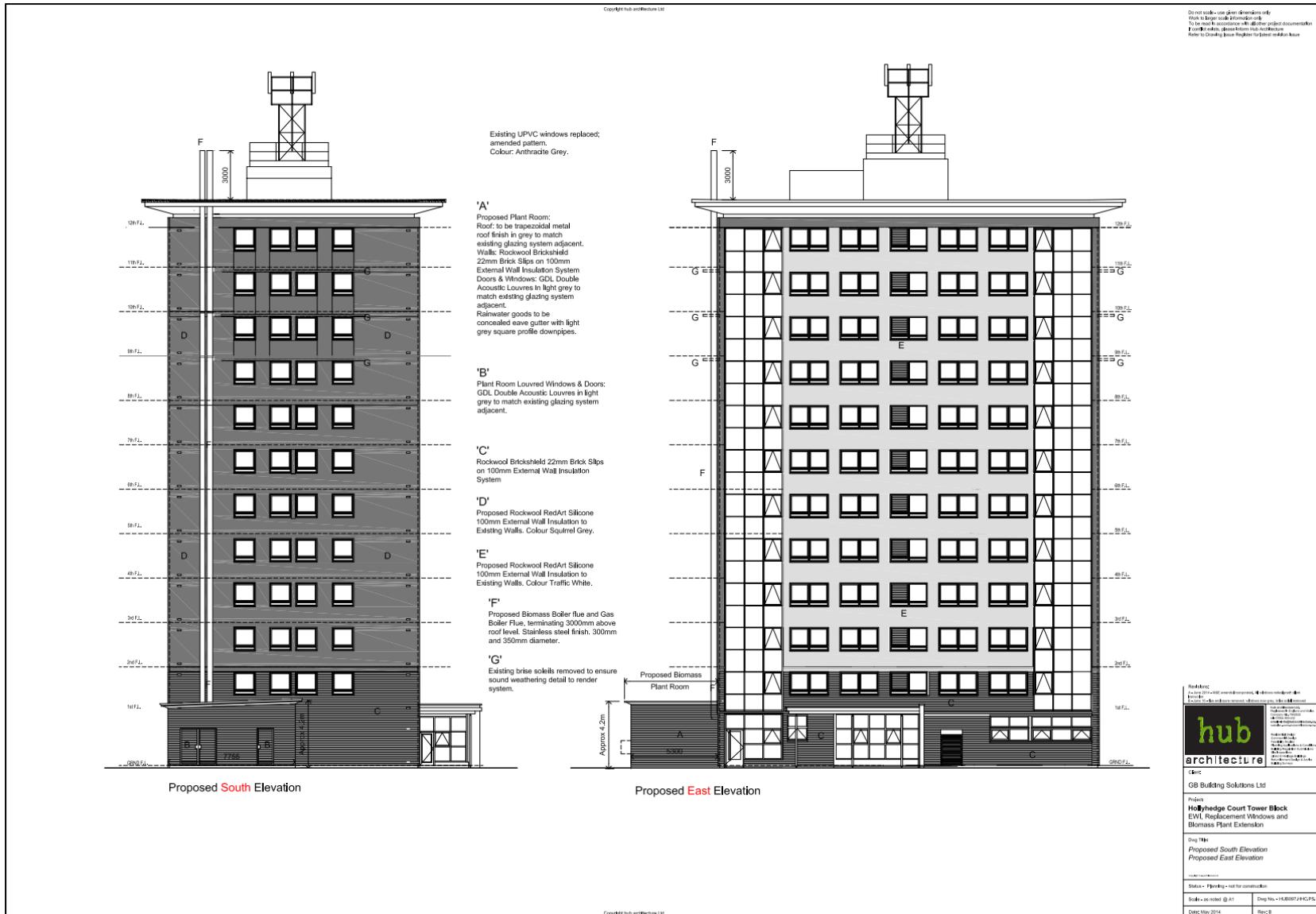
## HOLLYHEDGE COURT ROOF SPACE



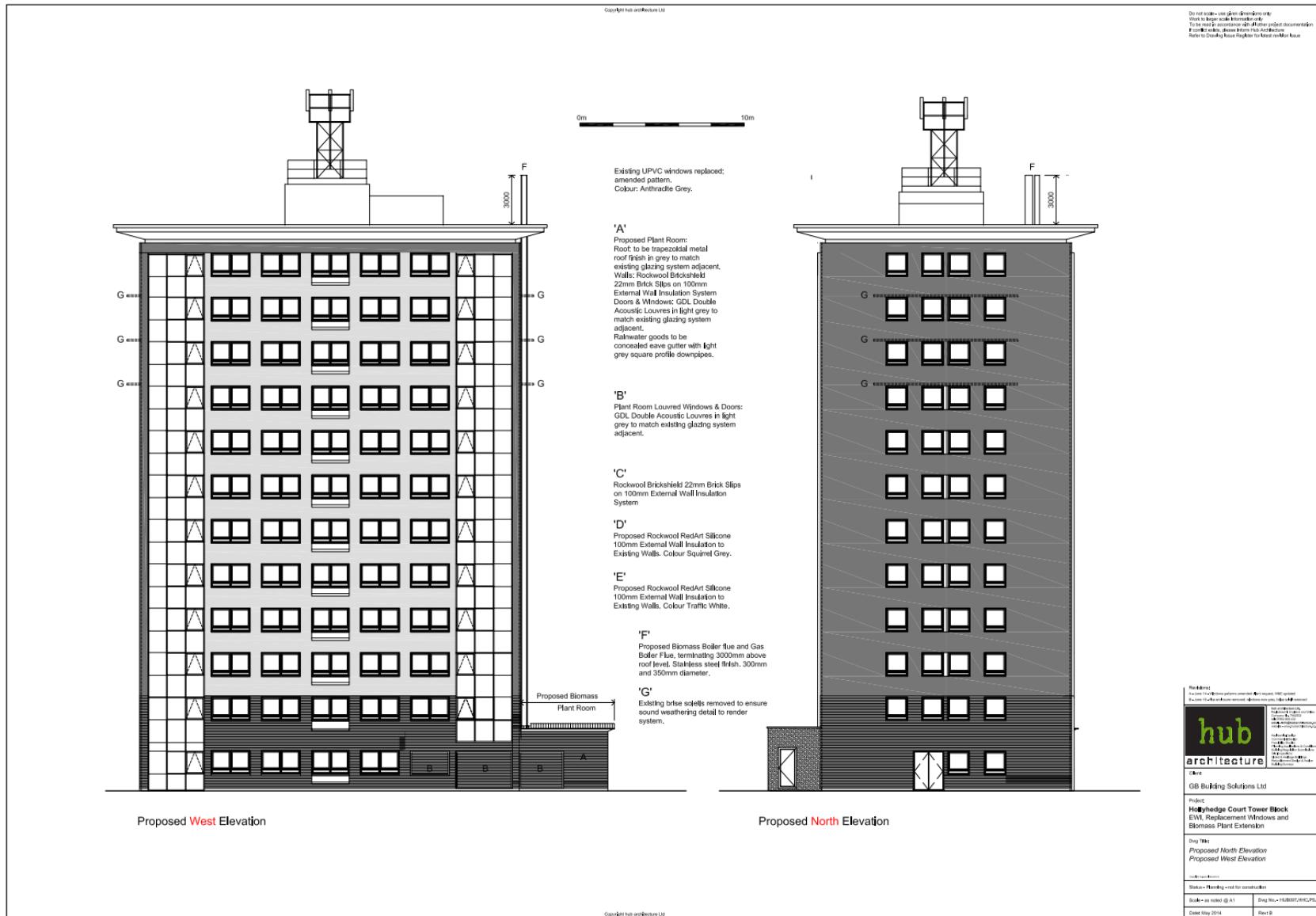
## Bio-Mass installation before and after plans



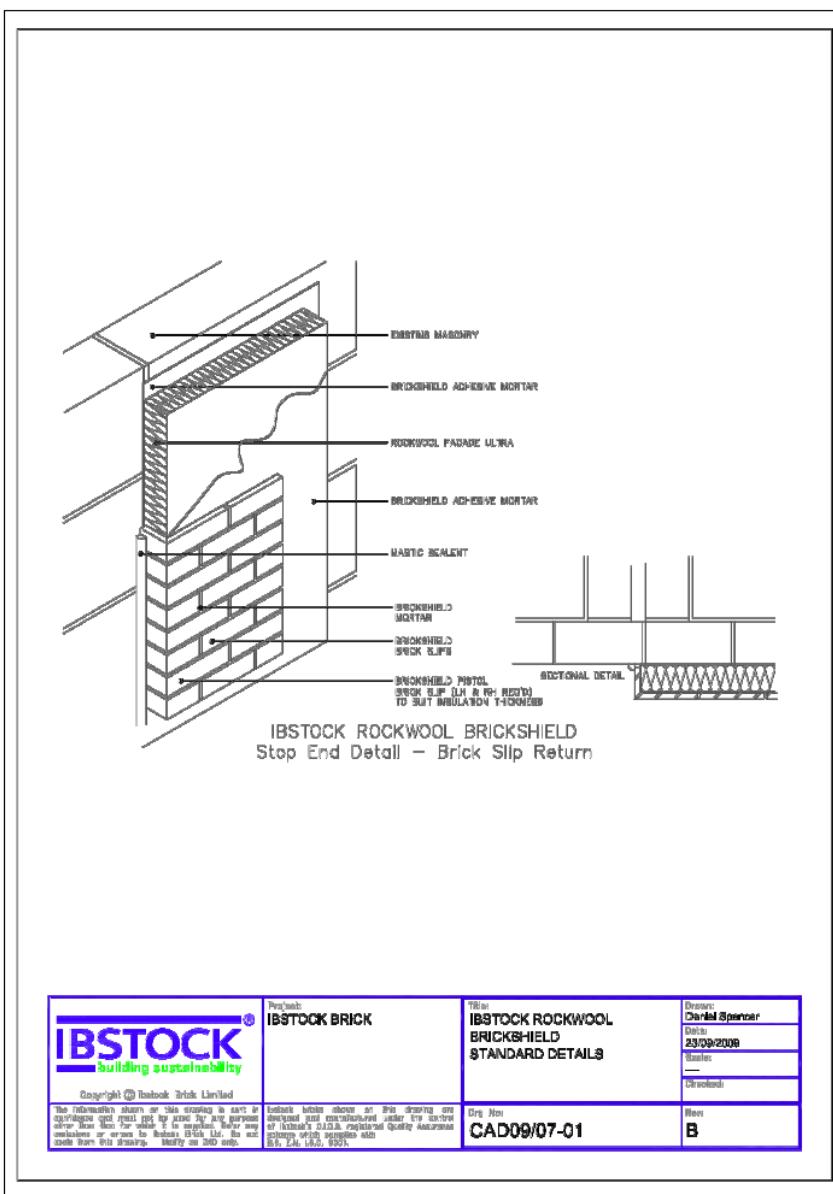
## External Wall Insulation South and East Elevations



## External Wall Insulation North and West Elevations



## EWI Render Detailing



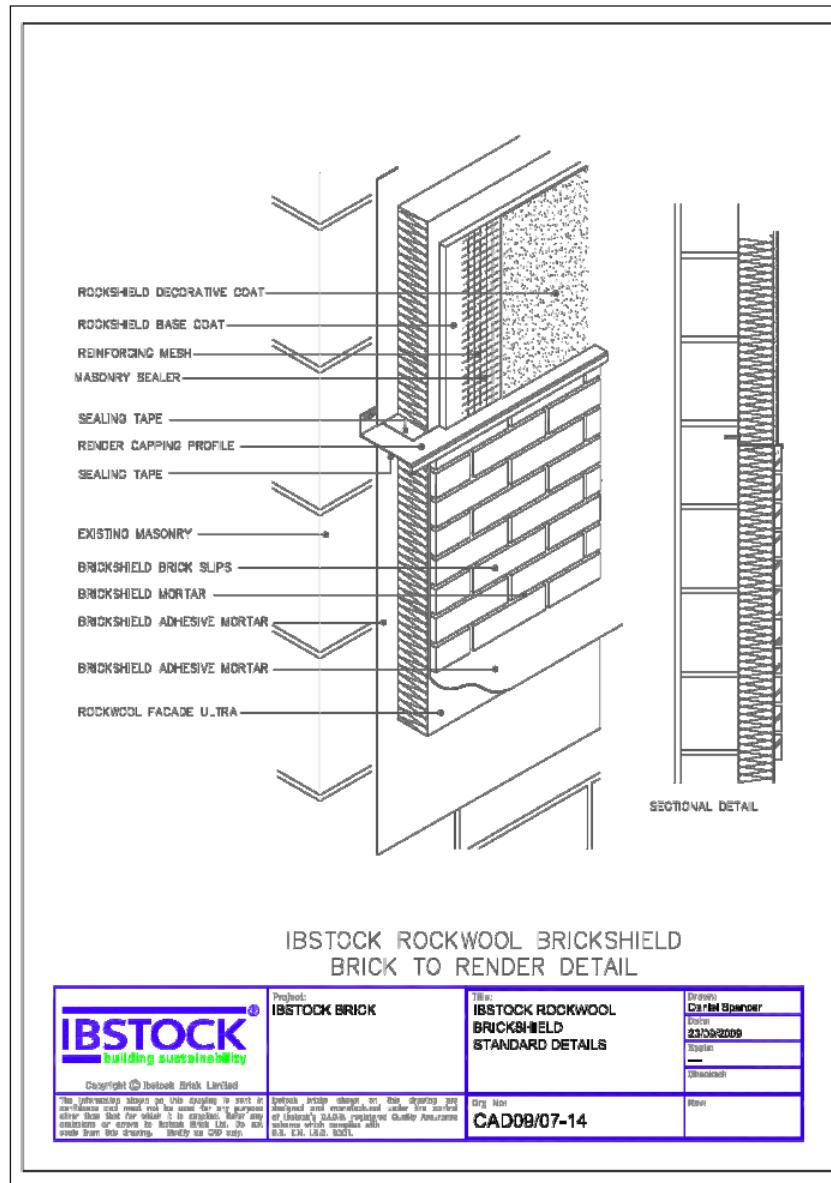
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IBSTOCK ROCKWOOL  
BRICKSHIELD  
STANDARD DETAILS

Project:  
David Spencer  
Date:  
23/09/2009  
Status:  
—  
Checklist:  
—  
Org. No:  
**CAD09/07-01**  
Rev:  
**B**



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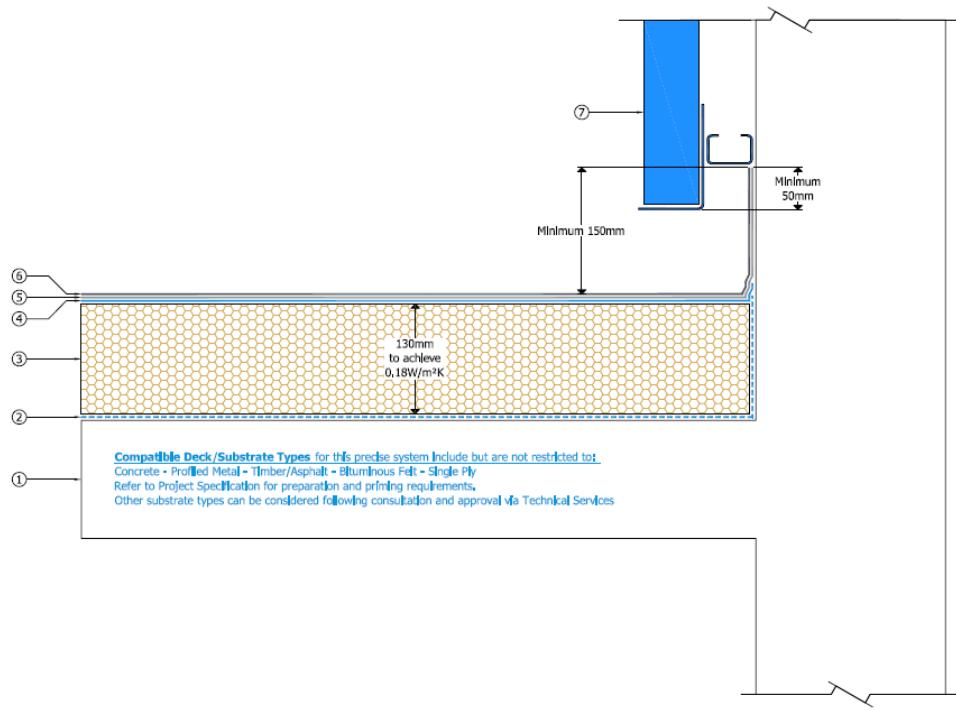
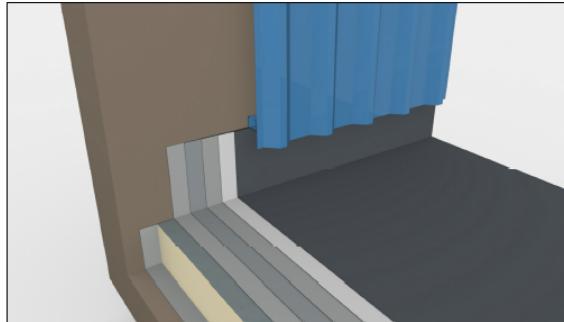
IBSTOCK ROCKWOOL  
BRICKSHIELD  
STANDARD DETAILS

Project:  
David Spencer  
Date:  
23/09/2009  
Status:  
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Checklist:  
—  
Org. No:  
**CAD09/07-14**  
Rev:

## Roofing Build up

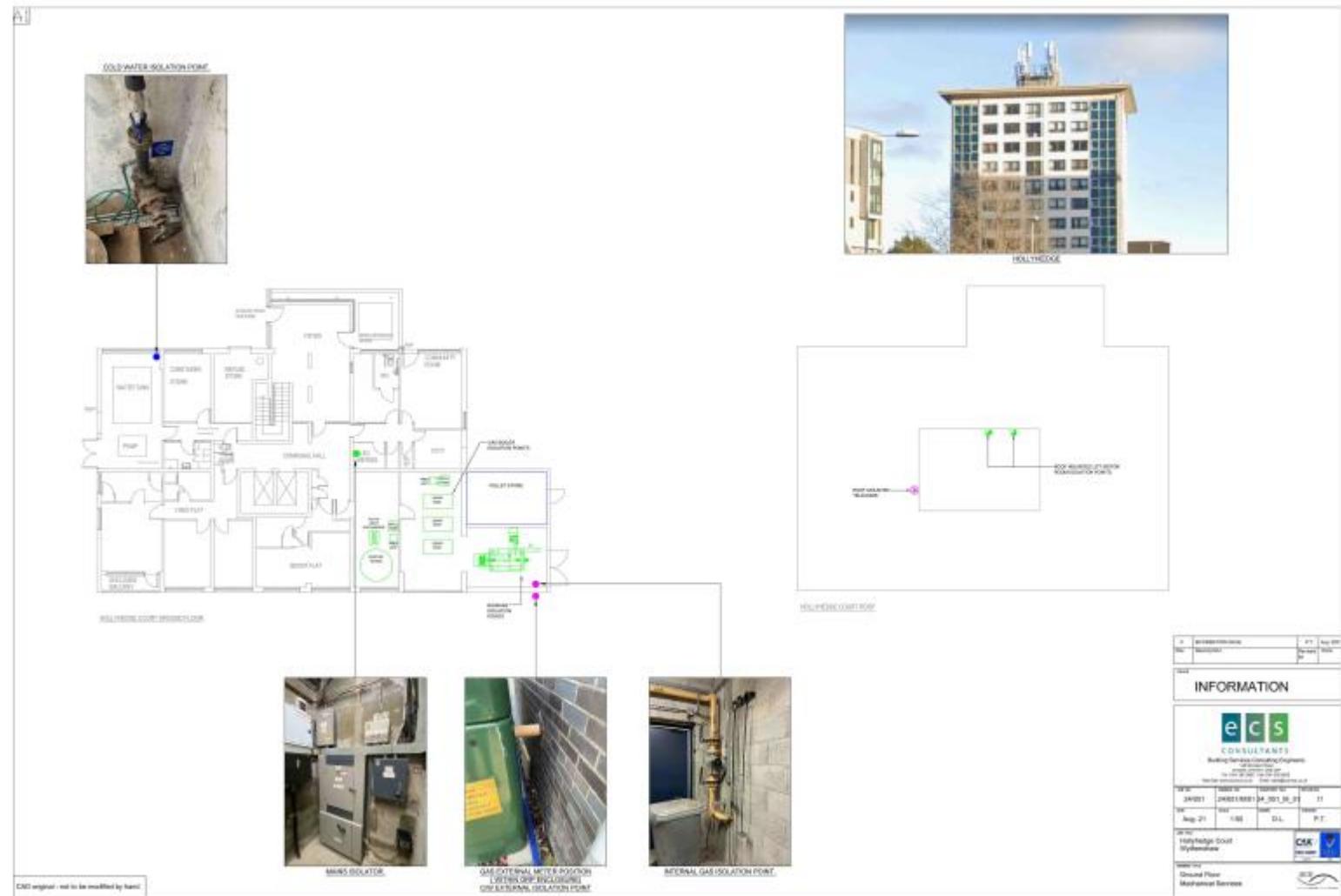
### Key

- ① Existing deck/substrate prepared in strict accordance with Sika Liquid Plastics Project Specification
- ②  **S-Vap 5000E SA** [as Vapour Control Layer (where required) or suitable alternative **by others**] applied in strict accordance with Sika Liquid Plastics Project Specification
- ③  **Decotherm PIR Insulation** [or suitable alternative **by others**] bonded in strict accordance with Sika Liquid Plastics Project Specification
- ④  **S-Vap 5000E SA** [as Carrier Membrane or suitable alternative **by others**] applied in strict accordance with Sika Liquid Plastics Project Specification
- ⑤  **Sika Liquid Applied EMBEDMENT COAT** fully reinforced with **Sika Reemat Premium** glass fibre matting in strict accordance with Sika Liquid Plastics Project Specification
- ⑥  **Sika Liquid Applied TOP COAT** applied in strict accordance with Sika Liquid Plastics Project Specification
- ⑦ **EXISTING CLADDING**: Release existing cladding to allow access to the upstand during waterproofing application and reinstate to provide minimum 50mm weathering lap  
NOTE: Exercise caution during exposed periods to prevent water ingress  
**NEW CLADDING**: Installed in accordance with manufacturers instructions to provide a minimum 50mm weathering lap to the exposed edge of the Sika Liquid Applied Membrane

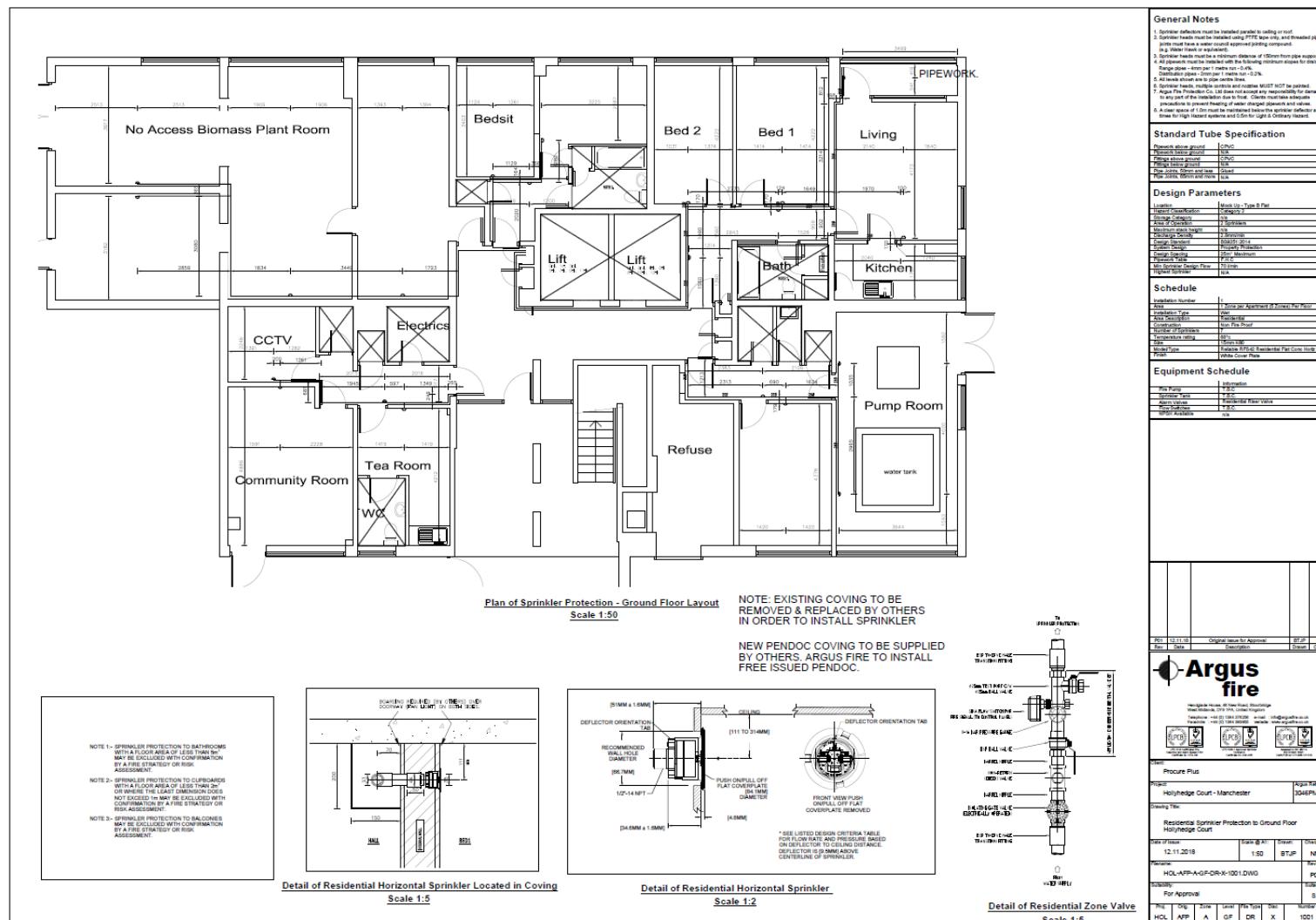


Drawing Status		CONSTRUCTION
Project N°		
DWG N°	002-2017-003	Rev 00
Project:	E	
Benchill Court	Benchill Court	
Benchill Court	Benchill Court	Built Up Warm Roof Application
		Upstand with Existing/New vertical cladding
Scale:	1:5 @ A3	Drawn: GRW
Date:	January 2016	
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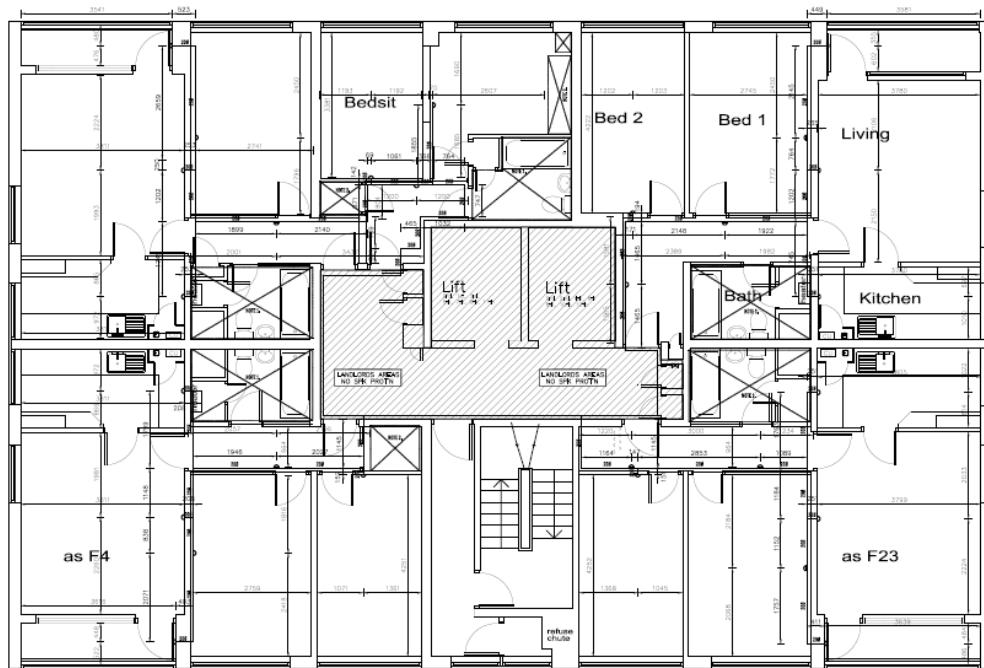
### Incoming mains and Isolation points.



## Sprinkler installation Ground Floor



## Sprinkler installation typical mid floor.

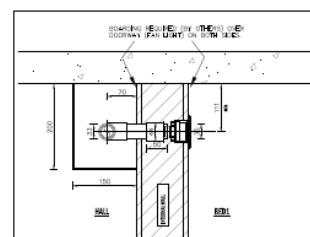


Plan of Sprinkler Protection - Typical Layout  
Scale 1:50

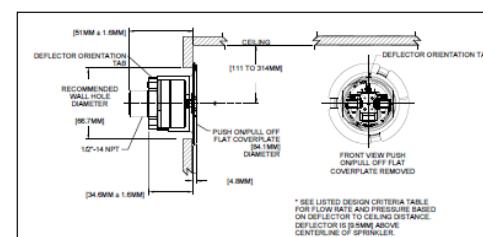
NOTE 1- SPRINKLER PROTECTION TO BATHROOMS WITH A FLOOR AREA OF LESS THAN 5m<sup>2</sup> MAY BE EXCLUDED WITH CONFIRMATION BY A FIRE STRATEGY OR RISK ASSESSMENT.

NOTE 2- SPRINKLER PROTECTION TO BALCONIES WITH A FLOOR AREA OF LESS THAN 2m<sup>2</sup> OR WHERE THE LEAST DIMENSION DOES NOT EXCEED 1.2M MAY BE EXCLUDED WITH CONFIRMATION BY A FIRE STRATEGY OR RISK ASSESSMENT.

NOTE 3- SPRINKLER PROTECTION TO BALCONIES MAY BE EXCLUDED WITH CONFIRMATION BY A FIRE STRATEGY OR RISK ASSESSMENT.



Detail of Residential Horizontal Sprinkler Located in Coving  
Scale 1:5



Detail of Residential Horizontal Sprinkler  
Scale 1:2

NOTE: EXISTING COVING TO BE REMOVED & REPLACED BY OTHERS IN ORDER TO INSTALL SPRINKLER PIPEWORK.

NEW PENDOC COVING TO BE SUPPLIED BY OTHERS. ARGUS FIRE TO INSTALL FREE ISSUED PENDOC.

### General Notes

1. Sprinkler deflectors must be installed parallel to ceiling or roof.
2. Sprinkler heads must be installed using PTFE tape only, and threaded pipe must be used for all connections (i.e. Wall, floor, and ceiling).
3. Pipe supports must be installed at a maximum distance of 150mm from pipe supports.
4. All pipework must be installed with the following minimum slopes for drainage: Horizontal pipes - 1:1000, vertical pipes - 1:2000. Drainage pipes - 2mm per 1 metre run - 0.2%.
5. Pipe levels should be to pipe centre.
6. Pipe joints, fittings and nipples MUST NOT be painted.
7. Argus Fire Protection Co. Ltd does not accept any responsibility for damage to property or persons caused by the omission of any of the above safety procedures to prevent freezing of water charged pipework and valves.
8. A minimum of 100mm of clearance is required around the pipework of all times for high hazard systems and 50mm for light & ordinary hazard.

### Standard Tube Specification

Distance above ground	50mm

### Design Parameters

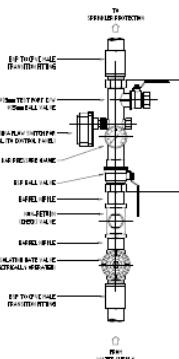
Location	Interior - Type B Plan
Hydrant Classification	Category 2
Storage Capacity	1000L
Water Source	Groundwater
Maximum stack height	1000mm
Maximum stack height	1000mm
Design Standard	BS845-2014
Design Standard	BS845-2014
Design Opening	150mm Maximum
Design Valve	150mm Maximum
Design Flow	70 Litres
Design Flow	70 Litres
Design Pressure	100kPa

### Schedule

Equipment Number	150mm x 1.5mm PTFE Per Meter
Installation Type	Water
Area	Residential
Contractor	Argus Fire
Design Standard	BS845-2014
Temperature rating	90°C
Material Type	Flexible PTFE Residential Per Conic Pipe (50m Roll)
Finish	White Cover Pipe

### Equipment Schedule

Information	
Fire Pump	150L
Flow Rate	150L/S
Alarm Valve	Residential Alarm Valve
Flow Velocity	7.00
Flow Pressure	0.00



Detail of Residential Zone Valve  
Scale 1:5

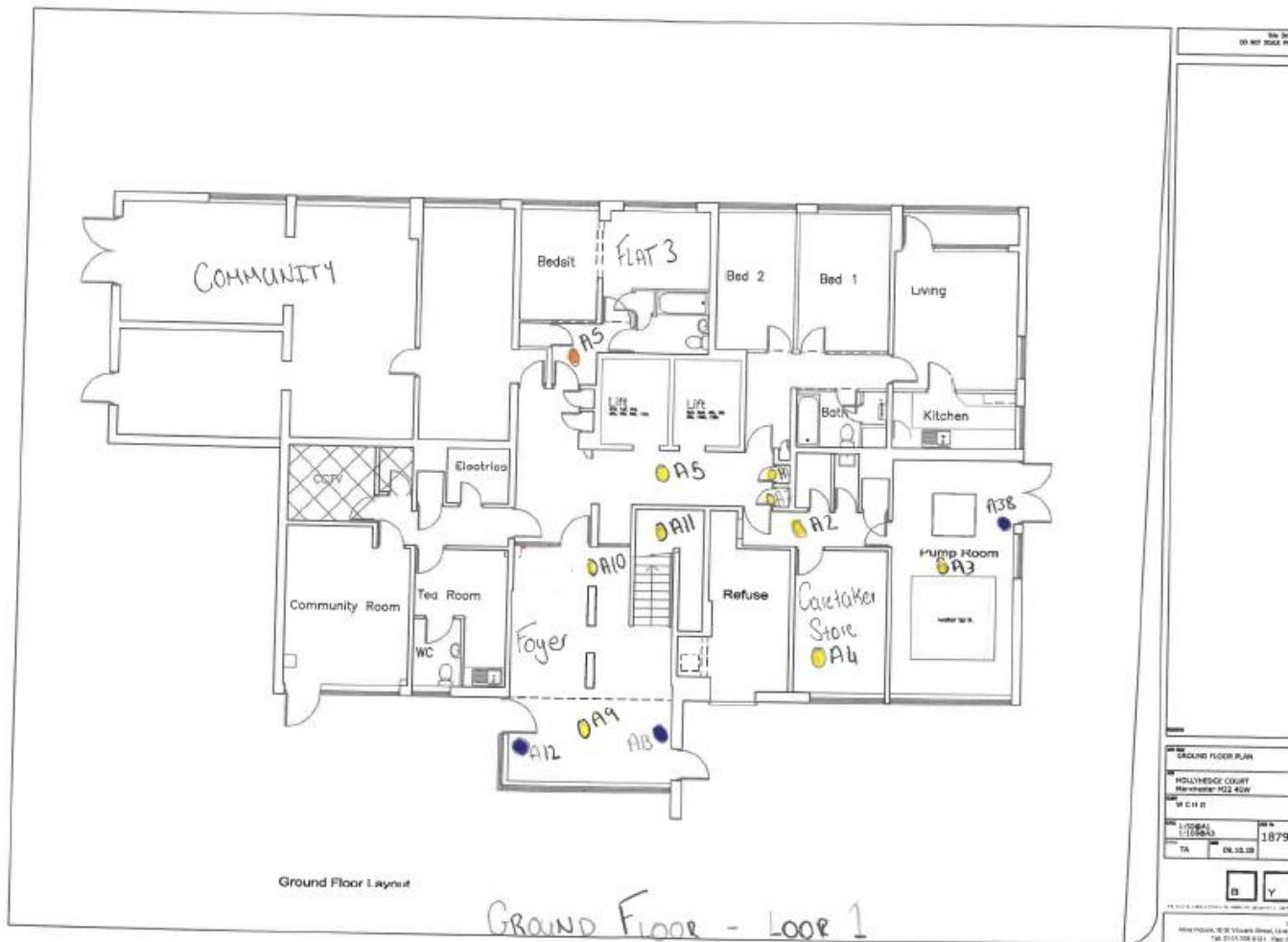
Ref: 12.11.16 Original issue for Approval BTJF 16

Rev: 1 Date: 12.11.16 Description: Drawn: 2016

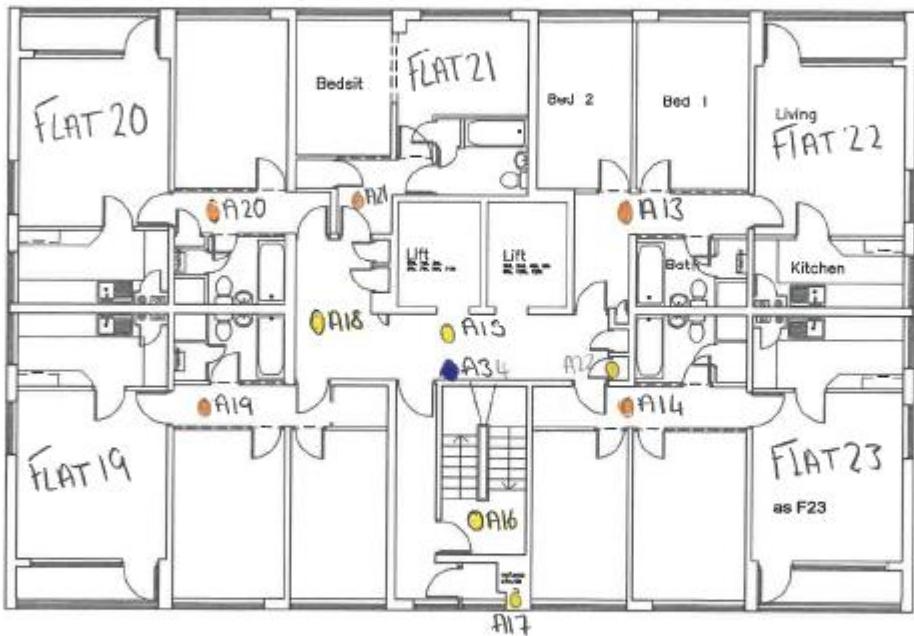
<b>Argus fire</b>						
Residential Sprinkler Protection to Typical Floor						
Date Issued	Start At:					
12.11.2016	150					
BTJF	Checked					
	NM					
Version	Review					
HOL-APP-A-22-DR-X-1001.DWG	P01					
Validity	For Approval					
	Subsidiary					
	S3					
Proj	Org	Zone	Level	File Type	Disc	Number
HOL	APP	A	ZZ	DR	X	1001

Fire Alarm installation – Ground Floor

Hollyhedge Court



## Fire alarm installation Typical intermediate floor.



FORTH Floor - Loop 2

#### Upper Floor Layout 1st - 11th

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DO NOT REUSE FROM THIS SOURCE

### NOTES

UPPER FLOOR PLAN

HOLLINHEDGE COURT  
Manchester M22 4GW

WCHG

1879/802

100

STA 1000  
22a Wauka ID 51 Vincent Street, Liverpool, L3 3NN  
Tel: 0151 204 8110, Fax: 0151 204 8010

## 15.Appendix B – Surveys and Reports

### Building Regulation Certificate for EWI work



### Building Regulations Certificate of Completion

**The Building Act 1984 (as amended)**  
**The Building Regulations 2010 (as amended)**

**Reference Number:** DALFP/17/00104

**Applicant:**

Mr Ian Stansfield  
Wates Construction Ltd  
4th Floor The Royals  
353 Altrincham Road  
Manchester

**Description of Work:**

EWI installation to 3No 12 storey tower blocks

**Location of Building:**

Hollyhedge Court Only  
Manchester  
M22 4GW

**Deposit of Particulars:**

A Full plans application was deposited on 2nd February 2017 under the Building Regulations Section 1(3) of the Building Act 1984.

**Work Completed on:** 2nd November 2017

**Compliance with the Building Regulations as stated in Regulation 17:**

The above mentioned work has been inspected by the Building Control Section of Manchester City Council and as far as can be ascertained the work has been carried out so that the relevant provisions of the Building Regulations have been complied with.

**Limitations of the Certificate:**

This document does not convey approval under any other legislation other than the Building Regulations and associated legislation. A 'Certificate of Completion' is evidence (but not conclusive evidence) that the requirements specified in the certificate have been complied with. A 'Certificate of Completion' is not an approval of the quality of the work carried out.

**Authority:**

This Completion Certificate is authorised by Julie Roscoe, Head of Planning, Building Control & Licensing.

Signature:

A handwritten signature in black ink, appearing to read 'Julie Roscoe'.

Date: 2nd November 2017



[www.manchester.gov.uk](http://www.manchester.gov.uk)

## Sureserve Survey

### Section 1

Client	Sureserve Fire Electrical
Site Address	Hollyhedge Court
Date/Time	18/05/22

### FRA Actions

### Section 1

Action	11th Communal Fire Door Excessive Gaps
Description of Defect	Upgrade requires
Photos of Defect	
Description of Rectification	Upgrade requires
Action	11th Floor Electric Cupboard
Description of Defect	Hole in Fire Board
Photos of Defect	
Description of Rectification	Hole in Fire Board
Action	8th Communal Fire Door Excessive Gaps

## Sureserve Survey

Description of Defect	Upgrade requires
Photos of Defect	
Description of Rectification	Upgrade require
Action	8th Floor Electric Cupboard
Description of Defect	Fire Board Damaged 350x200mm new batt required
Photos of Defect	
Description of Rectification	Fire Board Damaged 350x200mm new batt required
Action	7th Floor Bin Refuse Fire Door Excessive Gaps
Description of Defect	Upgrade requires

### Sureserve Survey

Photos of Defect		
Description of Rectification	Upgrade requires	
Action	7th Floor Electric Cupboard	
Description of Defect	Fire Batt Damaged 250x250mm new batt required	
Photos of Defect		
Description of Rectification	Fire Batt Damaged 250x250mm new batt required	
Action	6th Floor Communal Fire Door Excessive Gaps	
Description of Defect	Upgrade requires	



**Certificate No. QU8092**

This is to certify that:

**FIELDWAY SUPPLIES LTD**

At the following address:

**Unit 12 Paramount Business Park, Wilson Road,  
Liverpool, Merseyside, L36 6AW**

complies with the requirements of:

**FIRAS CERTIFICATION SCHEME**

*Application of passive fire resisting products using*

***Penetration Sealing, Fire Door Maintenance &  
Fire Rated Timber Doorsets***

To check the current validity of this certificate please contact FIRAS direct or visit our website  
[www.firas-database.co.uk](http://www.firas-database.co.uk)

*This certification is provided to the client for its own purposes and we cannot opine on whether it will be accepted by  
Building Control authorities or any other third parties for any purpose*

Issue No : 3  
Issue Date: 27<sup>th</sup> November 2019  
Original Date Issued: 21<sup>st</sup> August 2019  
Valid to : 21<sup>st</sup> August 2024



Paul Duggan  
EWC Certification Manager



## BRITISH APPROVALS FOR FIRE EQUIPMENT

**This is to certify that**

**Fieldway Supplies Ltd T/A Fieldway Group**

12 Paramount Business Park, Wilson Road, Huyton, Liverpool, L36 6AW

---

**having satisfactorily complied with the requirements of the BAFE adopted scheme**

**SP203-1**

**for the Design, Installation, Commissioning/Handover and  
Maintenance of Fire detection and alarm systems.**

**has been added to the list of BAFE Registered Companies and is authorised to use  
the BAFE mark**

**signed on behalf of BAFE by:**

A handwritten signature in black ink, appearing to read 'Doug Bell'.

**Chairman**

BAFE certificate No:	102104
Date of issue:	19/06/2017
Expiry date:	18/06/2020
SSAIB certificate No:	MERS077



This certificate remains the property of BAFE  
British Approvals for Fire Equipment (BAFE), The Fire Service College, London Road, Moreton-in-Marsh,  
Gloucestershire GL56 0RH

## Certificate of Installation for Fire Alarm

### Installation Certificate

**Certificate of Installation for the Fire Detection and Fire Alarm System at:**

**Address:** Hollyhedge Court, Hollyhedge rd, M22 4QP

I being the person responsible (as indicated by my signatures below) for the installation of the fire alarm system, particulars of which are set out below, CERTIFY that the said installation for which I have been responsible complies to the best of my knowledge and belief with the specification described below and with the recommendations of Section 4 of BS 5839-1:2017, except for the variations, if any, stated in this certificate.

**Names (in block letters):** ADAM TYRELL

**Position:** INSTALLER

**Signature:**  **Date:** 08/06/2018

For and on behalf of: Fieldway Supplies Ltd / Trading as Fieldway Group Ltd

**Address:** 12 Paramount Business Park, Wilson Road, Huyton, Liverpool

**Postcode:** L36 6AW

The extent of liability of the signatory is limited to the system described below.

**Extent of installation work covered by this certificate:**

COMMUNAL AREAS, STORES, BIN SHUTTE, LIFT MOTOR RM, STAIRWELL, FLAT ENTRANCES, LAUNDRY, BOILER RM, MAINS RM,

**Specification against which system was installed:** BS 5839-6

J.S. MURPHY

**Variations from the specification and/or Section 4 of BS 5839-1 (see BS 5839-1:2017, Clause 7):**

MOPS TO HAVE PLASTIC COVERS

Wiring has been tested in accordance with the recommendations of Clause 38 of BS 5839-1:2017. Test results have been recorded and are provided on the appended BS 7671 Electrical Installation Certificate:

Supplied to the person responsible or  
Commissioning the system



Supplied by others

This certificate may be required by an authority responsible for enforcement of fire safety legislation, such as the building control authority or housing authority. The recipient of this certificate might rely on the certificate as evidence of compliance with legislation. Liability could arise on the part of any organisation or person that issues a certificate without due care in ensuring its validity.

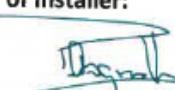
# Certificate of Fire Protection Works

No. 587.2020

Argus Fire Protection company Ltd  
Hendglade House  
46 New Road  
Stourbridge  
DY8 1PA



Priory Fields, Kettleby, Brigg  
Lincolnshire DN20 9HN  
Tel: 01652 413110

<b>Property Address:</b> Hollyhedge Court Hollyhedge Court Road Wythenshawe Manchester M22 4GW		Tel: 07785426299  <b>Contact:</b> Kenny Winstanley <a href="mailto:k.winstanley@argusfire.co.uk">k.winstanley@argusfire.co.uk</a>
<b>Areas of application:</b>	Fire stop red cable penetrations on all floors.	
<b>Products applied:</b>	Ablative coated batt, liquid ablative coating, H E graphite sealant, intumescent sealant and intumescent coated fireproof sponge.	
<b>Specifics:</b>	Red cables sealed with a combination of H E graphite sealant & intumescent sealant. Intumescent coated fireproof sponge used for larger holes & ablative coated batt fitted into void areas. Liquid ablative coating applied over ablative coated batt and intumescent sealant in some areas. Other pipes and cable breaches sealed with combination of same products as mentioned.	
<b>Installers Details</b>		
<b>Name:</b> Phil Asquith	<b>Address:</b> Priory Fields Kettleby Brigg Lincolnshire DN20 9HN	Tel: 01652 413110  <b>Email:</b> <a href="mailto:phil@flamehold.co.uk">phil@flamehold.co.uk</a>
<b>Company Name:</b> Flame Hold Ltd	<b>Qualification:</b> G1FireE , FPA Fire Risk Assessor & FIRAS Accreditation – Certificate No. FD5102; FIRAS ID – S69545	
I/We hereby certify that the Passive Fire Protection products/systems, supplied for the above project have been supplied & fitted by Flame Hold Ltd. To the best of my knowledge and belief – based on the information supplied – to be the appropriate products/systems for the project to provide Passive Fire Protection to achieve 30-minute fire ratings.		
<b>Signature of Installer:</b> 	<b>Date:</b> 31.07.2020	

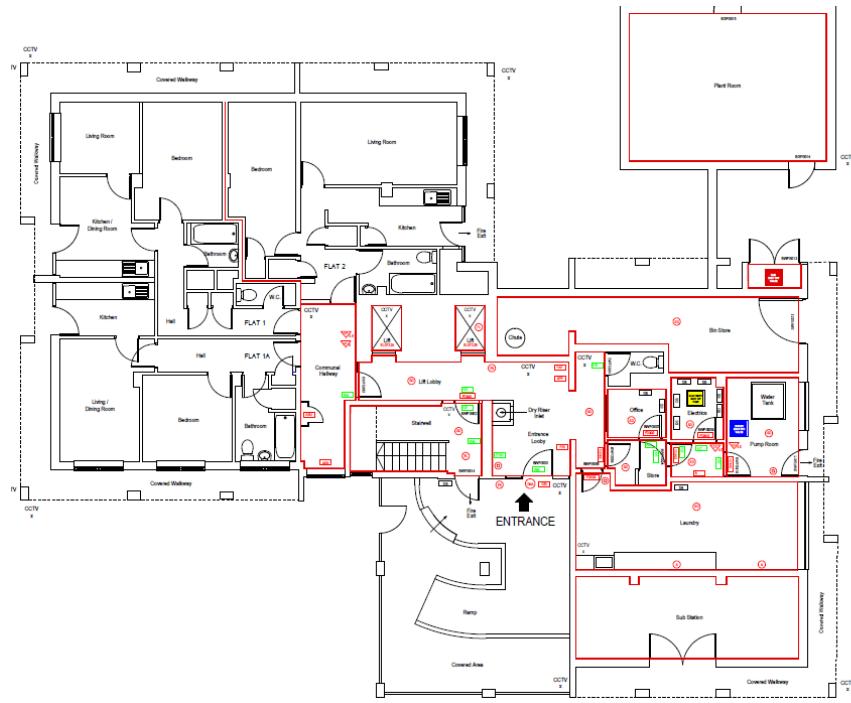
## 16. Appendix C

## Alarm Cause and Effect Matrix

		Effect	
		Cause	
Ref:		ID	Area
1	Operation of Grade D within Flats (Heat Detector In kitchen, Smoke Detection, or multi sensor). This is managed by the tenant	Operation of Grade D within Flats	All individual flats
2			
3			
4			
5			
6			
7			
8			
9			
10			
11	Operation of Grade A within Flats (Detection in hallway/entrance of flats)	Operation of Grade D within Flats	All individual flats
12			
13			
14			
15			
16			
17			
18			
19	Communal Detection	Operation of detection in communal areas	All Areas
20			
21			
22			
23	Faults	Any fault on communal or flat fire alarm system	All areas
24			
25			
26			
27			
28			
29			
30			
31			
32			
Key			
E		Evacuate	
A		Activate AOV's	
S		Signal	
C		Shut Down Air Conditioning Units	
G		Lift returns to ground floor doors open	
1		Lift returns to first floor doors open	
I		Indicate on Control Panel	
X		Put event into control panel log	
V		Override/Open	
N		Gas is shut down	
R		Door Retainers will release	
F		Front door unlocks	
O		Disable	



# Building Safety Management System working document



<b>Author</b>	<b>Vic Finn</b>
<b>Date Produced</b>	<b>19th April 2023</b>
<b>Review and feedback by senior management</b>	<b>April 2023</b>
<b>Date of review by Consultant</b>	<b>9th June 2023</b>
<b>Version</b>	<b>Final- live document</b>
<b>Date of issue</b>	<b>12<sup>th</sup> October 2023</b>

## 17. Appendix D- Resident Engagement

### Resident Involvement Strategy



## Resident Involvement Strategy 2024 – 2026

Date of approval	27 November 2023
Sponsor	Paul Seymour, Executive Director of Customers & Communities
Owner	Sarah Klueter, Assistant Director of Customer Experience
Strategy monitoring body	Customer Experience Committee
Resident input into strategy	Resident workshop: 29 September 2023 Resident survey: September - October 2023 Customer Experience Committee: July 2023 & November 2023
Date for strategy review	November 2026
Linked strategies/policies	<ul style="list-style-type: none"><li>Our Plan 2023-2026</li><li>With Everyone Strategy</li><li>Value for Money Strategy</li><li>Brand and Communication Strategy</li><li>Complaints, Compliments and Comments Policy</li><li>Involvement Expenses Guidance</li><li>Community &amp; Neighbourhood Development Strategy</li></ul>
Statutory and Legal Framework	<ul style="list-style-type: none"><li>Tenant Involvement and Empowerment Standard and draft Transparency, Influence and Accountability Standard</li><li>Charter for Social Housing Residents: Social Housing White Paper</li><li>Together with Tenants</li><li>Social Housing (Regulation) Act 2023</li><li>Building Safety Act 2022</li><li>Preparing a resident engagement strategy guidance from the Health &amp; Safety Executive, updated 21 September 2023</li><li>Housing Ombudsman's Complaint Handling Code</li></ul>
Version/date	V.2 October 2023



**Why?** The purpose of this strategy is **to drive organisational improvement** to better meet diverse needs of our tenants and leaseholders.

**How?** By providing customers with a wide range of meaningful opportunities to **make decisions, influence** and **scrutinise** our strategies, policies and services.

## 1. Introduction

- 1.1 Wythenshawe Community Housing Group (WCHG) is the largest Manchester-based housing association. We are responsible for 13,700 properties providing a home to almost 30,000 people – some 37% of the Wythenshawe community.
- 1.2 Our purpose is to provide good quality homes and services to our tenants and leaseholders and to play a leading role in creating safer, healthier communities.

### *Regulatory context*

- 1.3 As a registered provider of social housing, our Board co-regulates in partnership with the Regulator of Social Housing to ensure WCHG meets the [Regulatory Standards](#), including the emerging Consumer Standards and fully complies with the [Social Housing \(Regulation\) Bill 2023](#).
- 1.4 The four emerging Consumer Standards and Code of Practice, alongside the [Charter for Social Housing Residents: Social Housing White Paper](#) and the National Housing



Federation's (NHF) [Together with Tenants](#) set out the case for landlords to further strengthen the relationship between residents and landlords.

- 1.5 The [Building Safety Act 2022](#) gives residents more rights, powers and protections so that homes across the country are safer. We note that in September 2022, the Health & Safety Executive provided [specific guidance](#) on what landlords need to include in their resident engagement strategy.
- 1.6 This strategy aims to position WCHG to be able to meet the evolving requirements of the regulatory environment.

#### *Strategic context*

- 1.7 The strategy supports the delivery of the following Corporate Plan measures:
  - Metric: TSM (TP01) – how satisfied or dissatisfied are you with the services provided by WCHG
  - Metric: TSM (TP05) – listens to views and acts upon them

#### *Review approach*

- 1.8 We would like to thank the involved customers who have worked on the development of this strategy. This has included a workshop with 37 of our involved customers in September 2023, as well as consultation with our Resident Panels and Customer Experience Committee.
- 1.9 Thanks also go to our non-involved customers who took the time to make comments - both as part of the Tenant Satisfaction Measures Survey in Summer 2023 and the Resident Involvement Survey in Autumn 2023.
- 1.10 We commissioned England's leading tenant engagement specialists, [Tpas](#), to conduct a review our approach to customer engagement. The findings of the report, alongside engagement with involved tenants and non-involved customers, form the basis of this strategy.



## BUILDING SAFETY AT HOLLYHEDGE COURT



### BUILDING SAFETY AND STAYING SAFE AT HOLLYHEDGE COURT

#### KEEPING SAFE AT HOME

Keeping safe in our homes is important to all of us. This leaflet is for everyone over the age of 16 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

Whether you've already let our Neighbourhoods Team know that you may need help in case of a fire, have joined us on one of our regular 'Walkabouts' or already make sure you keep fire exits clear, we'd like to thank you for helping to keep homes safe.

**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.**



**Karen Heslop**  
Neighbourhood Officer for Hollyhedge Court



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

**Do you need this guide translated or in a more accessible format? Ask your Neighbourhood Officer or email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk).**

## ABOUT HOLLYHEDGE COURT

Hollyhedge Court is a high-rise, purpose-built block of apartments that was built in 1962. It has 12 floors connected to one staircase.

The main staircase, and doors leading to it from the walkway, are made from materials that are able to resist fire. It is important to keep the staircase, walkways and all communal areas clear of obstacles so that residents and the Fire Service can use them easily and safely.

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. It is important your apartment front door and the common doors throughout the building are regularly inspected and never propped open.

The apartments are fitted with fire and smoke detectors and a sprinkler system which is monitored via a panel in the foyer area and is linked to a remote alarm monitoring centre.

All these features mean your building is designed to contain a fire in the area where it starts (e.g. in an apartment or common area) and stop it spreading to surrounding areas (e.g. common area or an apartment). Hollyhedge Court is designed as a 'Stay Put' block. This means if there is a fire elsewhere in the building, you should be able to stay safe in your apartment unless you are asked to evacuate by the Fire Service.



## 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
- Check your smoke alarms are working once a week by pressing the button to ensure it sounds
- 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
- **DO NOT** block bin chutes or use them to dispose of lighted materials
- **NEVER** leave a lit cigarette unattended and ensure they are fully extinguished
- **NEVER** light BBQs on balconies, communal areas or landings
- **DO NOT** smoke in any communal area in your building including internal stairwells and corridors
- **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 - WCHG will provide an electric deep fat fryer in exchange free of charge
- **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 Wythenshawe Community Housing Group, particularly around fire safety.

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



Hollyhedge Court 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
- Tell your immediate neighbours
- Raise the alarm and call 999 as soon as you can
- Evacuate the building using the **stairs** and **NOT** the lift
- Go to the fire assembly point outside the building:  
**VILLAGE 135 FRONT GARDEN**



### 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, you should alert your neighbours immediately. Go to another flat and close the door until the Fire Service advises you otherwise.

If you're unable to do this, make your way to the nearest staircase and await advice from the Fire Service. If you have a mobile phone, inform the Fire Service or WCHG of your location. You can inform WCHG via the concierge service or by calling Assure24 on 0161 946 9501.



### CALLING THE FIRE SERVICE

The Fire Service must be called to all fires, and you must do this 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. You are at:

**HOLLYHEDGE COURT, 1-58 HOLLYHEDGE COURT RD, WYTHENSHAWE, M22 4GW.**

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, please get in touch with our Neighbourhoods Team on 0800 633 5500.



## COMMUNAL AREAS, LANDINGS, LOBBIES AND STORAGE AREAS

To keep safe, all communal areas, landings, lobbies and storage areas must be free of obstructions, including door mats, furniture, rubbish bins, books, pushchairs and bicycles. Items found in communal areas will be removed immediately and stored for three weeks after which they will be disposed of if they are unclaimed.

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 your Building Safety Officer or call us on 0800 633 5500.



## CHUTES AND RUBBISH

Please ensure your rubbish bags do not block the chutes and that smoking materials are fully extinguished.



## 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 > High Rise 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

Permission from WCHG is required before making alterations to your flat or any doors or door furniture.



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 0800 633 5500 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk).

## CHECK AND MAINTENANCE SCHEDULE

Tom Porter, Building Safety Officer, checks your building each week.

All essential fire fighting equipment, including communal fire doors, door release mechanisms, fire alarms, sprinklers in service areas, fire fighting lifts and riser mains, are checked monthly.

Our Heating and Electrical Team inspect the front entrance fire doors annually.



## WALKABOUTS

Each month your Neighbourhood Officer will visit your building to check for any building safety issues in communal areas, and to listen to any concerns or issues you may have.

Join your Neighbourhood Officer on the:

**Fourth Tuesday of the month at 12pm.**

Please meet in the building lobby.



**Karen Heslop**  
Neighbourhood Officer for  
Hollyhedge Court



## WHO IS RESPONSIBLE FOR THE SAFETY OF YOUR BLOCK?

### 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.

#### REPAIRS



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

#### INVESTMENT



Deliver major improvement schemes such as lift upgrades, rewires, kitchen and bathroom replacements, sprinkler installs, fire door renewals, cladding renewals, etc.

#### 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 0800 633 5500 OR 0300 111 0000.**

#### NEIGHBOURHOODS



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

#### CLEANING



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

#### 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.



### MAKING A DIFFERENCE

#### ANNUAL HEALTH AND SAFETY HOME VISIT



We will visit you to discuss fire safety in your home and assist you with questions you may have about your block. We will check you feel safe in your home by asking how you feel about living in your block.

#### 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 is a Building Safety notice board in the lobby area with important information 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.



## HIGH RISE LIVING FORUM

The High Rise Living Forum is made up of tenants like you who meet every three months to discuss building safety and other subjects affecting residents. The Forum is part of our commitment to ensuring you have an opportunity to influence building safety decisions. You are very welcome to join the group, please call 0800 633 5500 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.



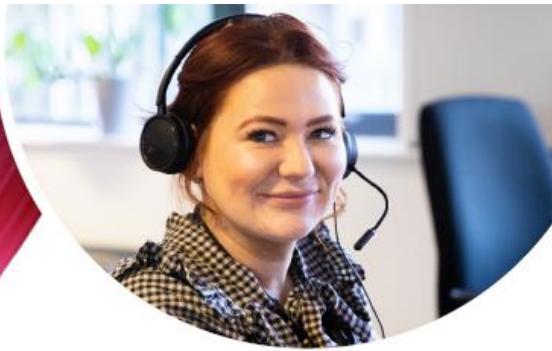
A call back service is now available to help reduce your waiting time after an increase in calls.



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



Roof renewal works have been brought forward from 2028 and are currently in progress.



The renewal of walkway surfaces were added to a separate planned programme of fire safety upgrades and completed this year.



We identified some internal waste pipes are degrading and at the end of their life. We brought forward our planned programme of renewals from 2025 to 2023.



We agreed with customers to enhance specification and work to invest more and improve so both lifts service all floors.

## BUILDING SAFETY AND STAYING SAFE AT HOLLYHEDGE COURT

### GET INVOLVED

#### HIGH RISE LIVING FORUM

Join our High Rise Living Forum. Residents meet with officers once every three months and we'd be delighted if you wanted to find out more. Just call us on 0800 633 5500.

#### 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



**Neighbourhood Officer**  
Karen Heslop  
07410 944 272



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## KEEPING EVERYONE SAFE

**Would you or anyone in your household need help to evacuate your building in an emergency?**

For example if you have any mobility issues or a visual impairment? Please let us know by calling 0800 633 5500. It may be necessary for an Officer to visit you in your home, and for a further visit from Greater Manchester Fire & Rescue Service.

**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 scan the QR code or contact us on 0800 633 5500 to update your information now.**



You may need to download a free QR Scanner using your App Store on older phones/tablets.

EXIT

First Edition: Jan. 2024

**Wythenshawe Community Housing Group**

Wythenshawe House, 8 Poundswick Lane, Wythenshawe, M22 9TA

Telephone: 0300 111 0000 · Freephone: 0800 633 5500 · [www.wchg.org.uk](http://www.wchg.org.uk)

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

