



Building Safety Case Report

Bagnall Court



Revised 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 Bagnall 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) 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: BAGNALL COURT	
Registration Ref: HRB03298Z3Q5	
Height of building (m) to floor or highest storey	32.5
Number of floors including ground	13
Number of residential units/flats in the building	62
Name of the building	Bagnall Court,
Building Street address	1-62 Greenway
Building Postcode	M22 4LS
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	victoria.finn@wchg.org.uk 07525905048

3. Building Description

Bagnall Court was acquired in 2006 following a stock transfer from Manchester City Council and is a high-rise, general needs, residential block. The block was constructed in 1964 which was the year the Building Regulations in the UK came into force so it is likely that the construction of this block pre-dated the building regulations and instead was led by byelaws and guidance.

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 to keep people safe.

Bagnall Court contains a total of 62 self-contained flats and constructed in a concrete frame with brick and concrete outer walls, concrete floors and single stairway which serves all floors. Recently the balcony panels and windows with spandrel panels as well as roof insulation and covering in were renewed in 2023.

The main entrance to the building is front facing and opens into a lift lobby containing 2 lifts providing access to all resident flats, a telephone cupboard, mains electrical cupboard, the laundry corridor and the caretaker's areas. The laundry corridor itself has several storage cupboards located off it. The caretaker's area consists of a corridor used for storage of cleaning materials, with storage cupboards adjoining in addition to a pump room. Also, at ground floor level, the bin room is accessed externally.

The roof level is accessible via a door at the head of the staircase and by use of a ladder. The lift motor room and ventilation extraction area is located at roof level, as is a boiler room and a radio transmitter room.

The layout of each upper floor is similar. On every floor, in the lobbies serving the flats, false ceilings are installed, with solid ceilings in rooms and areas adjoining. A number of riser cupboards lead onto the lobbies. The flat lobbies are permanently ventilated and a door from these lobbies opens onto a small open deck area, off which is a refuse chute hopper and a door into the staircase. At the base of the staircase is a final exit leading directly to fresh air. **(See Appendix A for Floor layouts)**

Table – Key Building Information quick reference

Description	
ADDRESS: BAGNALL COURT registration number HRB03298Z3Q5	
Key Building Information	
Evacuation strategy	
What is the evacuation strategy in place (simultaneous, phased, stay put)	Stay put (Defend in place)
passive and reactive control	

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/ fire dampers/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)	lift lobby
Where are the smoke detectors (lobby, Meter room, laundry etc)	Rooftop/CCTV/ Bin store/ Caretakers room/Common staircase/shared space with equipment
Types of lift	1x passenger/ 1x modernised for FF use
number of residential unit front doors with fire resistance identified	62
number of fire doors In common parts residents can walk through (30/60 min)	38 xSD30
Energy and storage	
Types of Energy Storage	none
Types of onsite energy generation	none
Type of energy Supplies (district/mains elec/mains gas etc)	gas/electric mains
Structure and Materials	
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)	A2 spandrel panels/ glass and masonry
Aluminium Composite material (ACM) certification	none
percentage of each material on the outside (from mentioned above)	HPL 20%/glass 20%/Masonry 60%
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	Boiler room and ventilation extraction on roof
Which materials are used most in the machinery in a room on the roof	masonry housing
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 both types of flats are the same, this consisting of the entrance door opening into a hallway, off which is a bedroom, bathroom and living room. The kitchens are inner rooms to the living rooms and a door from the living room provides access onto a concrete floored balcony. Within the flats, BS5839-6 Grade D LD1 fire alarm systems were installed. The common fire alarm system also extends into the flats in the form of heat detection in the flat entrance hallway. The sprinkler system provides coverage throughout the resident flats. There are also 5 studio flats.

Fire Exits

Final exits from the building for the residents are provided from the base of the single staircase and from the lift lobby at ground level. The final exit door from the base of the staircase has a push bar device and the lift lobby main door has an override on the escape side.

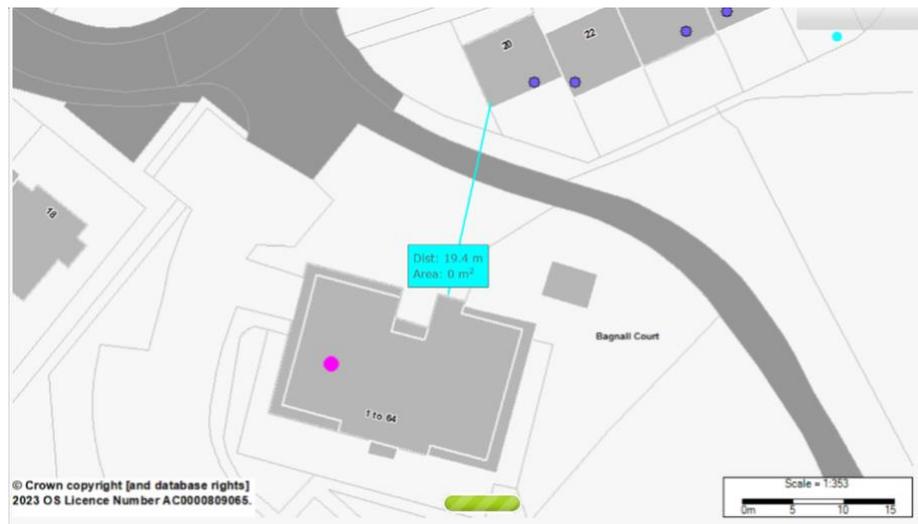
Surrounding Area

The block is one of two High-rise in the vicinity, the other of which is West View Court. As can be seen in the aerial shot below, Bagnall Court is bounded 3 storey residential blocks, a row of bungalows and houses. To the rear of the block there is a mixed tree and grass amenity area separating the block from the M60 'Ring-road'.



West View Court is also owned by WCHG and situated approximately 19m away from the nearest residential building and 120m away from Bagnall Court

The OS map on the right shows where the measure of distance from the block to the nearest properties is taken.



Stability of Cladding systems.

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

Following a previous recommendation by the Fire Risk Assessors, a curtain wall and fenestration system survey was carried out in 2019 by an external CHAS and FIA accredited fire engineering company 'Tenos' being that the works had been conducted at the time under the Building Act 1984. The assessment was to consider the curtain wall glazed windows and infill panels within the PVC frames under current standards. The inspections concluded that the walls were predominantly of brickwork with large areas of clad curtain wall fenestration. There were ad hoc fire tests on the core materials of the panels under the windows which found they were readily ignited and passed over compartment floors. (Technical note dated 9 August 2019) retained in Safety Case File.

Subsequent to this investigation and recommendations to renew the spandrel panels.

The windows panels and balustrading were renewed in 2023 along with new A2 and A1 rated panels. Refer to 'Enveloping work' under section 11.

Building Foundations

The building is an existing building of 40+ years with no concerns or recommendations further to the 2017 structural survey to warrant further foundation inspections.

A more recent survey undertaken in October 2023 did not bring up any concerns regarding the foundations however recommended trial pits and GPR to ascertain the foundation type which be considered in a future programme. The structural survey is discussed further in section 13.

Incoming mains and isolation points

Located on the ground floor are the Gas, electric and water incoming mains and isolation points. The gas meter and isolation points are located to the rear of the building and accessible externally from the rear with gas boilers and isolation points located also to the rear in a stand-alone brick-built boiler room within the perimeter fencing. The cold-water isolation point is located within the pump room and the mains electric in the adjacent mains room both located off the small corridor next to the old care-takers office.

There is also a lift isolation point located on the roof within the lift motor room. The drawing showing all isolation points can be found 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.

A separate compartmentation survey was also undertaken in 2022 and will be done on a 3-year interval in addition to the FRA

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

The latest FRA carried out on the 1st June 2023 advised of 1 substantial risk and 6 moderate risks. The substantial risk was a newly installed fire door to one of the flats that had been damaged which was replaced in July 2023. The moderate risks are small breaches or suspected breaches of compartmentation or alarm panel reset requiring further investigation which will be tracked through by the Senior Contract Manager for Facilities on the Aurora system.

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

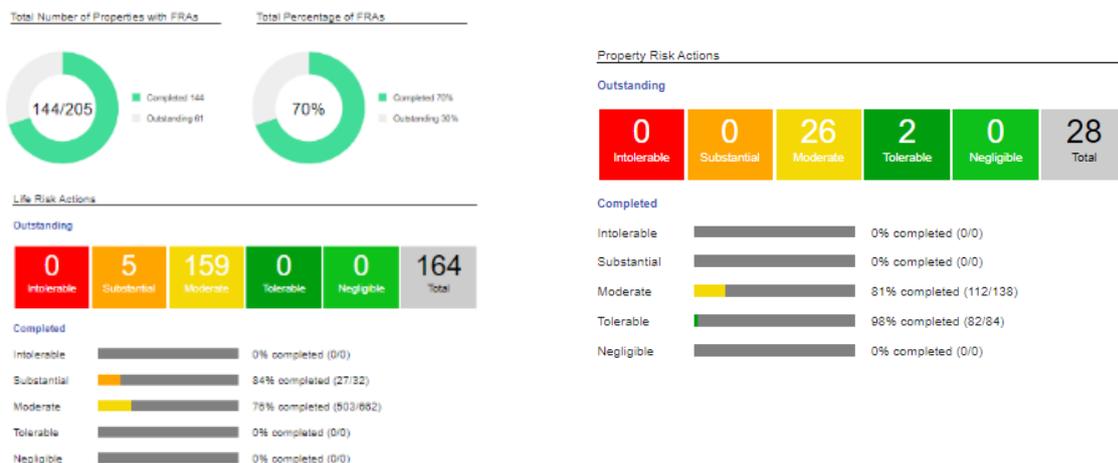
LIKELIHOOD OF FIRE OUTBREAK	LIKELY CONSEQUENCES OF FIRE			
	Subjective Fire Risk Rating	Slight Harm	Moderate Harm	Serious Harm
	Highly Unlikely	Negligible Risk	Tolerable Risk	Moderate Risk
	Unlikely	Tolerable Risk	Moderate Risk	Substantial Risk
	Likely	Moderate Risk	Substantial Risk	Intolerable Risk

5. Managing the Risks

The Senior Contracts Manager for Facilities and 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 by the Facilities Manager via a 'Power Bi' portal as can be seen in the screenshots below:



Compartmentation

Compartmentation is provided by way of a single protected staircase with FD30 fire doors leading to an external area from which a further protected lobby is accessed which provides the approach to 5 flats. This compartmentation is shown on the Fire strategy drawings marked in red lines to ensure colleagues are aware of where compartmentation is, as can be seen on the fire strategy drawings in **Appendix A**.

Riser ducts running the full height of the building are protected at floor level and via fire rated riser doors and where these have been accessed for Fire alarm and Sprinkler work, any breaches through floor slabs have also been 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. The riser doors along with the Communal pedestrian 30min fire doors off the common areas are checked monthly for any issues and checked within the annual FRA.

Wall areas above the false ceilings are fire stopped at floor slab level and any compartmentation breaches picked up on the Fire Risk Assessments are sent to a competent contractor for remediation work. an example of the remediation work sent to contractors from the 2022 survey can be seen in **Appendix B**.

Energy Suppliers maintenance

EDF	Electric supplier	Work via Monarch
Gazprom	Gas supplier	Work via Monarh
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
Chute Fire Cert	bin chute checks	Six monthly
Premier Technical Services Group	Lightning protection	Annual
Allied	Lift checks	Weekly checks and monthly servicing
Central Power Services	Generator inspections	Annual
Complete Fire	Dry Risers	monthly
Complete Fire	Emergency lighting	Annually
Team Brand	Communal Fire Door checks	Quarterly
Asbestos		
Scope iT	Asbestos testing/analyst	Annual / reactive
Countrywide	asbestos removal	Reactive
Building Safety		
Mitie	legionella testing	Monthly
xylem	Booster pumps	Six monthly
AARHUS	Biomass fire alarm monitoring and biomass room emergency lighting	Annually
Team Brand	exit signage to new specification	Annual FRA/ BSO inspections

All the maintenance contractors have Asbestos registers of the information we hold sent out to them 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 annual inspections are tracked on a performance dashboard as the example below:

Current Stock: Entrance Door Checks										Search
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	923	923	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%							
Total	2248	2248	100.0%							
PROPERTYKEY	ADDRESS	ENERGY USAGE	PROPERTY TYPE	prtyp_dsc						
16350	23 HUNGERFORD WALK	GAS	CFUF1B	1 BED 1ST FL COTTAGE FLAT	GENERAL	31/08/2022	1	1	16/08/2021	
1068	48 HOLLYHEDGE COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	14/09/2022	1	1	18/08/2021	
15418	FLAT 26 BROOKWAY COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	21/07/2023	1	1	27/08/2021	
16694	65 MOSSDALE ROAD	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	12/09/2022	1	1	06/09/2021	
17228	59 WARMLEY ROAD	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	15/09/2022	1	1	06/09/2021	
748	29 BROOKCROFT ROAD	GAS	CFUF1B	1 BED 1ST FL COTTAGE FLAT	GENERAL	13/10/2022	1	1	06/09/2021	
2080	64 RIPPLETON ROAD	GAS	CFUF1B	1 BED 1ST FL COTTAGE FLAT	GENERAL	28/10/2022	1	1	07/10/2021	
957	43 BENCHILL COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	08/09/2022	1	1	29/10/2021	
15589	FLAT 5 MOORCOT COURT	H&S	MSGF1B	1 BED GRD FLOOR MULTI STOREY	GENERAL	28/11/2022	1	1	16/12/2021	
15358	2 BAXTER GARDENS	GAS	CFUF1B	1 BED 1ST FL COTTAGE FLAT	GENERAL	31/01/2023	1	1	30/12/2021	
1928	65 EDWARDS COURT	GAS	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	16/12/2022	1	1	12/01/2022	
15483	FLAT 86 BROOKWAY 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	
17023	34 SHRIVENHAM WALK	GAS	WUGF1B	1 BED GRD FLOOR WALKUP FLAT	GENERAL	08/11/2022	1	1	12/05/2022	
17373	FLAT 41 WEST VIEW COURT	H&S	MSUF1B	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	
9104	48 PAINSWICK ROAD	GAS	WU2F3B	3 BED 2ND FLOOR WALKUP FLAT	GENERAL	12/05/2023	1	1	18/05/2022	
1632	26 BIRCH TREE COURT	GAS	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	18/01/2023	1	1	19/05/2022	
17547	323 WYTHENSHAW ROAD	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	25/05/2023	1	1	23/05/2022	
Total							2248	2248		

Communal Fire Door inspections

Communal fire doors are inspected quarterly by a 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 on each floor is photographed which will show 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 Building Safety. Identification and key TRADA questions for the inspector to complete in relation to each door.

The building safety officer and the Building Safety Manager have also received fire door inspection training and will look at any issues noted further and record any actions on the 'Auditsafe' system. At the bottom of the inspection page for each door, it will show the last inspection and current status which when used to update the Asset database 'Promaster' and will also feed into a Power Bi reporting page for compliance monitoring similar to that of the front entrance fire doors.

There are also a number of other colleagues trained throughout the business via 'UK Fire Doors' and will also look for any obvious door issues when visiting blocks and report in to the building safety team or order a repair.

Fire-Fighting equipment

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

- 1 x 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 above provisions will be visually inspected on a monthly basis to compliment the main inspections by suitably qualified contractors as in subsection '*Maintenance and equipment responsibility*' above.

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) on its activation. Most manual call points in public areas have been removed and the remaining will be removed.

Emergency lighting is installed throughout the communal spaces, including plant areas. A dry riser system is installed, as is a sprinkler system which provides coverage in key risk common areas such as the laundry.

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 Emergency Evacuation information by way of flat numbers only
- 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 guidance. 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

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 Bagnall court to improve energy efficiency, and reduce CO2 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.

6. Building Safety Management System

The Building Safety Management system has been constructed 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, ties into related policies and addresses how each teams/ contractors/ suppliers 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. 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 '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 an actual event.

There is a dedicated muster point for this block located outside of the bungalows on West View Road which is noted in the common area for residents.

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. There is a plan showing the incoming mains and isolation points, Refer to table below:

Ground Floor plan – Fire strategy drawing	101/09/22 Rev A
Fourth Floor plan- Fire strategy drawing	105/09/22 Rev A
Loft/ Roof plan- Fire Strategy Drawing	114/09/22 Rev A
Ground Floor -Incoming mains and isolation points	24/05/M/05 Rev 1
Elevation drawings of cladding details 1&2	P6584- 02
Elevation drawings of cladding details 3&4	P6584- 04

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 then being inoperable. To do this there is a QR code that can be scanned in the communal area or on the back of the building safety booklets which have been delivered to every high rise flat (**Refer to Appendix D**) or alternatively the resident can contact the general contact number or address to advise or request a call back from their neighbourhood officer. 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 assistance. For Extra care facilities, where residents are on oxygen, this is also shared with the fire service. A PREP is in place generally where a person with disabilities, would require rescue by the Fire and Rescue Service when all other risk reduction measures have failed. The PREP's in place will be reviewed for updating, removal if temporary or new incoming tenants.

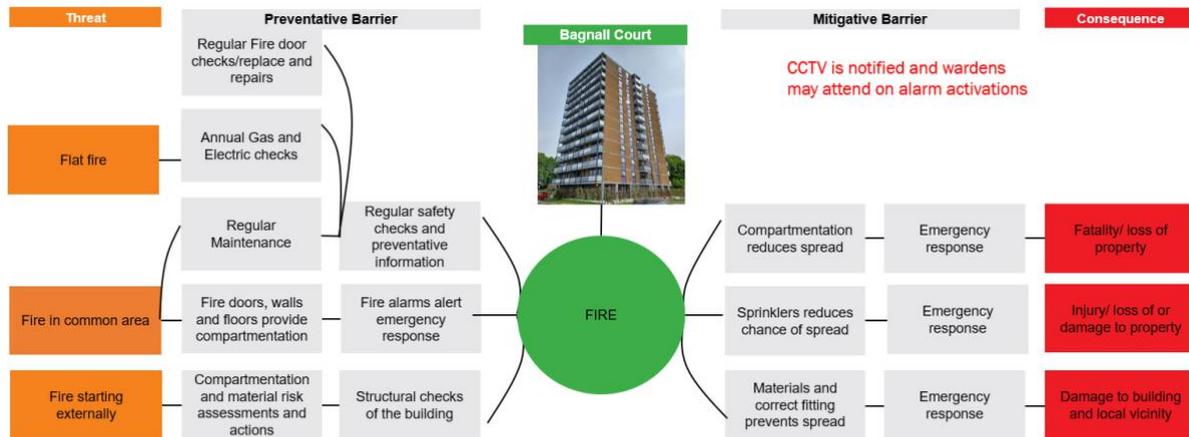
Where there is a new tenancy, they will be asked if they can self-evacuate at the time of let and the system and SIB's will be updated accordingly. The information shared with residents is in line with the WCHG Customer Involvement strategy V2 October 2023. There is also a building safety booklet that all residents have received which has a QR code on that can be scanned which takes residents to a form to complete for information of those who cannot self-evacuate. **The resident involvement Strategy and the Booklet is in Appendix D**

10. Building Safety Information for Residents

A Building Safety Information leaflet 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 leaflet 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 leaflet also advises of the resident's 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.



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 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.



No current residents use mobility scooters in this block however if this occurs, the possibility of installing secure scooter charging pods into car parking areas 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
GRP Generator housing for fire-fighting lift	2018	2017	Cartwright and Gross Ltd	Planning submission documents available. Housing is external
Lift refurbishment	2018	2017	Cundalls	Full O&M's available
Fire alarms	2017	2017	Fieldway Group	Full O&M's available
Sprinklers/ tank	2018	2018	Argus Fire	Full O&M's available
Enveloping works	2023	2022	Arcus, with Casey Group	Work ongoing.



above photo from 1987 (modernmooch.com)



above photo taken 2024

The photographs above show a before and after picture of the balcony balustrade that had been a clear glass which was later replaced with an obscure panel prior to stock transfer to Parkway Green Housing Trust (later WCHG). Further assessments undertaken on the panels recommended replacement which was carried out in 2024.

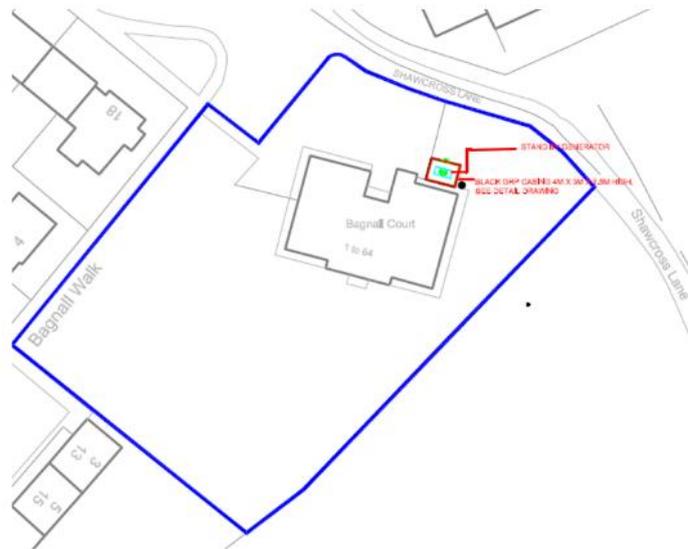
Fire Alarms

In 2018 Each flat was provided with a BS5839-6 Grade D fire alarm system to an LD1 standard of coverage as recommended within the Fire Risk Assessment. A BS5839-1 type heat detector is installed in each of the flat entrance hallways which is part of the common area fire alarm system which has been reconfigured to be silent and to function as an emergency alert system for use by the Fire and Rescue Service to prevent false activations and complacency as advised by the Fire Risk Assessors. The contractor was engaged via a specialist fire engineer 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 was provided on completion.

Lift Refurbishment

In 2018 Lift Refurbishment was carried out to the passenger lifts to update and upgrade them with one lift being upgraded for use by fire fighters. This work was overseen by Thomas Armstrong and undertaken by 'Cundalls'.

A standby generator was also provided within housing inside the perimeter of the grounds for use should in the event of a power outage under fire conditions, the 160m cable failed (refer to plan)



Sprinklers

In 2020, a sprinkler system was installed within each flat and in further high-risk areas namely the laundry, caretakers office, refuse room and pump room designed and installed to BS9251; 2014. There are flow switches to each floor. On operation of a flow switch, a notification will be sent to the alarm panel on the ground floor detailing the level of the operating flow switch. There is also a flashing beacon / sounder on top of the ground floor panel which will give both a visual and audible alarm. The completion certificate was issued on 14th January 2021. The decision to install sprinklers was a corporate decision to further reduce the risk to life and buildings in all of the traditional high-rise blocks. The work was post inspected for compartmentation breaches, photographed and signed off by a third-party inspector, 'Flamehold Ltd' on 8th October 2020. Both certificates can be found in Appendix B

Enveloping Work

In 2021-23 an enveloping scheme was undertaken to renew all windows, including enclosed balconies along with spandrel panels, with a 'Proteus' aluminium panel with 'Rockwool' core insulation with the overall panel rating as A2-S1 D0. This was following an FRA recommendation to test the materials used as panelling under the windows which shown the material to be combustible and non-compliant resulting in a change of the panels with a compliant alternative. The work was undertaken by the principal contractor 'Casey Group Limited' and overseen by the Principal Designer 'Arcus'.

We also took the opportunity at this time to renew the roof -covering with a 'torch on' bituminous coating. New edge protection was installed to a more robust standard.

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 annually which occasionally make recommendations which 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 check.

A full compartmentation survey was undertaken in June 2022 by 'Fastfield' (refer to appendix B example) following which, rectification work is undertaken as per recommendations from the Fire Risk Assessors and 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' elsewhere in the report.

Fire Strategies

A Retrospective Fire strategy (dated 7th January 2023) and strategy drawings have been undertaken 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 dated 7th January 2023

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.	
External wall system	Consideration should be given to undertaking intrusive surveys of the external wall system to ascertain all construction methods/materials used. An FRAEW (Fire Risk Appraisal of external wall) maybe required in accordance with PAS 9980:2022.	

Taking each point of the recommendations, it should be noted that:

- A structural fire resistance survey was carried out on 21st October 2020 to investigate the external fire resistance of elements. The report concluded that the walls included combustible composite infill panels within window openings and high-pressure laminate panels on the balconies and recommendations were to replace these. The work to replace them was undertaken in 2023
- The roof has since been included within the Enveloping work and renewed to current standards.
- A Further FRA has been carried out (annually) considering all the points mentioned and having had sight of the fire risk strategy report.
- The external wall system has since had combustible elements renewed to spandrel panels and balustrades however the FRA’s always advise where further assessments are required which was done on this building.

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 signed off 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 in October 2023 saw access to all communal areas and three flats. The report advised that there is a very low risk of surface water/ rivers and flooding from reservoirs or groundwater is unlikely in the area. The walls are made up of 170mm concrete inner leaf with 20mm finishes, 35mm insulation and 102 outer brick leaf, and cavity insulation was installed with the latest spandrel replacement work.

The survey noted some signs of staining and moss growth to masonry and concrete with some spalling in areas. There is mildly corroding steelwork, a horizontal crack in the lift motor room roof. The roof was being renewed at the time of the survey and the areas of standing water underneath the existing covering could be seen where ingress was likely to be.

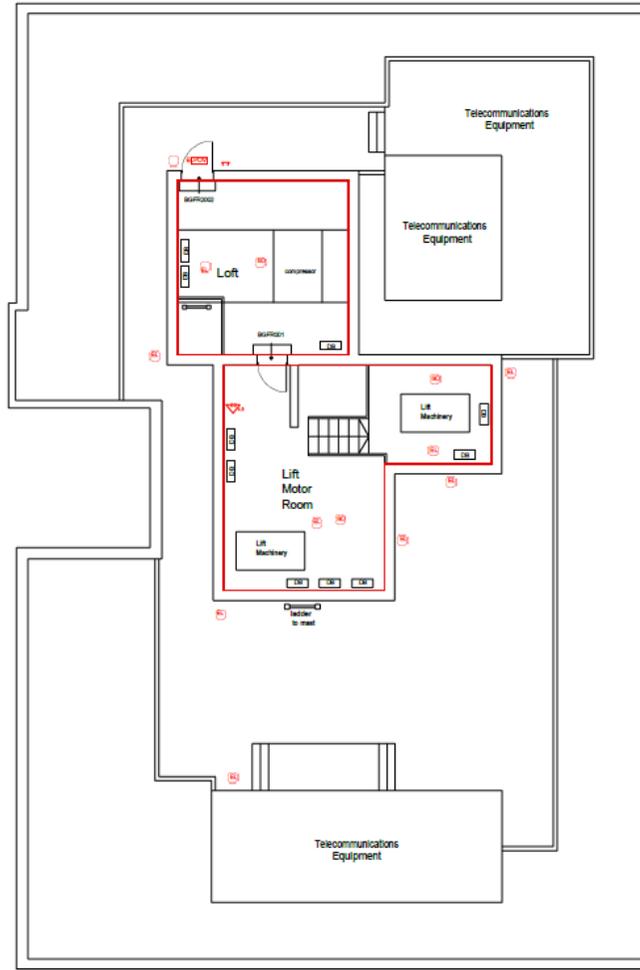
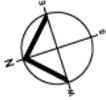
The telecommunications building on the roof is additional to the original design and it is not known if the original building owner obtained a structural loading survey for the design.

Issues particular to the building

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.

Recommendations from the structural report are to carry out further investigations to verify the roof slab, primary and secondary structure/ carry out a roof -load assessment / investigate balcony handrails, fixings on the roof and wall ties and various structural defects picked up in the survey. There is also a recommendation to undertake trial pits and ground radar surveys to determine the foundation type. All of the recommendations are being prioritised according to risk and will be factored in to future programmes.

Fire Strategy Roof Plan



LOFT / ROOF



General Notes

Public areas were surveyed in the building. Access to all the flats was not possible. Footprint shown is assumed, the areas not surveyed cannot be relied upon unless checked on site for accuracy. Plans are for illustration purposes only and should not be relied upon for any works carried out or for area calculation or building works.

Key:

- FIRE DOOR KEYS AND FIRE ALARMS NOTED**
- Fire Alarm Notice
- FRS DOOR KEEP SHUT sign
- FRS DOOR KEEP LOCKED sign
- AUTOMATIC FRS DOOR KEEP CLEAR or FRS EXIT KEEP CLEAR sign
- CAUTION IN THE EVENT OF FIRE DO NOT USE THE LIFT
- FIRE RESISTANT LEGEND**
- Break glass type fire alarm call point
- Point type heat sensitive detectors
- Smoke sensitive detectors
- Smoke detectors in roof space
- Flaming Beaker indicator
- Fire alarm indicator / raised panel
- Electromechanical hold open device
- 20 minute fire resistant door (F20)
- Fire resistant fire entrance door
- Self-closing half hour fire resisting door (F30HS)
- Self-closing door for the meeting (C30MS)
- Door indicated by the fire alarm system or its treatment (power failure to work in automatic opening and digital electronic exit door interlock system)
- Doorhouses fitted with doors with key lock
- Doorhouses fitted with doors with key lock
- Fire alarm sounds (C indicates images bearing forward light)
- Emergency light point
- FIRE EXIT SIGNAGE
- Fl signs to be removed, to be replaced by emergency light point
- FlC devices as per usual but furnished as part of sign
- FlR devices not furnished sign
- 1.10m x 1.10m fire barriers
- Base of fire barrier to be 1500mm above floor level
- FlRas 4000 Equivalant beam extinguisher to 10m/15m
- 4.5m wall chemical type extinguisher
- 4.5 litre dry powder type extinguisher
- 4.5 litre dry powder double type extinguisher
- 4kg water type extinguisher
- FlRas Fire Switch
- Emergency Stop Fire Notice
- Compartment Walls
- Smoke Vent control panel
- Permanently Open Vent
- FlRas Information Box
- CDV Security Camera
- CDV Security Camera
- Automatic Opening Vent
- ACV Control Device
- Remote Control Panel
- FlRas IS



Firnitec Building Compliance | www.firnitec.com | info@firnitec.com | 01762 877 147
16 Race, Deodar House, 3 Pelway Court, Plymouth, PL4 8LR

Project Address:
SAGNALL COURT
GREENWAY
WYTHENSHAW
MANCHESTER
M22 4L7

Client:
WYTHENSHAW COMMUNITY HOUSING GROUP

Scale:	Date:	Drawn by:	Checked by:
1:50 @ A1	SEP 2022	NR	NR

Drawing Title:
LOFT / ROOF PLAN

Drawing No:	Revision:
114 / 09 / 22	A

Elevations showing replacement material



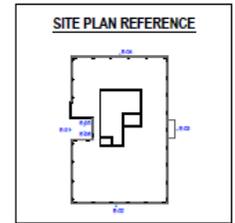
Rev: 1 Date: 10/20/22
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Elevation - 03



Elevation - 04



Arcus Consulting LLP
 Montreal: 514-494-8800 Newmarket: 905-882-0222 London: 519-874-2112
 Laval: 514-761-1888 Newcastle: 905-233-0291 Rego: 416-361-1211
 info@arcus.ca www.arcus.ca

Client: WYTHENSWARE COMMUNITY HOUSING GROUP

Project: WESTVIEW & BARNALL COURT
 DEVELOPE REPERMISEMENT

Title: BARNALL COURT ELEVATIONS 03 & 04
 WITH RAINSCREENS

Date	Drawn	Stage
10/20/22	DA	PLANNING
	DA	
	Approved	
	TS	

The drawing is the property of Arcus Consulting and shall remain confidential.
 No part of this drawing may be reproduced or transmitted in any form or by any means.

Incoming mains and Isolation points.



MAINS ISOLATION POINT.



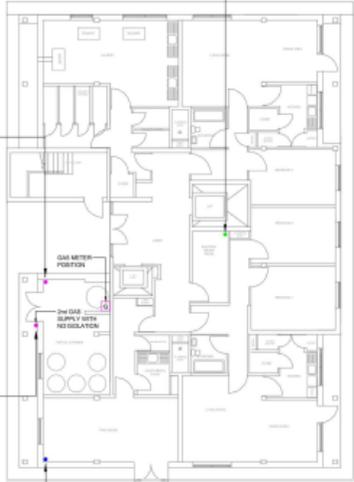
GA5 ISOLATION POINT.



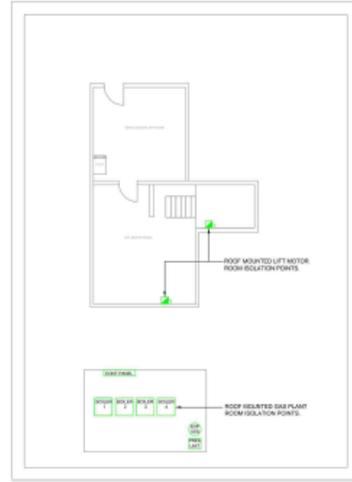
2nd EXISTING GAS INCOME.



MAINS COLD WATER ISOLATION POINT.



GROUND FLOOR LAYOUT



ROOF LAYOUT

IT	INFORMATION ISSUE	IT	Aug 2021
Rev	Description	Revised By	Date
SIGNATURE			
INFORMATION			
 Building Services Consulting Engineers 120-122 Chesham Way Eastleigh, Hampshire, SO50 9JF Tel: 01329 242222 Fax: 01329 242222 www.ecs-consultants.co.uk Email: enquiries@ecs.co.uk			
JOB NO.	ISSUE NO.	ISSUE DATE	REVISION
24/051	24/051M03	24_051_M_03	IT
DATE	SCALE	DRAWN	DESIGNED
Aug 21	1:100	D.L.	P.T.
JOB TITLE	 Bagnall Court Wythenshaw		
ISSUE TITLE	Ground Floor Mechanical Services		

original - not to be modified by hand

15. Appendix B – Surveys and Reports

Certificate of Fire Protection Works



No. 688.2020

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

Priory Fields,
Kettleby, Brigg
Lincolnshire
Tel: 01652 413110

Properties: Bagnall Court Greenway Wythenshawe Manchester M22 4LS		Tel: 07785426299
		Email: k.winstanley@argusfire.co.uk
Areas of application:	Pipe breaches related to installation of new sprinkler.	
Products applied:	Firepro H E intumescent sealant and intumescent fireproof coated sponge.	
Specifics:	Fire stopping products have been applied to orange pipe breaches in communal areas of the building made due to installation of new sprinkler system.	
Installers Details		
Name: Steve Asquith	Address: Priory Fields Kettleby Brigg Lincolnshire DN20 9HN	Tel: 01652 413110
		Email: steve@flamehold.co.uk
Company Name: Flame Hold Ltd	Qualification: 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.		
Signature of Installer: 	Date: 08.10.2020	

All Fire Prevention Measures should be checked annually and preventative maintenance carried out. Failure to do so may impair the performance.

**CERTIFICATE OF
PRACTICAL
COMPLETION**

Issued by: Wythenshawe Community Housing Group –
Investment & Development

Investment Department, Wythenshawe
Community Housing Group, Greenwood Road,
Wythenshawe, M22 9HD
Address: _____

Contract: Bagnall Court Sprinkler Installation Scheme

Job Number: Contract No. 393 Bagnall Court

Contractor: Argus Fire. Henglade House, 48 New Road, Stourbridge, West Midlands,
DY81PA

I certify that under the terms of the contract (JCT Intermediate Contract with contractors design 2016) dated 1st April 2019 that Practical Completion occurred on the 14th of January 2021 and that the Defects Liability Period will expire on the 13th of January 2022.
The issue of this certificate places upon the contractor certain obligations to make good defects both throughout and at the end of the Defects Liability Period.

Items to be completed include: Flat 28, 36.

I declare that any of the retention moneys related to the total of the relevant part of the Works which has previously been deducted is to be released. N/A

Signed:  Print Name: Adrian Waywell Date: 14th January 2021

for the Director of Property Services

ORIGINAL TO CONTRACTOR:

Copies to: File.



Surveying form

Section 1

Client	Wythenshawe
Site address	Bagnall Court
Date/Time	23/07/20

FRA actions

Section 1

Action	9th floor Double riser by flat 45 penetration
Comments	Patch repair
Multi Photo	
Action	9th floor bin chute door excessive gap to bottom
Comments	Renew door
Multi Photo	
Action	8th floor bin chute door excessive gap to bottom
Comments	Renew door

17.APPENDIX D

Resident Involvement Strategy



Resident Involvement Strategy 2024 – 2026

Date of approval	27 November 2023
Sponsor	Paul Seymour, Executive Director of Customers & Communities
Owner	Sarah Kluefer, 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">• Our Plan 2023-2026• With Everyone Strategy• Value for Money Strategy• Brand and Communication Strategy• Complaints, Compliments and Comments Policy• Involvement Expenses Guidance• Community & Neighbourhood Development Strategy
Statutory and Legal Framework	<ul style="list-style-type: none">• Tenant Involvement and Empowerment Standard and draft Transparency, Influence and Accountability Standard• Charter for Social Housing Residents: Social Housing White Paper• Together with Tenants• Social Housing (Regulation) Act 2023• Building Safety Act 2022• Preparing a resident engagement strategy guidance from the Health & Safety Executive, updated 21 September 2023• Housing Ombudsman's Complaint Handling Code
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 BAGNALL 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.



Josh Green
Neighbourhood Officer for Bagnall 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.

ABOUT BAGNALL COURT

Bagnall Court is a high-rise, purpose-built block of apartments, built in 1964. It has 13 floors, including roof level, 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.

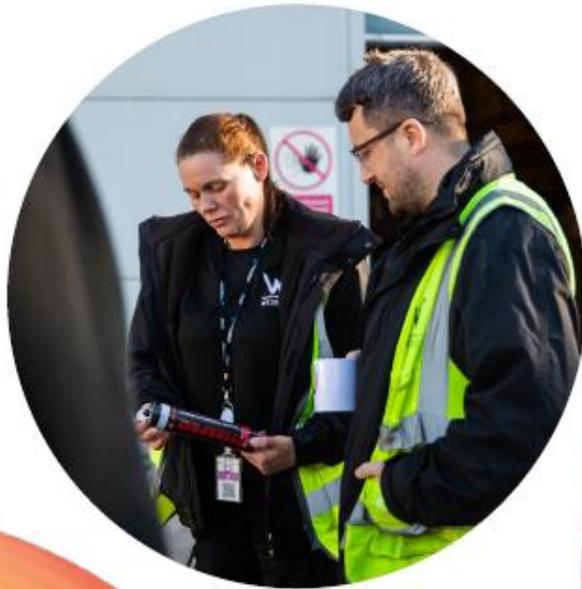
All these features mean your building is designed to contain a fire in the area where it starts (e.g. in an apartment or common area) and stop it spreading to surrounding areas (e.g. common area or an apartment). Bagnall Court is designed as a 'Stay Put' block. This means if there is a fire elsewhere 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



Bagnall 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:
OUTSIDE THE BUNGALOWS TOWARDS WEST VIEW COURT ON WEST VIEW ROAD



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 **BAGNALL COURT, 1-62 GREENWAY, WYTHENSHAW, M22 4LS.**

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.



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 Thursday of the month at 11am.

Please meet in the building lobby.



Josh Green
Neighbourhood Officer for
Bagnall 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.

NEIGHBOURHOODS



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

REPAIRS



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

CLEANING



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

INVESTMENT



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

ASSURE24



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

CUSTOMER FEEDBACK TEAM



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

CALL US ON 0800 633 5500 OR 0300 111 0000.

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.



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.



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.



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.



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.



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.



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.



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.



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.



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
Josh Green
07410 944 209



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.



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Wythenshawe Community Housing Group

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

Telephone: 0300 111 0000 · Freephone: 0800 633 5500 · www.wchg.org.uk

customerenquiries@wchg.org.uk

