

September 2015



## Sprinkler system update

Thank you to those residents who provided access to their homes so inspection work could be completed on the sprinkler system.

We have now received a full report from UK Domestic Sprinklers and the main findings included:

- 17 sprinkler covers had been painted over by residents and one missing sprinkler cover was identified - these will be replaced in the near future
- There were no signs of any leakage from the system
- No faulty parts were identified.

As you will know, we had one incident of flooding in February this year. Following the survey we have ensured that all the sprinkler pipework in the building is in full working condition with no signs of leakage or incorrect fitting.

A second incident of flooding occurred in March and was caused by a paint stripping gun being directed at one of the sprinkler heads.

As a result of the survey, and to help keep you safe in the event of a fire, our advice is as follows:

- Do not block sprinkler heads, as this can stop them detecting high temperatures that make them operate for your safety
- Do not paint or wallpaper over the sprinklers or position furniture directly in front of them
- Do not apply any heat source or naked flames to the sprinkler heads
- Other than on stairwells, do not close communal doors manually, as this can cause damage to the safety door closers.

In the event of a fire the fire doors will be released and will close. This is to stop fire spreading from one area to another.

We will continue to carry out an annual inspection of the sprinkler system to check flow pressure and valves.

If you have any questions, contact your Estate Officer, Joanne Raistrick:

- Tel: 0191 433 2730 • Fax: 0191 477 8373
- Email: [centraloffice@gatesheadhousing.co.uk](mailto:centraloffice@gatesheadhousing.co.uk)



# Car park barrier update

**You may be aware the car park barriers are currently in an open position.**

Since the barriers were installed we have incurred significant repair and maintenance costs, mainly as a result of vehicles colliding with the gates.

The barriers have also caused delays to the emergency services gaining access to the car park area on two occasions, one of which was a sprinkler activation earlier this year.

We have discussed this situation with the emergency services and have agreed to leave the barriers open to allow access.

We will monitor this arrangement for the next three months and assess the impact on residents and visitors of leaving the gates open.

We will then update you on the findings before making a decision regarding the long-term future of both gates.

If you are having difficulty finding a parking space, you may use the car park at Warwick Court.

We will reprogram your car-park fob at no cost, or give you an additional fob for a charge of £10.

Please bring your fob to the Central Housing Office at Gateshead Civic Centre.

If you have any further questions, please contact your Estate Officer, Joanne Raistrick:

- Tel: 0191 433 2730 • Fax: 0191 477 8373
- Email: [centraloffice@gatesheadhousing.co.uk](mailto:centraloffice@gatesheadhousing.co.uk)



# Repairs to Regent Court



## **We have recently conducted a survey of the timber facades (or 'curtain walling') at Regent Court.**

The survey identified repair works needed to sections of the façade on the side of the block that faces the car park.

The repair work will begin next Monday (7 September) on the outside of the building between the fourth and eighth floors. Where required, the timber will be repaired or replaced.

Work will also be undertaken to strengthen timber panels on the corridors of the seventh and eighth floors. This work will reduce the width of sections of these corridors by about five inches.

If you use a motorised scooter, please let us know so we can speak to you about the works and how they may affect you.

To ensure the safety of residents and visitors, at any one time one of the entrance/exit doors to the car park will be out of use during the works.

We will display posters on the doors to let you know which door will be out of use when.

During this time, bin collections will continue as normal and access for emergency services will be maintained.

Building materials and rubbish will be cleared from the site each day.

Protective canopies will be constructed above the two rear corner entrances of the block.

Large machinery will be needed to allow access to the higher floors.

The machinery will be placed across the bays at the top of the car park. This section of the car park will be fenced off, but the rest will remain in use.

Please do not park in the bays at the top of the car park from Friday, 4 September.

During this work the accessible parking bays will not be available.

**(Continued overleaf)**

Two of the bays in the car park will be redesignated as accessible parking bays.

**Gateshead Council's Construction Services will carry out the works. They will work 7.30am to 4pm Monday to Thursday, and 7.30am to 3pm on Fridays.**

This work is expected to be on site for about six weeks.

As the repairs will be concentrated on the outside of the block and in the communal areas, no one will need access to your home.

If you want to know more, come to our drop-in session this Friday (4 September) at Warwick Court residents' lounge, between 2pm and 3pm.

Your Estate Officer, Joanne Raistrick and Carole Nicholson from the housing company's Investment Team will be there to answer your questions.

For further information please call the Investment Team on 0191 433 5490 or email [investmentteam@gatesheadhousing.co.uk](mailto:investmentteam@gatesheadhousing.co.uk)

## Smoke alarms in your block

**To ensure we provide a consistent and timely response to all smoke alarm activations we are changing the way we monitor alarms in residential flats and communal areas of multi-storey blocks.**

Care Call, Gateshead Council's emergency telecare alarm and response service, will start monitoring the alarm systems from Monday, 7 September 2015.

They will work to an agreed call response protocol and performance will be monitored by the housing company's Multi-storey Team.

For further information call the Multi-storey Team 0191 433 5370 or email [multi-storeyteam@gatesheadhousing.co.uk](mailto:multi-storeyteam@gatesheadhousing.co.uk)



**If you want to know more about any of the information in this newsletter, come to our drop-in session this Friday (4 September) at Warwick Court residents' lounge, between 2pm and 3pm.**

**Your Estate Officer, Joanne Raistrick and Carole Nicholson from the Investment Team will be there to answer your questions.**