

Your safety is our priority

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One Housing

 Part of
Riverside

Building Safety Newsletter

April 2024

Our ongoing focus on fire and building safety ensures this remains a top priority.

Our promise to you is to keep you updated on a regular basis - every three months - through this newsletter. If there is a specific update related to your block, you will receive this by letter or email.

Update on Government legislation

Code of Practice for Works in Residential Buildings

The Department for Levelling Up, Housing and Communities (DLUHC) has recently published a code of practice that sets out expectations about how remediation projects should take account of the needs of residents. The [Code of Practice for Works in Residential Buildings](#) (The Code applies to the remediation of occupied residential buildings and focusses on works that are required to mitigate fire safety risks caused by an external wall system regardless of who is responsible for delivering the project or how it is being funded.

The Code has been designed to ensure that:

- Residents are informed and communicated with when remedial works are being conducted on the building they

are living in – from the start of the project through to completion;

- The impact of remedial works on residents is communicated and assessed, and appropriately managed;
- Resident's needs are at the heart of all remediation and that Resident clearly know where to go when they have questions or issues.

The Code has been developed with a wide range of stakeholders. We have engaged with the National Housing Federation and provided feedback to the Code. We were pleased to see that we are already following the majority of the recommendations and good practice identified in [the Code](#).

Update on our work at One Housing

Our Cladding Remediation Programme

Our priority is, and always has been, the safety of our residents.

We own or manage around 1,200 residential blocks of which approximately 80 are high-rise blocks. Since Grenfell, we have been running a programme to test the external wall systems – including cladding, insulation and fire-stopping - across our buildings.

We are working since 2021 on a six-year remediation programme for high-risk buildings, which includes buildings above and below 18 metres.

As of January 2023, we have completed six cladding remediation projects (13 buildings) and currently have six cladding remediation projects (9 buildings) about to start or underway. In addition, we have been in active negotiations with approximately 15 original contractors across over 50 buildings to ensure cladding defects are identified.

If you would like to learn more about cladding and intrusive surveys, please read the [Frequently Asked Questions](#) that have been recently updated.

We are making EWS1 forms with an A1, A2 or B1 ratings that we hold for our buildings available for download from our website so if you need a copy, [you can access it here](#). If you cannot find a EWS1 for your building and your lender has

requested one, please contact us via claddingteam@onehousing.co.uk, as not all blocks require one. For more information about EWS1 forms, please visit this [webpage](#).



If you are waiting for an EWS1 form for your building because it has an external wall cladding system, it does not mean that your building is unsafe. We carry out regular fire risk assessments (FRAs) to highlight any work that might be required, as well as routine visual checks of communal areas to ensure there are no fire hazards. If you wish to receive a copy of the FRA for your building, please email us at ask@onehousing.co.uk.

We also maintain your fire safety systems such as Automatic Opening Vent (AOV) smoke control systems, emergency lighting, dry and wet riser sprinkler systems, in line with regulations.

Join the new Resident Building Safety Panel

The Building Safety Act requires all owners of high-rise buildings to adopt a resident engagement strategy to enable residents to participate in decisions about the safety risks in their buildings. It will need to set out:

- what information will be provided to residents
- what decisions they will be consulted on
- how residents' views will be taken into account; and
- how the appropriateness of consultation undertaken will be measured.

As resident involvement is at the heart of everything we do, we have established a Resident Building Safety Panel so you can have your say on how we engage with you and communicate important building safety information.

If you would still like to join the Panel or have any suggestions about how we can improve our approach to engaging with residents in relation to the safety of your home, please contact the Resident Engagement Team at

residentengagements@onehousing.co.uk. Please put 'Resident Building Safety Panel' in the subject line.

You said, We did

After our last meeting in February, we have reviewed all your feedback and suggestions.

Following the group's feedback, we have now placed a poster in all buildings requiring cladding remedial works with contact details for the Building Safety Communications Team and asking that residents confirm we have the correct contact details on file for them. We will continue communicating regularly with any update about building safety in your block.

Thank you to residents in the Task and Finish group for joining our first meeting and for sharing your views with us. We look forward to the next meeting.



Fire doors save lives

We know that fire safety is a critical concern for our residents.

We are working hard to manage fire risk in our buildings so you can feel safe in your home. We have a Primary Authority Partnership with the Fire and Rescue Service (London Fire Brigade) which means that we are in regular contact with them to ensure we comply with the fire safety regulations.

As your landlord, we are legally responsible for fire doors in the common areas of the building. The fire door inspections will now be conducted by our own in house trained fire risk assessment team, who will carry ID's at all times.

This is a crucial inspection as fire doors play an essential role in maintaining the safety of your building and will ensure that all doors in our blocks meet the required standards and that they are properly maintained. Please note that communal doors must be checked every three months and flat entrance doors every 12 months.

It is therefore very important you give us access to your flat entrance doors to carry out these essential checks to ensure

you and your family are safe. We will write to you to confirm when these checks will take place. Please note that our contractors will wear high-visibility waistcoats and carry photo IDs so you can verify their identity.

Fire doors do not only create a barrier from fire and toxic smoke and prevent it from travelling through a building, restricting damage to a small area, but they also protect the means of escape in the event of fire.

Fire doors are usually provided as sets, made up of several parts, all working together to provide a fire barrier, i.e., hinges, a closing device and smoke seals. When one of these parts doesn't work, it can have a big impact on the performance of the entire door.

If you notice any problems with any fire safety features in your block, such as communal fire doors no longer closing or things being stored in corridors or staircases, please call 0300 123 9966 or email ask@onehousing.co.uk. Please include **'Fire Safety'** in the subject line.

Please also ensure that you:

- Never disconnect an automatic closer – the door won't serve its purpose if it remains open, and it will allow the spread of smoke and fire.
- Don't remove kitchen or other internal fire doors.
- If you are fitting new carpets, make sure the door still closes smoothly – if it catches on the carpet, consider fitting rising hinges. Don't trim the door!
- Don't make new openings in fire doors for cat flaps or letter boxes without seeking advice

Do you need support to evacuate?

Keeping residents safe is our top priority. If you or members of your household need support to evacuate in the event of an emergency, it is important that you let us know. You might need help to evacuate if, for example, you or someone in your household has mobility issues or a visual or hearing impairment. Or there may be young children or older people living with you.

Please check the fire evacuation notices posted within the communal area of your building. It will give more information what the fire strategy for the building offers and what to do in the event of an emergency. This information will determine the difference between an evacuation policy and stay put policy.

We use the information you provide to help us create personal emergency evacuation plans (known as a PEEPs) if support to evacuate is needed. We share the information with the Fire Brigade and any fire wardens at your development so that they can make sure you and members of your household can be safely evacuated in case of an emergency.

If you or members of your household need support to evacuate please contact us via ask@onehousing.co.uk. Please put "**Personal Emergency Evacuation Plan**" in the subject line.

Building Safety engagement Strategy

The Building Safety Act 2022 introduces a set of new requirements for the management of building safety in "higher risk buildings", defined as buildings of 18 metres or more in height or seven or more storeys and containing at least two homes.

One of the requirements is to produce a Building Safety Engagement Strategy for all higher risk buildings. The strategy must contain the following information:

- what information will be provided to residents
- what decisions they will be consulted on
- how residents' views will be taken into account
- how the appropriateness of consultation will be measured

You can download the Building Safety Engagement Strategy on [our website](#).

Join One Community - today!

Shaped by residents, made for residents, our digital platform helps you find out what's happening in your local community, take part in discussions and share your ideas on how we can improve our services.

Over the last year, we sent some of you invitations to join the platform. **Now we are opening it up to all our residents.**

Joining One Community is simple. Just:

- sign in to [MyOneHousing](#)
- click on **One Community**

- click on **Start now**
- click on **Join us**
- then register your details... and you're in!

You will then be able to view the news and discussion areas, and post comments and questions.


Once we've processed your application to join (which should take no more than a couple of days), you will then have access to the site, including pages dedicated to where you live.

Welcome to One Community

Shaped by residents, made for residents — Our new digital platform helps you find out what's happening in your local community, take part in discussions, and share your ideas on how we can improve our services.


We are continuously developing this online platform, so if you don't see your estate or haven't received your invitation to join, please check back soon.

Community spaces




East community hub

[Enter community](#)




Island community hub

[Enter community](#)



North community hub


[Enter community](#)



West community hub

[Enter community](#)


News and discussion



News

Catch up with the latest news on issues affecting One Housing residents.

[Click here](#)



Discussion

Share your views, exchange tips and advice, and interact with our specialist teams.

[Click here](#)

If we haven't yet created a page dedicated to your locality, estate or block, and you would like us to, let us know by emailing residentengagements@onehousing.co.uk

One Housing



The Riverside Group | 2 Estuary Boulevard | Estuary Commerce Park | Liverpool |
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