



Building Safety Case Report

Birch Tree Court



Revision Date 16th February 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 Birch Tree 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 predominantly in a surveying and Construction Project Management capacity. Qualifications include, 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. The latest qualifications obtained under CIOB are the LMS Level 6 Fire Safety diploma and Level 6 Building Safety Management diploma.

Table: Contact Details

ADDRESS: Birch Tree Court, Rowlandsway, M22 5SF (UPRN) 77250983	
Registration Ref: HRB03361S4X9	
Height of building (m) to floor of highest storey	22.5
Number of floors including ground	8
Number of residential units/flats in the building	85
Name of the building	Birch Tree Court
Building Street address	Rowlandsway, Wythenshawe
Building Postcode	M22 5RY
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

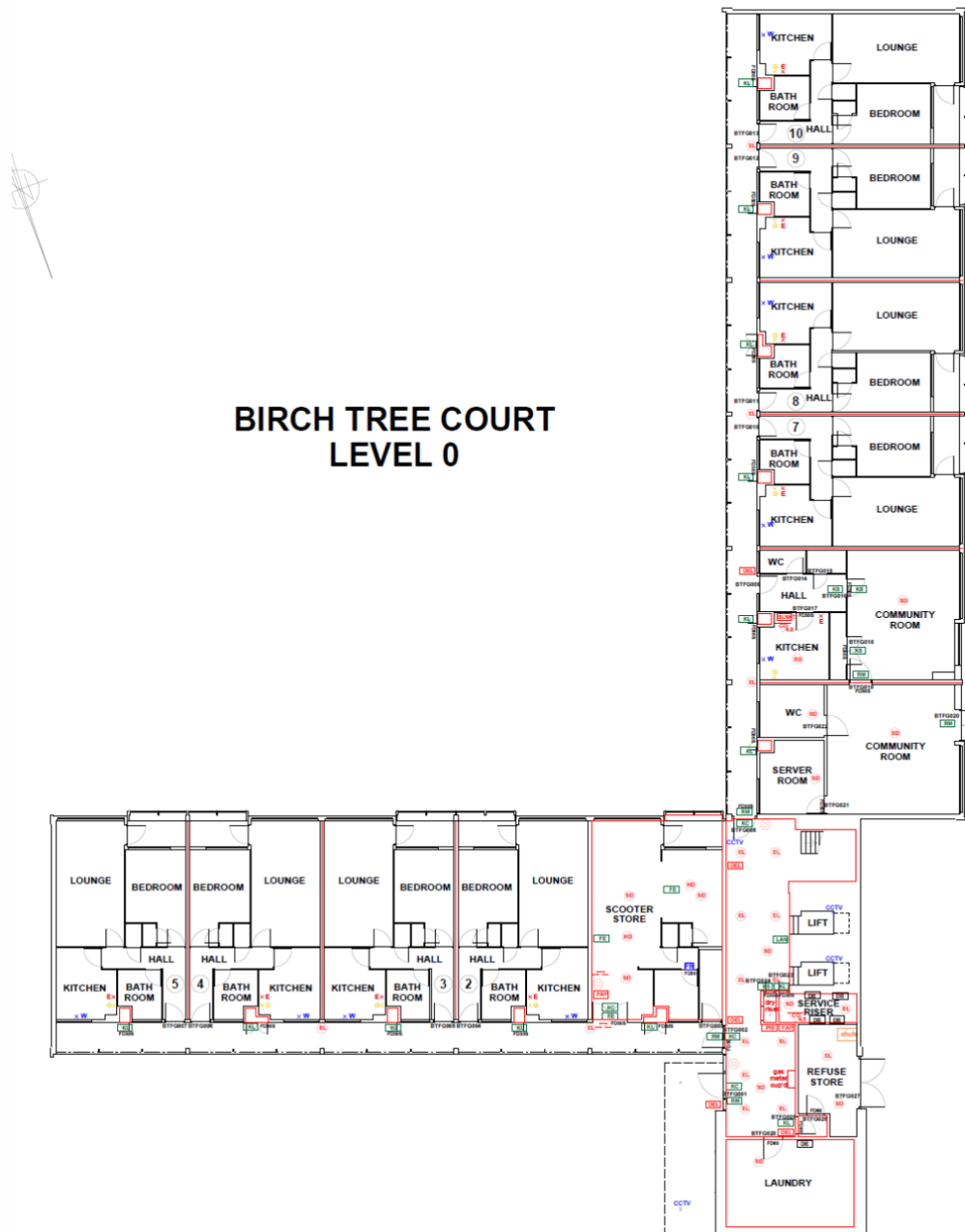
3. Building Description

Birch Tree Court was built in 1967 and is a high-rise residential block of 85 self-contained flats for general needs use, with open deck balconies providing access to the flats. It is constructed with concrete floors and stairs and has a flat roof which was renewed in 2022. Portions of the building are covered by curtain wall glazing.

The construction is of an 'L' shape and consists of 2 open deck areas per floor forming part of this 'L' shape. The open decks are accessible via lift lobbies at each floor level, which contain 2 lifts. Also, on each floor is a refuse chute room which is lobbied from the lifts, except for the ground floor.

There is permanent ventilation at the head of the single stair.

The plan below shows the ground floor layout which continues through upper floors. A larger view of the plan can be found in **Appendix A**.



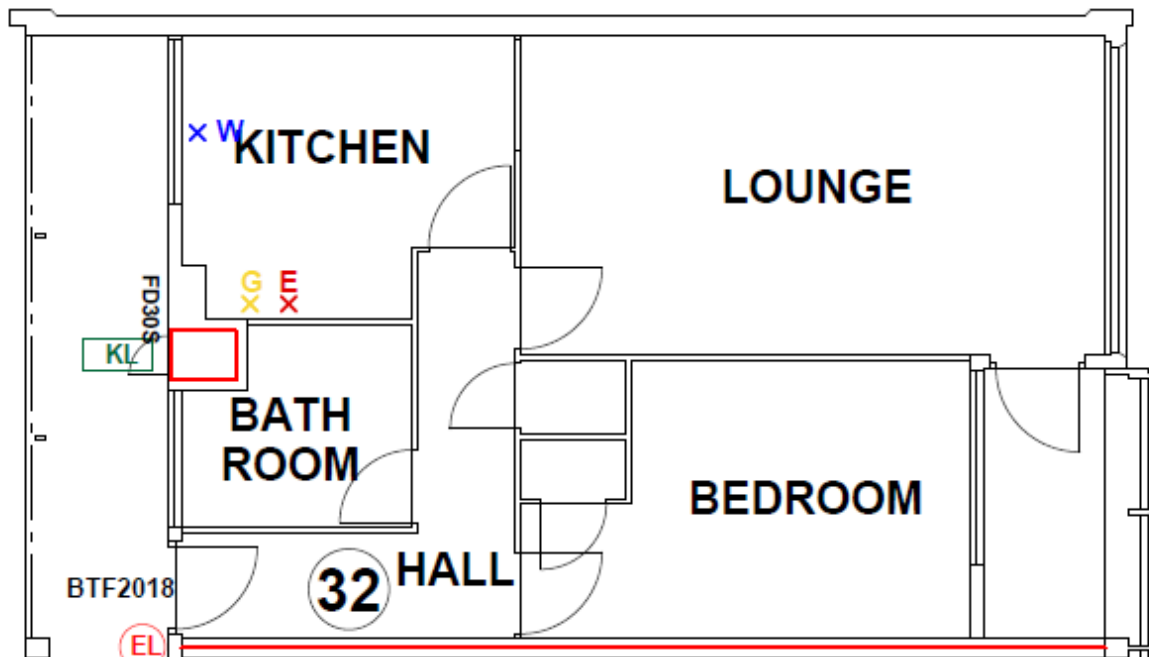
There is a common fire alarm located within flats consisting of both heat and smoke detectors as well as common areas which is monitored via an alarm receiving centre and each flat and some common areas have sprinklers installed.

Table – Key Building Information quick reference

Description	
ADDRESS: Birch Tree Court	
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/dry riser
Where are the alarm sounders connected to detectors	rooftop/shared space with equipment / motor room
Where are the dry risers (bin store/common corridor/lobby etc)	Lobby areas
Where are the smoke detectors (lobby, Meter room, laundry etc)	Service Riser, refuse room, stairwell, lobby areas, laundry, scooter store, community room, server room, kitchen, access area to lift motor room
Types of lift	2 passenger lifts
number of residential unit front doors with fire resistance identified	85
number of fire doors in common parts residents can walk through (30/60 min)	41 non-certified but checked annually
Energy and storage	
Types of Energy Storage	none
Types of onsite energy generation	
Type of energy Supplies (district/mains Elec/mains gas etc)	Electric main/ Gas Main
Structure and Materials	
Structure Type (composite steel/large concrete panel/masonry etc)	Hybrid-Large panel concrete, concrete floors and flat roof
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)	Concrete / glass
Aluminium Composite material (ACM) certification	No ACM
percentage of each material on the outside (from mentioned above)	100%
what type of insulation is used in the outside walls (EPX, PUR, Mineral wool)	None (core drill video available)
Features/ machinery for heat, ventilation or energy generation	Balconies, service riser, lift motor room, tank room
Which materials are used most in the machinery in a room on the roof	masonry
Primary use for the court (office/residential/shop etc)	Residential- no secondary use
Number of flats below ground level	none

Flat layouts

The flats are one bedroom self-contained and all of a similar layout consisting of the entrance door opening into a hallway off which, are located a bedroom, living room, kitchen and store cupboard. An enclosed balcony is accessible to the rear of each flat, through the living room. (See below typical flat layout taken from strategy plans in Appendix A)



Fire Exits

From common areas, escape from the flats is provided via an open-air balcony that connects to a corridor which leads to a protected stairwell. The stairways have a minimum clear width of 1.5m for adequate escape.

The stairwell is provided with a POV at the head of the stair which was the requirement at the time of build.

Notional fire doors are provided throughout enclosing service risers, common corridors and the protected stairwell. Fire doors are provided to enclosed ancillary areas.

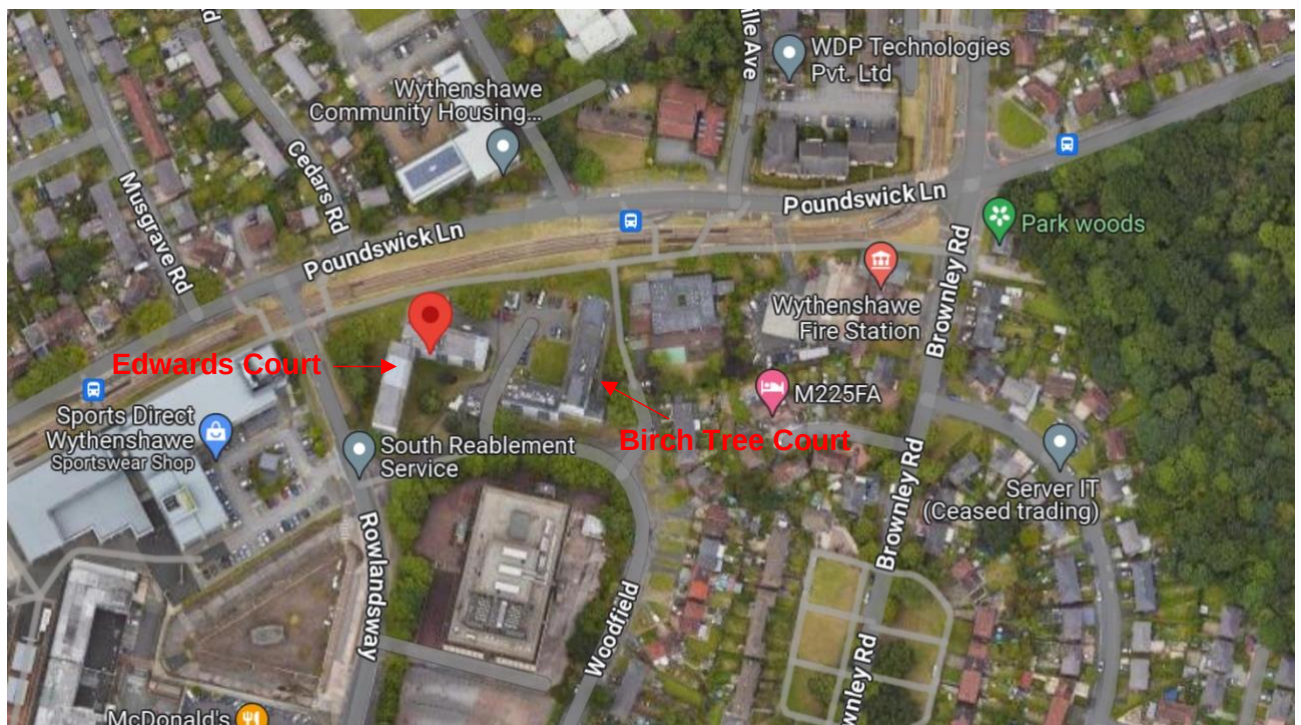
At the ground level, escape from the ancillary areas is via external exit doors direct to the outside or via the internal protected corridors.

The internal layout of the non-residential areas such as ancillary rooms and communal areas have travel distances within limits.

Emergency lighting is provided for external escape routes also which are not suitably lit by surrounding street lighting.

Surrounding Area

Birch Tree court is located in an area with a mix of housing and industrial buildings including a sister building, Edwards Court within close proximity. The area is bounded by three main Roads, one of which has tracks for a live tram service.



Google maps

The GIS map below shows the sister court, 'Edwards' is located approximately 12m away from Birch Tree court therefore, any significant fire in Birch Tree Court could mean also evacuating Edwards Court following assessment by the Fire Service.

The head office for WCHG is located just across the road and the Fire Station on Brownley Road which is only a 3-minute drive from the court and can be seen on the above and below map.



OS map.

Stability of Cladding systems.

The cladding system is lightweight concrete cladding infill panels at all floors and a robustness report carried out in December 2017, recommended there was no indication of movement and suggests it is a robust structure.



The report indicated that the gas riser and cooking facilities are located on the 'light' exterior wall adjoining the walkway and any force generated by a gas incident should be dissipated by the blow out of this rear wall which would not impact the overall stability of the building. The summary concluded that Birch Tree court is in a satisfactory condition and represented a robust structure. The whole building was considered further in a structural survey undertaken in 2023, the results of which are discussed in section 13 further in this report. The panels and balustrades to the balconies that provide access to the flats have had a full inspection and report from consultants 'Tenos' who have identified the panels are being a High-Pressure Laminate construction but are acceptable for use in this location.

Building Foundations

A structural survey carried out in October 2023 by Michael Dyson Associates hasn't shown anything concerning or likely to be attributable to foundation failure. The foundation type is unknown due to the lack of records from the original build following a transfer of ownership. Recommendations were made to investigate drainage and foundations near to trees which will be considered for future works.

Incoming mains and isolation points

The local water isolation points are within the risers for each individual flat and Gas isolation points are within the kitchen area against the bathroom partition wall under the unit.

The isolation locations are shown on the Ground Floor Mechanical Services plan 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 2020 as a separate exercise to specifically review all risers and compartmentation areas that were then rectified. A number of pages as a representative sample of this report can be found in **Appendix B** and the full report available on request.

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

An FRA carried out on the 1st June 2023 advised of only moderate and tolerable risks. The risks have been entered onto the Fire Risk tracking portal, allocated to individual managers and will be tracked through by on the Aurora system and signed off once evidence is provided by the directors.

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

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

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

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

BUILDING SAFETY COMPLIANCE											
MULTI-STORY BLOCKS											
BIG & COMPLIANCE	Bagnall Court	Benchill Court	Birch Tree Court	Brookway Court	Brownley Court	Edwards Court	Hollyhedge Court	Moorcot Court	West View Court	200 Hollyhedge (V135)	3 Hollyhedge Court Road (V135)
(1) GAS											
GAS (DOMESTIC)	○	○	✓	○	○	✓	○	○	○	○	○
HAS (DOMESTIC)	○	✓	○	✓	✓	○	○	○	○	○	○
BOMASS (COMMUNAL)	○	✓	○	○	○	○	○	○	○	○	○
(2) ELECTRICAL											
ECR (DOMESTIC)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ECR (COMMUNAL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
(3) ASBESTOS											
ASBESTOS	✓	✓	✓	✓	✓	✓	○	✓	✓	○	○
(4) FIRE SAFETY											
FIRE SAFETY SYSTEMS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE DOORS (GTRLY)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ENTRANCE DOORS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE RISK ASSESSMENTS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
(5) LIFTS											
LIFTS (COMMERCIAL)	○	✓	○	✓	○	○	○	○	○	○	○
LIFTS (DOMESTIC)	○	○	○	○	○	○	○	○	○	○	○
(6) WATER											
WATER	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

White Circles are N/A.
i.e. the Block does not contain this type of asset!

Compartmentation

The Fire Strategy Report carried out in 2023 with accompanying Fire Strategy drawing advises that compartmentation is provided by way of flat entrance fire doors into individual flats that are regularly inspected and each flat has a compartmented party wall adjoining the neighbouring flat. All floors are constructed as compartment floors achieve the minimum recommended fire resistance

The panels and balustrades to the balconies that provide access to the flats have had a full inspection and report from consultants 'Tenos' who have identified the panels are a High-Pressure Laminate construction but are acceptable for use in this location.

As all floors are compartment floors and compartmentation is provided within each riser duct for any service penetrations, fires may be assumed to be confined to a single compartment at a single storey.

The bin in use is located adjacent to a lid that has a fusible link which enables the lid to self-close over the bin should a fire occur. The fusible link is checked annually by an appointed contractor and a label provided to show when this was last carried out.

The bin chute hoppers on each of the upper floor are metal and self-closing, with rubber seals fitted, and with labels affixed indicating when they were last cleaned.

Every effort has been made to prevent fire spread by way of compartmentation, housekeeping, utilising Class '0' paint in the stairwells and lobbies and the use of fire-retardant information boxes in the communal area.

A full compartmentation survey was undertaken by 'Sureserve' where it identified areas requiring attention. The resultant work was carried out by 'Knightsbridge Fire Group Ltd'. Both the survey and FIRAS Certificate can be found in **Appendix B**

The Fire Strategy plans show the areas of compartmentation lined in red as annotated and as show in **Appendix A**

Energy Suppliers Details

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

Maintenance of equipment and responsibility.

The table below shows the maintenance contractors who look after building safety equipment.

Contractor	Measure	Frequency
Fire		
Fieldway	Fire alarms/door release	weekly
Argus	sprinklers	monthly

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

Flat Entrance Fire door inspections

The flat entrance doors leading onto common parts are inspected annually in line with the Fire Safety (England) Regulations 2022, by in house inspectors (trained by 'Ventro Fire Compliance') utilising a hand-held system which then feeds into the Power BI dashboard for monitoring. These inspectors are also Gas and Electric compliance inspectors who undertake the annual checks. The doors are inspected against key TRADA questions that are pre-set into the system to ensure the correct questions are asked.

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

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

PROPERTYKEY	ADDRESS	ENERGY USAGE	PROPERTY TYPE	prtyp_desc	CATEGORY	CURRENT LGSR SERVICE	REQUIRES ENTRANCE DOOR CHECK	HAS DOOR CHECK ON CURRENT 1ST TOUCH RECORD	1st TOUCH RECORD DATE
15589	FLAT 5 MOORCOT COURT	H&S	MSGF1B	1 BED GRD FLOOR MULTI STOREY	GENERAL	28/11/2022	1	1	16/12/2021
15483	FLAT 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
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
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
17521	371 WYTHENSHAW ROAD	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	18/05/2023	1	1	26/05/2022
8967	24 MAISMORE ROAD	GAS	WU2F2B	2 BED 2ND FLOOR WALKUP FLAT	GENERAL	27/05/2023	1	1	27/05/2022
16317	18 HOCKLEY ROAD	GAS	WU2F3B	3 BED 2ND FLOOR WALKUP FLAT	GENERAL	26/05/2023	1	1	28/05/2022
17534	295 WYTHENSHAW ROAD	GAS	WU2F2B	2 BED GRD FLOOR WALKUP FLAT	GENERAL	17/04/2023	1	1	31/05/2022
2354	8 KENNETH COLLIS COURT	GAS	F50F2B	2 BED GRD FLR FLT - SHELTERED	GENERAL	03/06/2023	1	1	31/05/2022
766	11A CALVE CROFT ROAD	GAS	WU2F1B	1 BED 1ST FL WALK UP DECK ACC	GENERAL	09/06/2023	1	1	07/06/2022
17135	21 SWANAGE AVENUE	GAS	WU2F2B	2 BED 2ND FLOOR WALKUP FLAT	GENERAL	25/07/2023	1	1	13/07/2022
15912	16 FARDEN DRIVE	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	19/07/2023	1	1	28/07/2022
15425	FLAT 32 BROOKWAY COURT	H&S	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	14/09/2023	1	1	24/08/2022
16034	11 FOSCARN DRIVE	GAS	WU2F3B	3 BED 2ND FLOOR WALKUP FLAT	GENERAL	22/08/2023	1	1	26/08/2022
1072	53 HOLLYHEDGE COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	11/04/2023	1	1	12/09/2022
653	16 BENCHILL ROAD	GAS	CFUF1B	1 BED 1ST FL COTTAGE FLAT	GENERAL	29/08/2023	1	1	12/09/2022
Total							2262	2262	

Communal Fire Door inspections

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

Each door within the block for each floor is photographed which will 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 the Building Safety team, in which case a new photograph will be taken and uploaded unless the door requires changing. There are key TRADA questions for the inspector to complete in relation to each door to ensure the key components are inspected.

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

The next page shows a screenshot of the system for the communal door surveys showing a photo of the door and the QR code that is on the door which when scanned should show up the exact same door as pictured in the system. There are a number of questions to complete that are not all captured in this screenshot.

Further below is that a screenshot of the system when checking the live status which shows the same door same door that has passed the inspection at this point in time. It can be seen that other doors didn't pass and were picked up for action and show 'Under Repair' The status is updated when repairs are carried out and signed off.



Birch Tree Ground



Change Floor >



BTFG001



Date of survey *

05/02/2024



Fire Door Rating *

Choose



BTFG008	>	Passed	12/01/24
BTFG002	>	Passed	12/01/24
BTFG025	>	Passed	12/01/24
BTFG028	>	Passed	12/01/24
BTFG001	>	Passed	12/01/24
BTF2003	>	Under repair	12/01/24
BTF3001	>	Under repair	12/01/24
BTF5011	>	Under repair	12/01/24

Fire-Fighting equipment

As shown on the fire strategy drawing, Birch Tree Court has the following firefighting equipment which has monthly visual inspections:

- Passenger lifts
- inlet and outlet for dry riser mains.
- Permanently open vents are located at the top of the stairwell and in the refuse room.
- 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 list of the above assets 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**.

A dry rising main is installed for use by the Fire and Rescue Service. The dry rising main inlet is located in the main entrance

lift lobby at ground floor level and outlets are provided on each of the upper floors within cupboards adjoining the lobby serving the refuse chute room.

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

Emergency lighting is installed throughout the communal spaces, including plant areas. A sprinkler system provides coverage in key risk common areas namely the laundry, pump room, electric and cleaners rooms as well as the refuse room and extends into the flats.



Fire Strategy drawings of the building show where the equipment is located and Sprinkler plans show where sprinkler heads are located- refer to **Appendix A**.

Secure Information box and reviews

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

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

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



Gas Provision

There is no heating within the communal areas with the exception of the community room which has a gas central heating system. The flats have individual gas central heating systems which are subject to a minimum of annual servicing in line with current regulations.

Any void properties have their gas and electricity disconnected until the day of let.

All ventilation to gas appliances is checked and recorded **annually** as part of the Landlords Gas Safety Record including the positioning and expiry dates of all CO detectors fitted.

Auditable CO detectors are fitted wherever there is a gas appliance which WCHG have committed to this since 2016

6. Building Safety Management System

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

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

7. Planning for Emergencies

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

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

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

There is a dedicated muster point for this block which is outside Edwards Court opposite where residents will be directed to in order to await further instruction.

8. Current Plans of the Building

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

Ground Floor plan – Fire strategy drawing.	Ref: BTC 2200201 01
Fourth Floor plan- Fire strategy drawing.	Ref: BTC 2200201 05
Loft/ Roof plan- Fire Strategy Drawing.	Ref: BTC 2200201 09
Fire Alarm key	Title
Fire Alarm zone plan excerpt- common areas	Ref: AF
Sprinkler plan	Ref: BTC-AFP-A-XX-DR-X-1000
Ground Floor -Incoming mains and isolation points.	Ref: 24-051-M-08

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. There is a QR code that can also be used for people to self-identify within the communal area and within the building safety booklet which has been sent to all residents with other methods of contact (refer to **Appendix D** rear page). Where this is the case, the neighbourhood officers update the Housing Management system 'Orchard' which produces an evacuation report which is e-mailed to managers monthly.

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

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

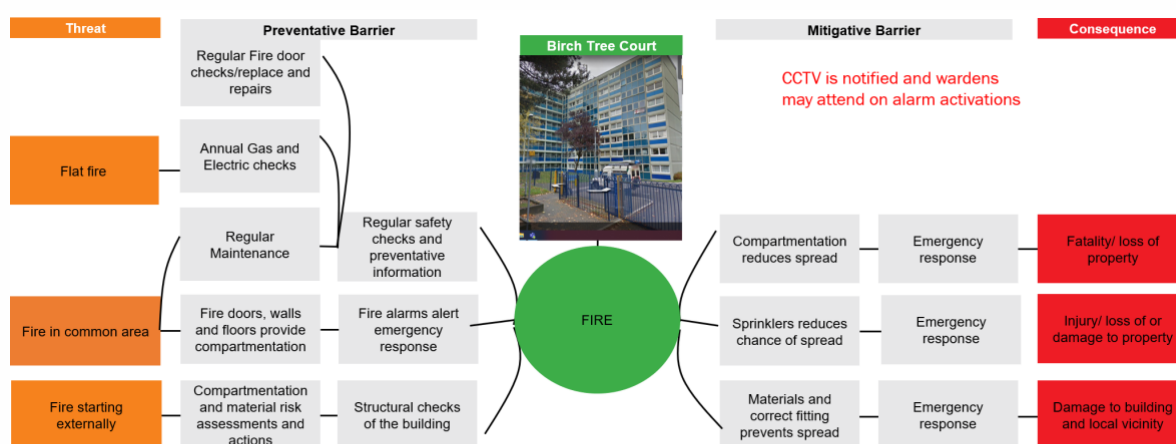
10. Building Safety Information for Residents

A Building Safety Information **booklet** has been disseminated to all residents who live in a block of flats and a separate fire door letter is handed to the resident following the fitting of a new fire door. The Building Safety **booklet** provides information on the block, has photographs and numbers for the neighbourhood officer, Building Safety Manager and Building Safety Officer and general contact details. The leaflet also advises the residents of their own responsibilities and how, WCHG as a landlord can assist with any issues they may have to

carry out these responsibilities. Information is provided on how to evacuate/ communal area housekeeping and which teams are responsible for what areas of the block for building safety. **The booklet advises that the information is also available in a more accessible format if required with an e-mail address to request it.**

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.



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.

Refurbishment activity	Year undertaken	Planning permission	Undertaken by	Information
Walkway Balustrade panel renewal	2007	2007	Willow Park Housing Trust	Replace Georgian wired balustrades with polycarbonate.
Fire Alarm installation	2019	n/a	Fieldway Group	Fitting of LD1 alarm
Sprinkler installation	2020	n/a	Argus Fire	Installation of sprinklers
Re-roofing	2021	June 22	Garland	Re roof

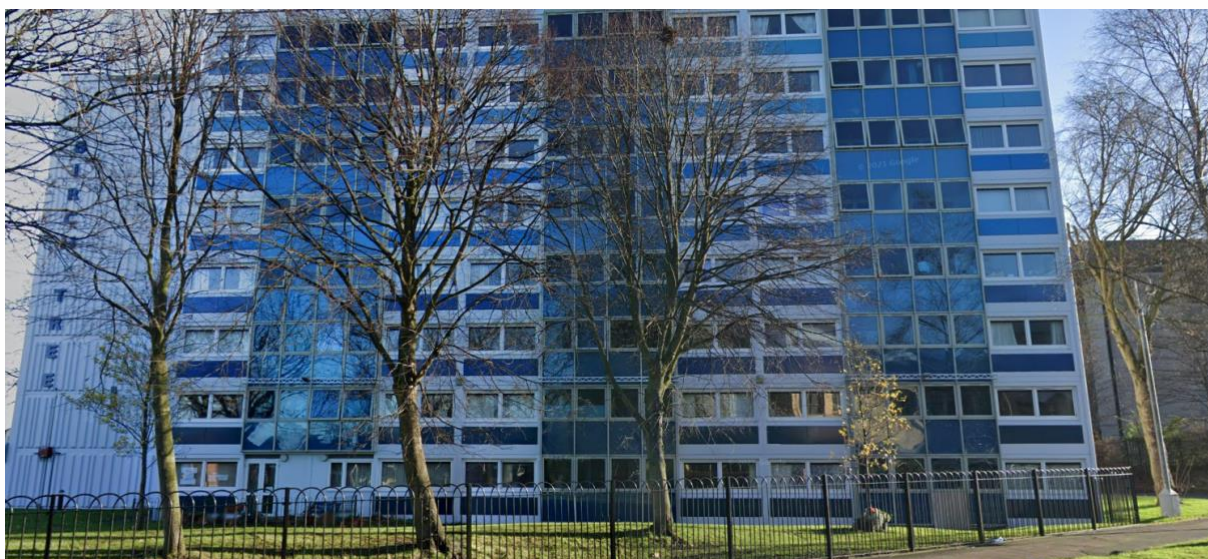
Roof Access work	2023	n/a	Moffat and Riley	Roof access and safety equipment
------------------	------	-----	------------------	----------------------------------

Balustrade Panel Renewal.

in 2007, Willow Park Housing Trust undertook some balustrade renewal work with Agent and architect 'Pozzoni LLP' and replaced the old Georgian wired glazed panels set in a timber frame with new polycarbonate panels fixed into new stainless-steel polyester power coated frames and handrails. There were some concrete repairs undertaken and all concrete cleaned.



Photograph above from Flickr downloaded 6/2/24- before balustrading work



Photograph above from Google Street view downloaded 6/2/24 showing work after new balustrades in 2007



The photographs above show a before picture with Georgian wired glazed balustrading and after photograph with a modern lift. These panels have since been tested and found to be satisfactory in their current positioning.

Fire Alarms

In 2019 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 by independent consultants '**Flamehold Fire Protection Solutions**'. To common areas there is also detection in the central stairs, lift lobbies, bin store, laundry area, cleaners' room, electrical riser, bin chute areas, lift motor room and scooter store. **The zone plan and fire alarm drawings** can be found in **Appendix A**, the '**Fieldway**' 'Firas' certificate in **Appendix B** and the Cause and Effect sheet can be found in **Appendix C**

Sprinklers

In 2020, a sprinkler system was installed within each flat and in further high-risk areas namely community rooms and areas off them, Refuse Room, electric room, laundry and Scooter Store, designed and installed to BS9251; 2014. **The plan can be found in Appendix A**. 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. 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 Fire Protection Services**' on 7th December 2020 and the completion certificate was issued on 6th June 2021. Both certificates can be found in **Appendix B**

Re-roofing

The block was re-roofed in 2021 by contractor 'Garland Ltd' and overseen by Employers Agent 'Arcus Consulting'. all sole plates and drainage gratings were reinstalled or replaced with new inverted insulation, metal flashing and GRP trims as well as vent covers.



New lightning protection was also fitted and a freestanding Guardrail.

The roofing completion sign off, lightning protection test and inspection certificate and Guardrail installation certificate can be found in **Appendix B**

Roof Access Work

Moffat and Riley Heating Engineers were engaged to review access onto the roof and into any service areas for safety. As can be seen on the photographs below, new lighting was installed and edge protection to the ladder well, some new edge protection as well as non-slip matting was also installed and demarcation painting.

See below photographs of above mentioned completed works

Photo 1



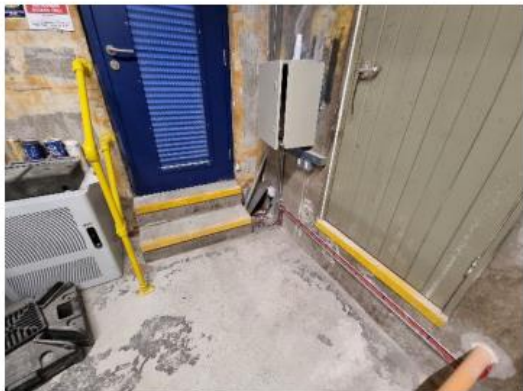
New PIR lighting system

Photo 2



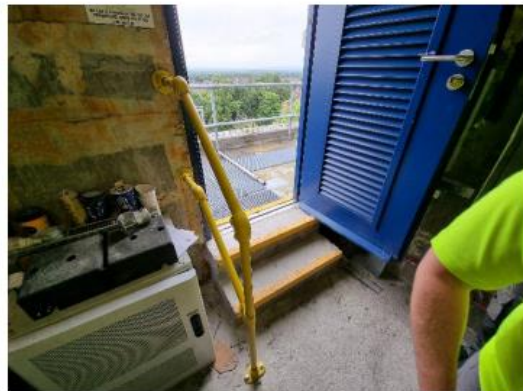
New edge protection to the ladder well

Photo 3

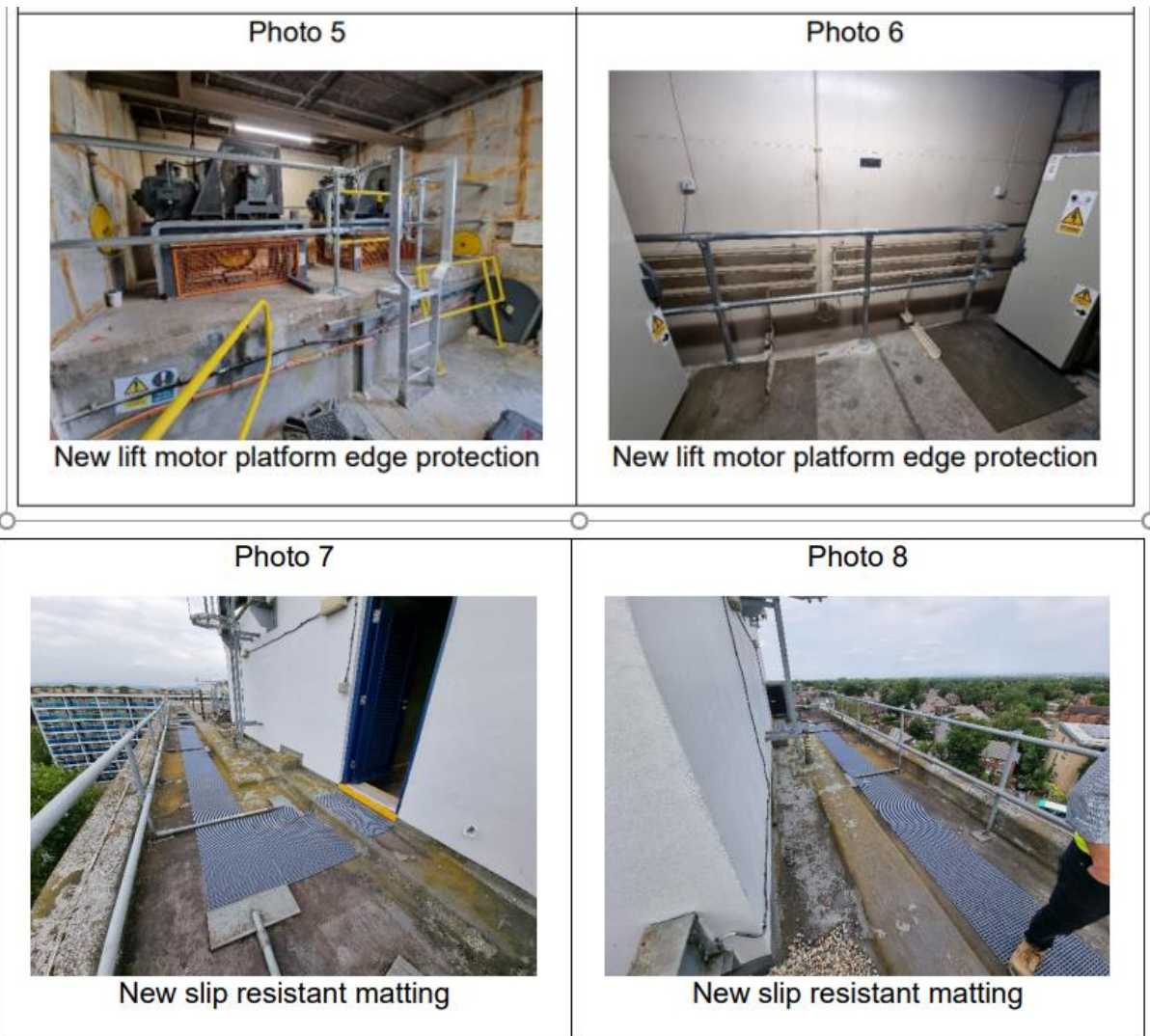


New handrail and colour contrast nosing's

Photo 4



New handrail and colour contrast nosing's



12.Fire Preventative and protective measures

The building is constructed to support a 'Stay put' (**Defend in place**) 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' which is similar to a procedure for managing building safety for the Group.

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 2022 by 'Sureserve Fire and Electrical' (for Front page of the report and some pages as an example, refer to **Appendix B**) following which, rectification work was undertaken as per recommendations and the data sheets are also included in the full report.

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' under section 5 of this 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 recommendation in the table above, comments have been noted of what was done to address the recommendation.

- **A structural robustness inspection** was carried out by **WML Consulting in 2017** which concluded that although the panels had an element of combustibility, they were safe to leave being in the current position.
- **Roof coverings**-The roof was renewed as per section 11 of this report
- **Fire Safety Management**- A Further FRA has been carried out within its annual timescale considering all the points mentioned and having had sight of the fire risk strategy report.
- **The external façade report** was undertaken in February 2018 by 'High Rise Fire Safety Ltd' member of the Institute of Fire Engineers, when an intrusive survey was carried out to the walls where a video was taken of a core sample extracted to check for any hidden insulation. the findings were as below:

There is no cladding affixed to the external façade of the premises but there are additions to the original as-built façade. Specifically, curtain wall glazing and aluminium frames, fixed flush to the face of the concrete structural frame and panels, were fitted approximately 10 – 15 years ago to enclose a previously open balcony. The windows and doors between the living space and balcony area remain in-situ.



Fire Safety Policy

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

13. Structural Survey reports and ongoing structural safety

A recent non-invasive structural survey carried out by Michael Dyson Associates in November 2023. The report advised that the block is likely to be a combination of reinforced concrete wall panels and external columns supporting walkways with reinforced concrete shear walls and floor slabs.

Access was gained to 3no flats on different levels and the roof where it was noted that it had been resurfaced. A previous report suggested that the construction was of the large panel type however in this report it is advised that it is likely to be a hybrid build.

The roof motor room is reported to be constructed using 'Stramit Boards' supported on lattice beams. The construction is reinforced concrete columns and floors with a central core stair and masonry panels for the envelope with cantilevered balconies.

The area has a very low risk of surface water/ rivers and flooding from reservoirs or groundwater is unlikely in the area. It was noted at time of survey that there are some defects to structural components with cracking and previous/ongoing damp penetration.

There were no immediate urgent concerns following a review of the report and a meeting with the structural engineer however there are a number of primary recommendations and other suggestions throughout the report. The primary recommendations note some cracking to the concrete, some balcony handrail fixings requiring attention, some ponding and water/drainage systems and stones used for ballast on the new roof covering. There was also some concern on the condition of the external gas pipes and additional loading on the roof from comms equipment.

The recommendations are being collated onto a schedule of work where actions will be created and assigned to relevant teams to complete overseen by the BSM.

Issues particular to the building

The issues picked up within the report and resultant recommendations are listed below:

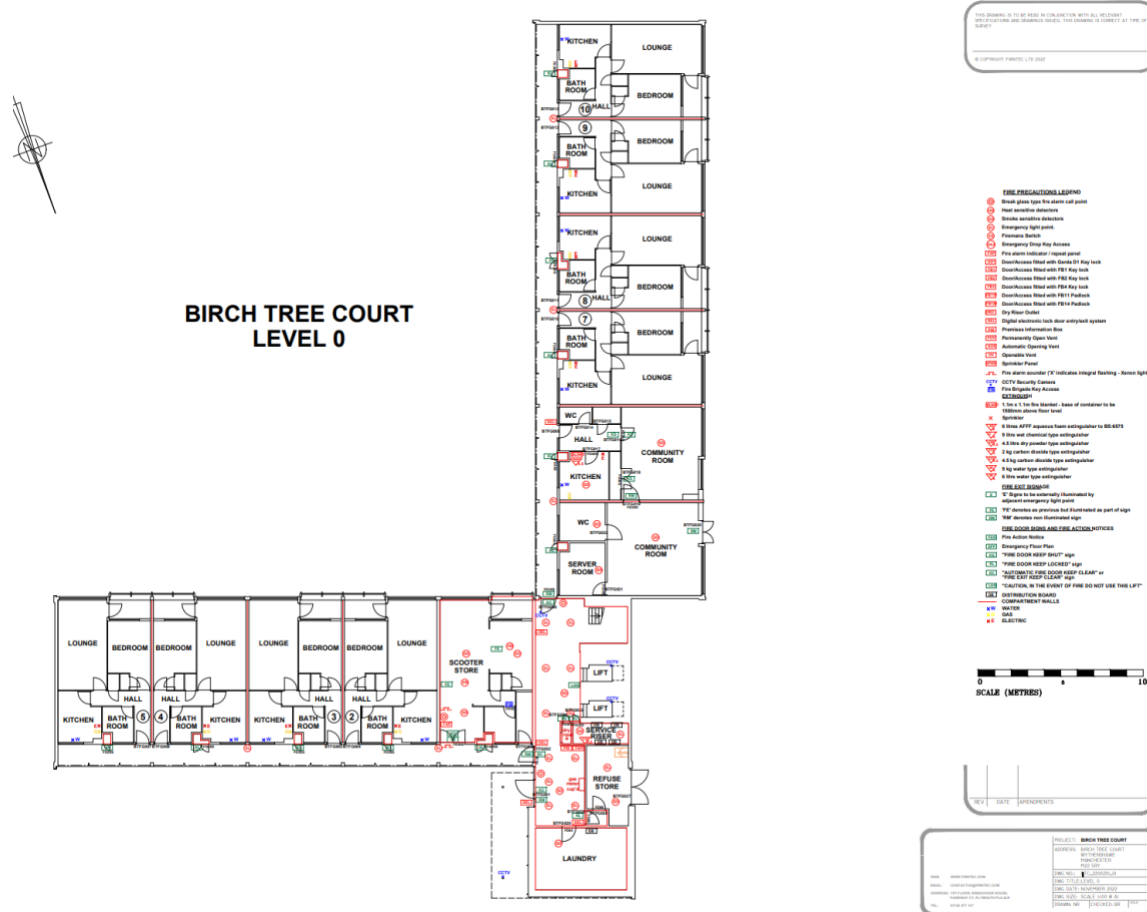
- Construction Audit – confirm wall to floor tying
- Assessment of damp/water penetration at roof and other locations
- Investigate cracking slabs & walls
- Investigate corroded steel in refuse room, level change & walkway supports
- Investigate balconies & walkways including alterations/handrails & glass panel repairs
- Assess use of stramit board in tank room roof
- Investigate make up of external envelope
- Assess rainwater management system
- Assess additional roof loading
- Assess stones & low parapets on roof
- Investigate drainage & foundations near trees
- Durability Testing of Reinforced Concrete
- Ground investigations including GPR & flood risk
- Assess to flat roof from balcony
- Assess gas pipes.

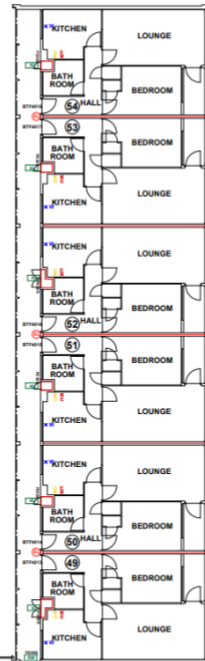


The work will be grouped to enable it to be given to relevant contractors and monitored.
With regard to the Flood risk, the block is not in a flood risk area and as mentioned within the report, flooding from groundwater is unlikely

14. Appendix A –Floor plans

Ground Floor layout/ fire strategy plan





© COPYRIGHT FRANTEC LTD 2012

- [illegible]

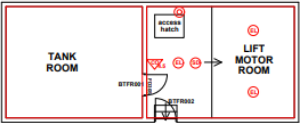
REV	DATE	AMENDMENTS

NAME:	WWW.FINCHTREE.CO.UK	PROJECT:	BIRCH TREE COURT
EMAIL:	FINCHTREE@FINCHTREE.CO.UK	ADDRESS:	BIRCH TREE COURT WYTHENDEN LANE HANGOVER LANE PO2 5JY
ADDRESS:	107 PULHAM, HANGOVER LANE, HANGOVER, WYTHEN, WY, PO2 5JY, ENGLAND	DWG NO.:	BT-C-2000-05-05
TITLE:	FINCH TREE COURT	DWG TITLE:	EVE'S &
		DWG DATE:	NEW PAPER 2002
		DWG SIZE:	SCALE 0:000 A4
		CHECKED BY:	CRAMER BN
		DATE:	

Roof Strategy Plan



BIRCH TREE COURT
ROOF LEVEL



- FIRE PRECAUTIONS LEGEND**
- Break glass type fire alarm call point
 - Heat sensitive detectors
 - Smoke sensitive detectors
 - Emergency light point
 - Fireman's Switch
 - Emergency Drop Key Access
 - Fire alarm indicator / repeat panel
 - Door/Access fitted with Genda D1 Key lock
 - Door/Access fitted with FB1 Key lock
 - Door/Access fitted with FB2 Key lock
 - Door/Access fitted with FB4 Key lock
 - Door/Access fitted with FB11 Padlock
 - Door/Access fitted with FB14 Padlock
 - Dry Riser Outlet
 - Digital electronic lock door entry/exit system
 - Premises Information Box
 - Permanently Open Vent
 - Automatic Opening Vent
 - Operable Vent
 - Sprinkler Panel
 - Fire alarm sounder ("X" indicates integral flashing - Xenon light)
 - CCTV Security Camera
 - Fire Brigade Key Access
 - EXTINGUISH**
 - 1.5m x 1.5m fire blanket - base of container to be 1500mm above floor level
 - Sprinkler
 - 6 litre AFFF aqueous foam extinguisher to BS.5575
 - 9 litre wet chemical type extinguisher
 - 4.5 litre dry powder type extinguisher
 - 2 kg carbon dioxide type extinguisher
 - 4.5 kg carbon dioxide type extinguisher
 - 9 kg water type extinguisher
 - 6 litre water type extinguisher
 - FIRE EXIT SIGNAGE**
 - "E" Signs to be externally illuminated by adjacent emergency light point
 - "YE" denotes as previous but illuminated as part of sign
 - "YM" denotes non illuminated sign
 - FIRE DOOR SIGNS AND FIRE ACTION NOTICES**
 - Fire Action Notice
 - Emergency Floor Plan
 - "FIRE DOOR KEEP SHUT" sign
 - "FIRE DOOR KEEP LOCKED" sign
 - "AUTOMATIC FIRE DOOR KEEP CLEAR" or "FIRE EXIT KEEP CLEAR" sign
 - "CAUTION, IN THE EVENT OF FIRE DO NOT USE THIS LIFT"
 - DISTRIBUTION BOARD
 - COMPARTMENT WALLS
 - XW WATER
 - YG GAS
 - XE ELECTRIC



SCALE (METRES)

REV	DATE	AMENDMENTS

PROJECT: BIRCH TREE COURT
ADDRESS: BIRCH TREE COURT
WYTHENSHAW
MANCHESTER
M20 5RT
DWG. NO.: BT-C-000001-01
DWG. TITLE: GROUP
DWG. DATE: NOVEMBER 2022
DWG. SIZE: SCALE 1:100 @ A1
DESIGNED BY: []
CHECKED BY: []

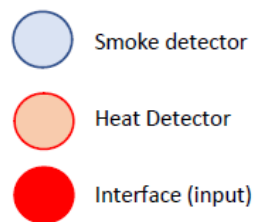
WEB: WWW.FIRENET.CO.UK
EMAIL: CONTACT@FIRENET.CO.UK
ADDRESS: 1ST FLOOR, BANGOR ROAD, MANCHESTER, M12 5RT
TEL: 0161 275 1111

Fire Alarm key

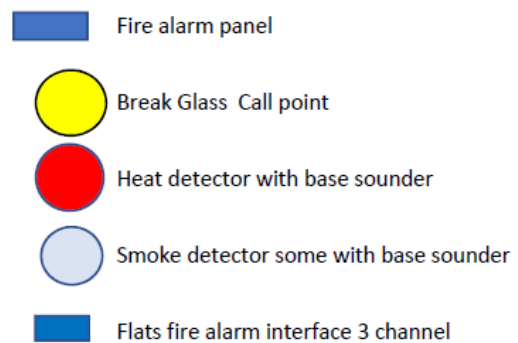
Installation of Fire alarm system at Edwards Court

Key to devices

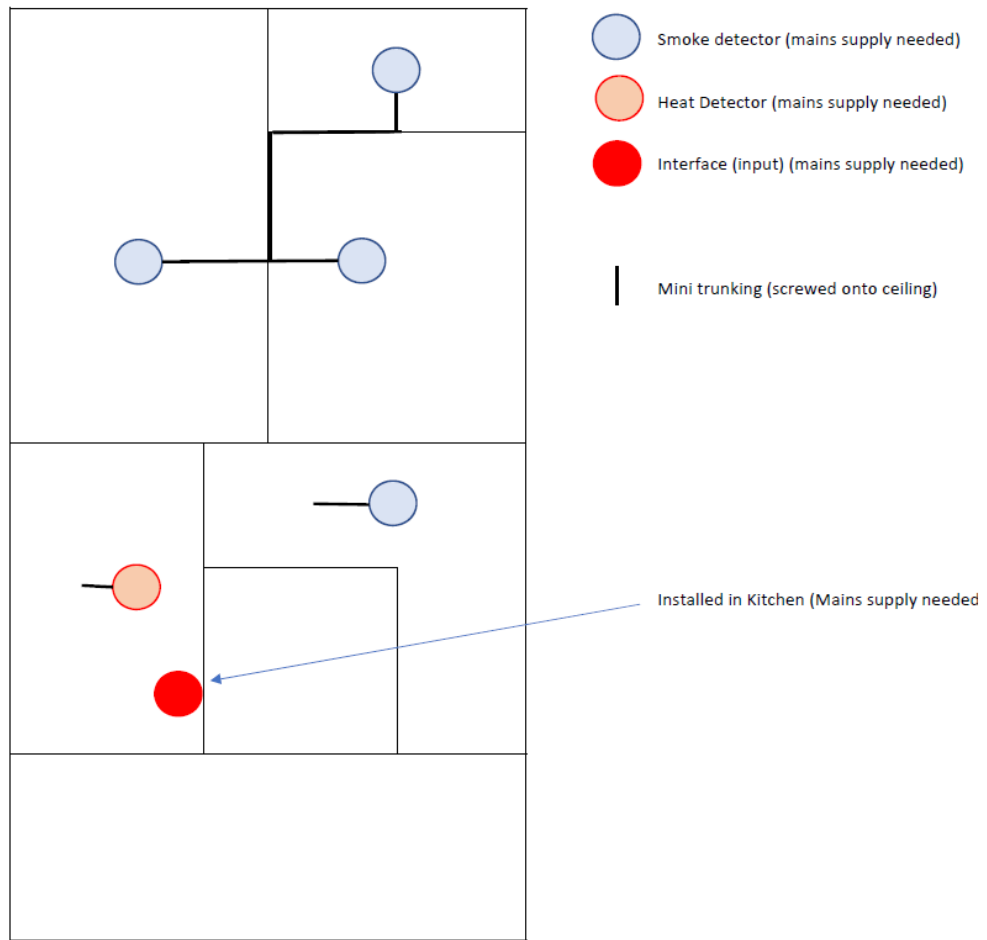
Inside flats



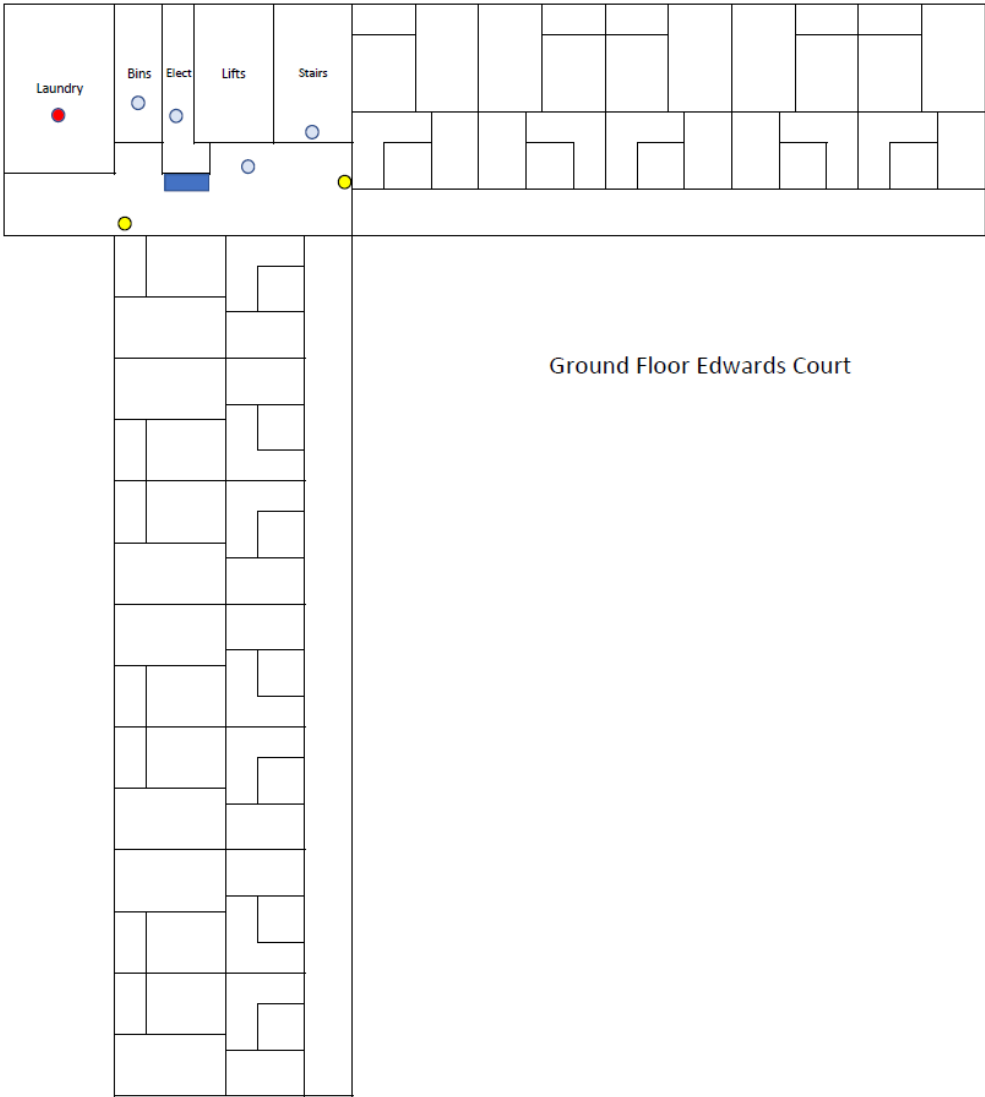
Comuninal Areas



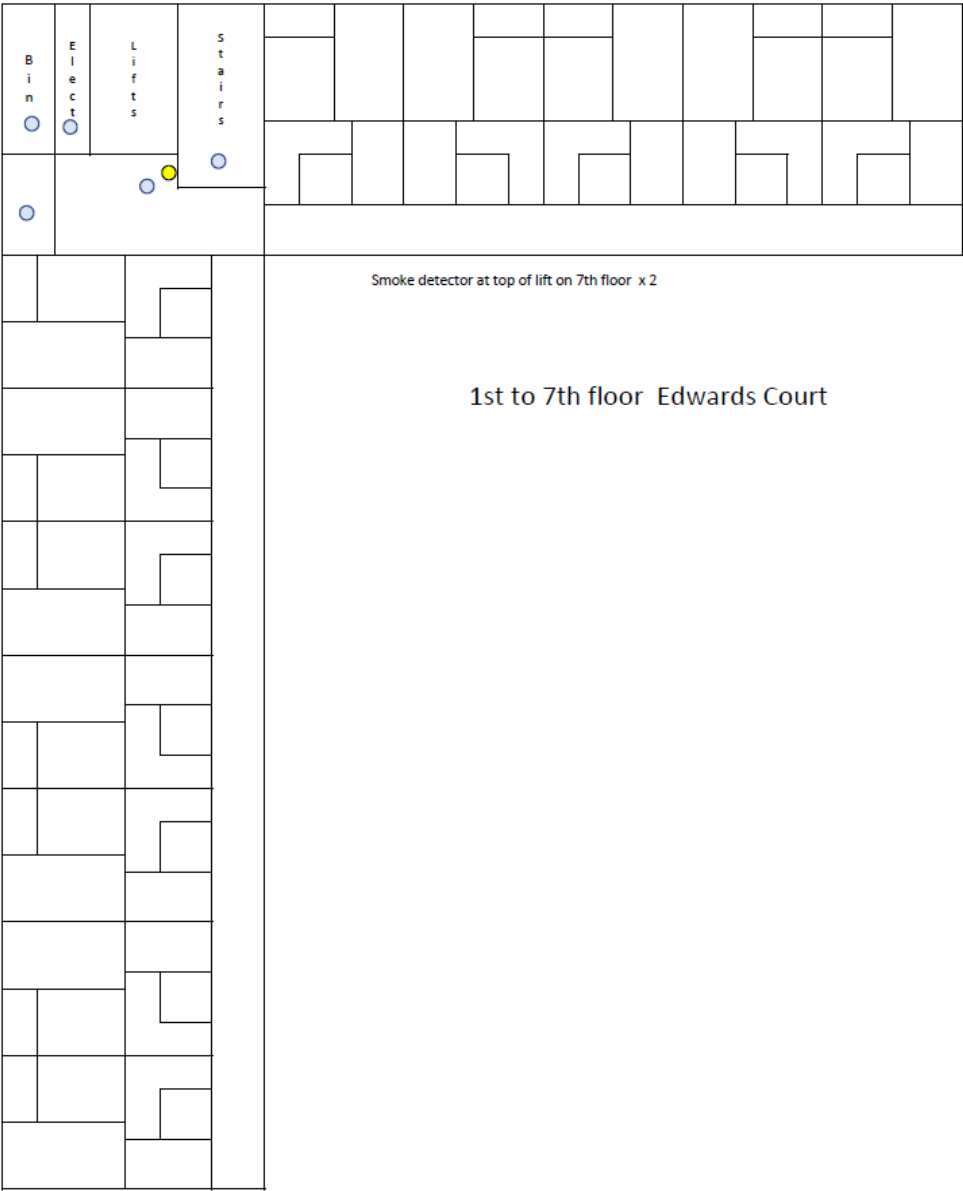
Smoke Detection installed in each flat



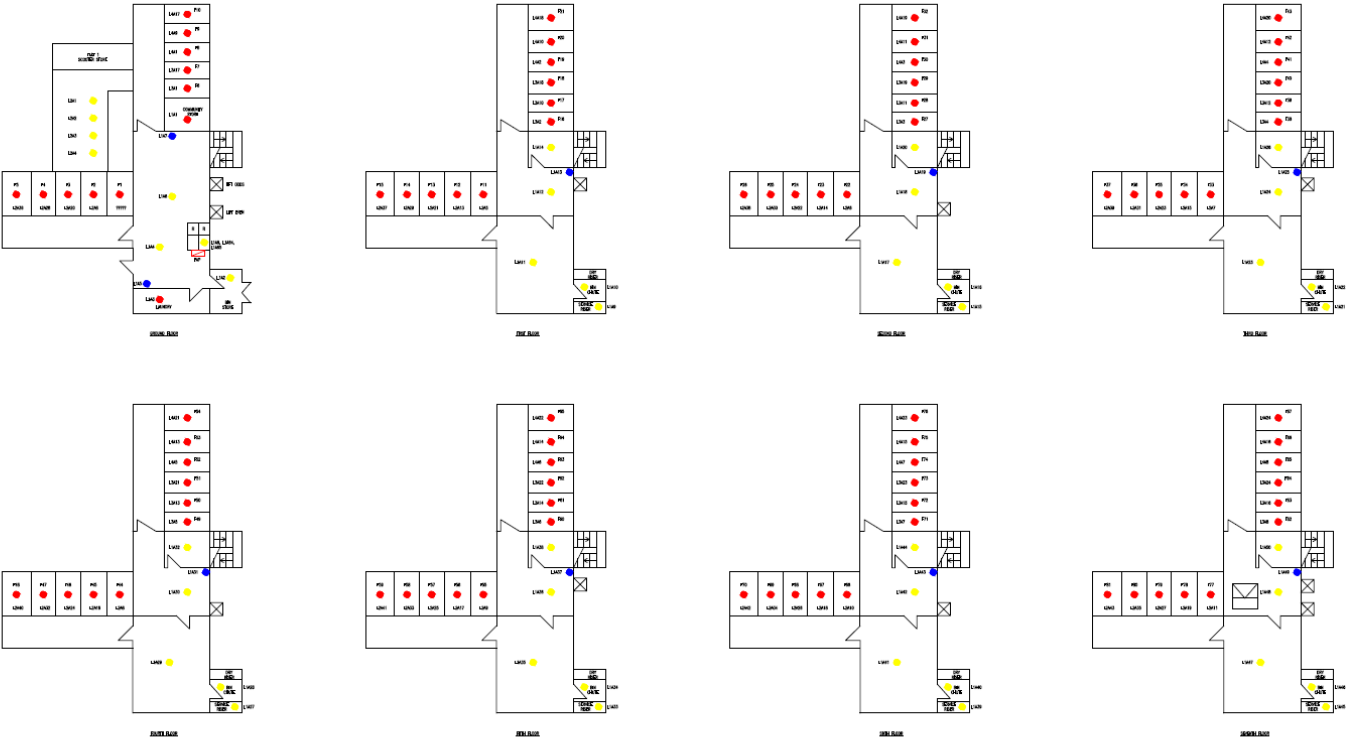
Ground floor Fire Alarm system to common areas



Fire Alarms 1st to 7th Floor

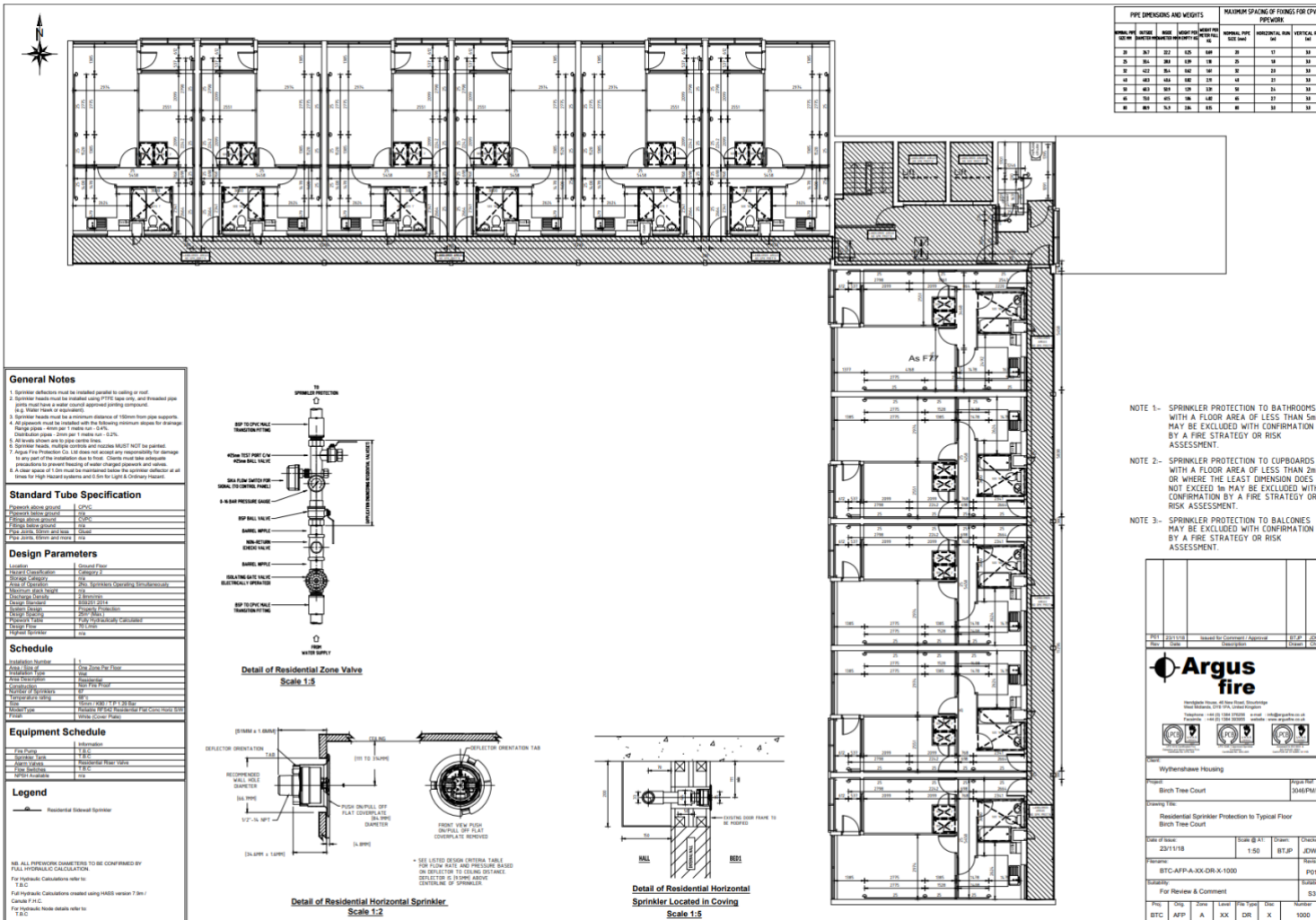


Fire alarm Zone Plan

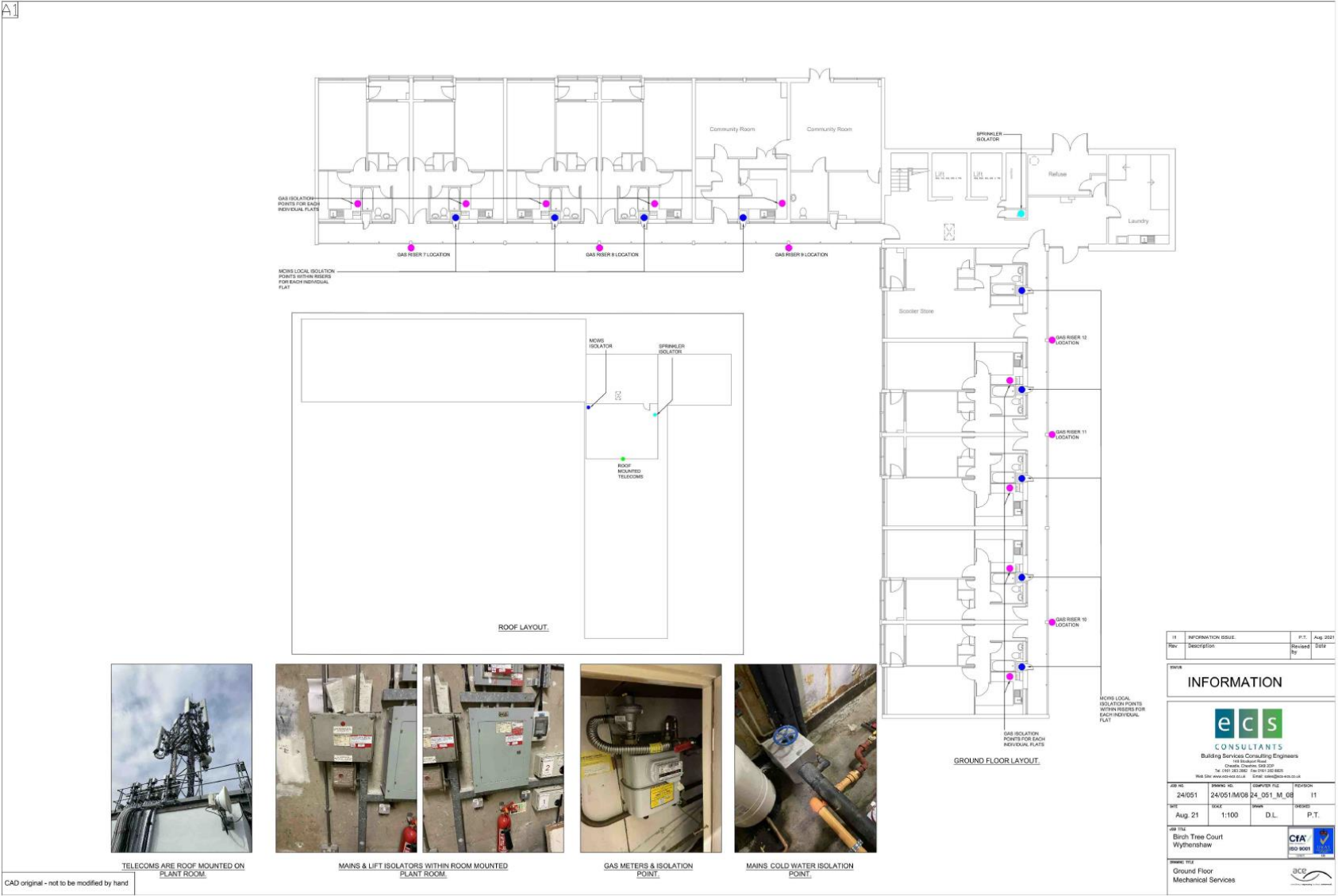


A Almas Consult	
BROOKTREE COURT FIRE ALARM ZONE PLAN	
DATE: 22/01/2022	BY: [Signature]
SCALE: 1:100	NO. 101

Sprinkler Plan



Incoming mains and Isolation points.



15. Appendix B – Surveys and Reports

Compartmentation survey report (sample pages from the full report.)



Date Submitted: 15/06/22 14:08

Wythenshawe Survey Form

Section 1

Client	Wythenshawe
Site Address	Birch Tree Court
Date/Time	25/05/22

FRA Actions

Section 1

Action	6th Floor riser cupboard Door near flat no 75 Door and frame damage		
Description of Defect	Door and frame damage		
Photos of Defect			
Description of Rectification	Door and frame damage		
Action	6th Floor riser cupboard Door near flat no 76		
Description of Defect	Door and frame damage		
Photos of Defect			

Continuation...

Wythenshawe Survey Form

	
Description of Rectification	Door and frame damage
Action	7th Floor staircase communal door Excessive Gaps
Description of Defect	Upgrade Require
Photos of Defect	
Description of Rectification	Upgrade Require
Action	7th Floor Communal Door near lift Excessive Gaps upgrade require
Description of Defect	upgrade require

Certificate of Fire Protection Works



No. 158A.2018

Wythenshawe Community Housing Group
Greenwood Road
Wythenshawe
M22 9HD

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

Property: Birch Tree Court Rowlands Way Wythenshawe M22 5RY		Tel: 0161 946 6362
		Email: Adrian.waywell@wchg.org.uk
Areas of application:	Red Cable breaches throughout the building.	
Products applied:	Intumescent sealant; Intumescent impregnated fireproof sponge & H E Graphite Sealant.	
Specifics:	See Overleaf	
Installers Details		
Name: Philip Asquith	Address: Priory Fields Kettleby Brigg Lincolnshire DN20 9HN	Tel: 01652 413110
		Email: phil@flamehold.co.uk
Company Name: Flame Hold Ltd		Qualification: Registered Surveyor & FPA Fire Risk Assessor
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: 28 th November 2018

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

firas

Certificate No. SA3185

This is to certify that:

Knightsbridge Fire Group Ltd

At the following address:

4 Old Park Lane, Mayfair, London, W1K 1QW

complies with the requirements of:

FIRAS CERTIFICATION SCHEME

Application of passive fire resisting products using

Penetration Sealing from 07/01/2022



To check the current validity of this certificate please contact FIRAS direct or visit our website
www.firas-database.co.uk

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

Issue No: 1
Issue Date: 07/01/2022
Original Issue Date: 07/01/2022
Valid To: 07/01/2027



Paul Duggan
EWC Certification Manager



CERTIFICATE OF CONFORMITY

PX7336

This Certificate is issued by the certificated contractor in accordance with the FIRAS Certification Scheme's Regulations and Procedures to indicate the compliance of a fire resistant installation at

Wythenshawe Housing

Birchtree Court, Rowlandsway, Manchester, Greater Manchester, M22 5RY

It confirms that the project has been completed having full regards to the requirements of the appropriate product specification and its installation/application instructions and that the claimed performance is substantiated by appropriate test and/or assessment evidence.

This certificate is for installations completed between 27/11/2019 and 29/11/2019

Certificated Contractor

Fieldway Supplies Ltd
Unit 12 Paramount Business Park
Wilson Road
Liverpool
Merseyside
L36 6AW

Signed for and on behalf of Fieldway Supplies Ltd

Gary Speakman
Supervisor

Issue Date: 16/12/2019

Page 1 of 3



Practical Completion Certificate

**Employer / Address:**

Wythenshawe Community Housing Group
8 Poundswick Lane,
Wythenshawe,
M22 9TA

Site Address:

Birch Tree Court
Wythenshawe
Manchester

Contractor / Address:

BBR Roofing Ltd
2 Dacre Street,
Bootle,
Liverpool,
L20 8DN

Description of Work:

Roof refurbishment of two residential tower block properties within Wythenshawe to improve the quality of the buildings and to reduce the potential for future repairs.

Job Reference No.:

P6959

Contract Date:

6 September 2022

Issue Date:

16 February 2023

Certificate Ref No.:

PC6959Final

**Date of
Practical Completion**

6 February 2023

**Expiry Date of the
Rectification Period:**

5 February 2024

Note: Complete the following outstanding snag items by the 28th February 2023 on the attached Arcus snag list dated 16 February 2023.

The issue of this certificate places upon the Contractor certain obligations to make good defects both throughout and at the end of the Rectification Period as outlined within the contract.

It will also result in a reduction of retention monies in the calculation of the next Interim Certificate upon completion of the snag

From the date of issue of this Certificate, the contractor's obligation is to ensure the works will cease in accordance with the terms and conditions of the contract.

Lightning Protection Test and Inspection Certificate

Certificate of Test and Inspection



Certificate Ref CERSTO217236_2
Customer BBR Roofing & Solar Panel Specialists

PTSG Work Order Reference WSTO211699
Client Purchase Order 97770/RMS19978

Pass

Building Name Edwards Court
Site Address Edwards Court
 Rowlandsway
 Manchester
 M22 5SE

System Type: Partial System	
The Structural Lightning Protection System has been tested in accordance with BS 6651 or BS EN 62305-3. The system is in a satisfactory condition.	
Calibration certificates available on request	
Tested by:(B) DEAN SOUTHERN-QUINN	Equipment Meg:Meg 179
Conditions: Dry	

Air Termination Network	
Type	Aluminium
Size	25mmx3mm Bare
Mesh Size	N/A
Fixings	Torch on Felt pads
Fixing Type	Clamped
Bonding Type	Alu B Bond

Down Conductor Network	
Material	Copper;Aluminium
Colour	White
Size	25 x 3mm PVC
Fixings	Non Metallic
Spacing	20m
EQ Bond Fitted	No

Overall System Reading:6.215

Exception on high overall or individual reading(s):

0 ohms = No Access, No Test or No Reading

EP No.	Resistance in Ohms	Any Comments	Ground Type	Type of Inspection Pit	Type of Electrode	Type of Test Clamp	Test Method
E1	12.8	-	Slabs	None	Copper Bond	Bi-Metal	Dead earth test
E2	22.8	-	Slabs	None	Copper Bond	Bi-Metal	Dead earth test
E3	25.7	-	Slabs	None	Copper Bond	Bi-Metal	Dead earth test

Date of Test:	14/09/2022	Certificate Valid Until:	13/09/2023
Next Inspection due:	13/08/2023	Test Engineer Name:	(B) DEAN SOUTHERN-QUINN
Engineers Signature			



National Line:
0330 113 0870
Email:
info@altussafety.co.uk
altussafety.com

INSTALLATION CERTIFICATE

Name and address of the company UNDERTAKING THE INSTALLATION:	Name and address of the employer for whom THE INSTALLATION WAS CARRIED OUT:	Address of premises at which THE INSTALLATION WAS CARRIED OUT:
Altus Technical Services Ltd T/A Altus Safety Oaktree Court Mill Lane, Ness Cheshire, CH64 8TP	BBR Roofing 2 Dacre St Bootle Liverpool L20 8DN	Birch Tree & Edwards Courts Wythenshawe M22 5RZ

Location:	Description:	Rated Load/ visual inspection:	Load Applied/ visual inspection:	Result (pass/fail/not tested):
Birch Tree	Freestanding Guardrail	Visual Inspection	Visual Inspection	Pass
Regulation	Conforms to BS EN 13374-2013 - Class A / BS EN ISO 14122-3:2016			
Notes	Supply, install, test & certify: AltusRail freestanding guardrail, Galvanised Steel, 151m inc 8x Corners, No changes in height & 2x wall fixed ends			

CERTIFICATE REFERENCE: 1936			
Person carrying out the installation:	Date of installation:	Next inspection due by:	Date of Issue:
Brett Ogden	28/06/2023	27/06/2024	30/06/2023

Altus Technical Services Ltd declares that the equipment described hereafter has been inspected and unless otherwise stated complies with the full requirements of the specification and contract/order at the time of manufacture.

Altus North
Oaktree Court Business Centre,
Mill Lane, Ness, Neston, Cheshire, CH64 8TP

Altus South
Soane Point, 6-8 MarketPlace,
Reading, RG1 2EG

Altus is the trading name of Altus Technical Services Ltd. Registered in England & Wales.
Registered No. 10272590 VAT No: 247259191

16.Appendix C

Building Safety Management System

Building Safety Management System working document

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

Cause and Effect for fire alarm

Birchtree Court - Cause and Effect Matrix



	Cause	Effect
Ref:	ID	Area
1	Operation of Grade D within Flats	All individual flats
2		
3	Operation of Grade D within Flats (Heat Detector in kitchen, Smoke Detection, or multi sensor). This is managed by the tenant	
4		
5		
6		
7		
8		
9		
10		
11	Operation of Grade D within Flats	All individual flats
12		
13	Operation of Grade A within Flats (Detection in hallway/entrance of flats)	
14		
15		
16		
17		
18		
19	Operation of dection in communal areas	All Areas
20		
21		
22		
23	Any fault on communal or Flat Fire Alarm System	All areas
24		
25		
26		
27		
28		
29		
30		
31		
32		

Key

- E Evacuate
- A Activate AOV's
- S Signal
- C Shut Down Air Conditioning Units
- G Lift returns to ground floor doors open
- I Lift returns to first floor doors open
- I Indicate on Control Panel
- X Put event into control panel log
- V Override/Open
- N Gas Is shut down
- R Door Retainers will release
- F Front door unlocks
- D Disable

NOTES

17. Appendix D- Resident Engagement

Resident Involvement Strategy



Resident Involvement Strategy 2024 – 2026

Date of approval	27 November 2023
Sponsor	Paul Seymour, Executive Director of Customers & Communities
Owner	Sarah Kluter, 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	• Our Plan 2023-2026 • Wyth 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	• 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.

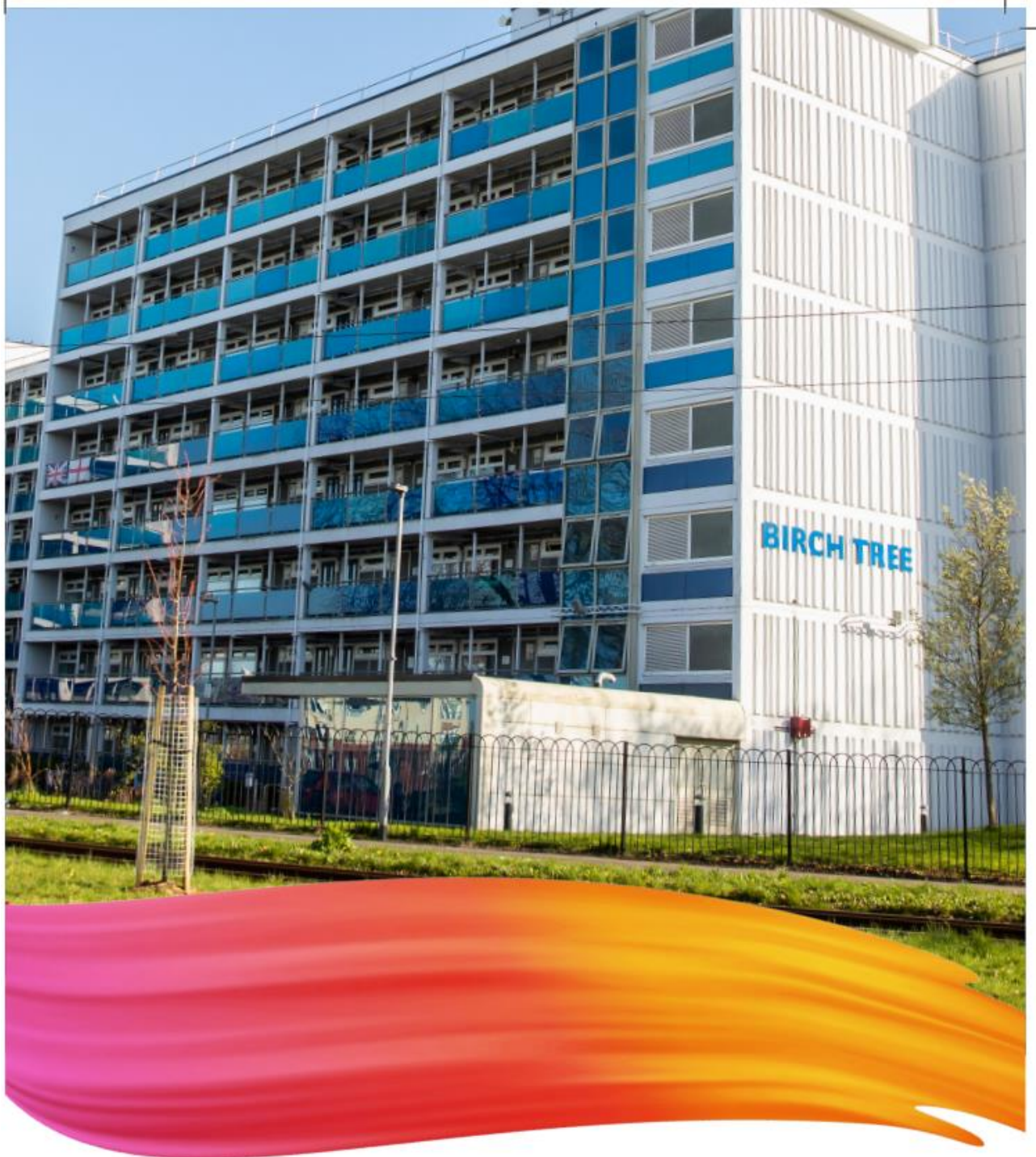
- 1.5 The [Building Safety Act 2022](#) gives residents more rights, powers and protections so that homes across the country are safer. We note that in September 2022, the Health & Safety Executive provided [specific guidance](#) on what landlords need to include in their resident engagement strategy.
- 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 BIRCH TREE 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.



Gordon Livingstone
Neighbourhood Officer for Birch Tree 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 BIRCH TREE COURT

Birch Tree Court is a high-rise, purpose-built block of apartments that was built in 1967. It has 8 floors connected to one staircase.

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

The walls and doors that divide the apartments from the common areas are constructed from fire retardant materials that will prevent flames and smoke from spreading in either direction. It is important your apartment front door and the common doors throughout the building are regularly inspected and never propped open.

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

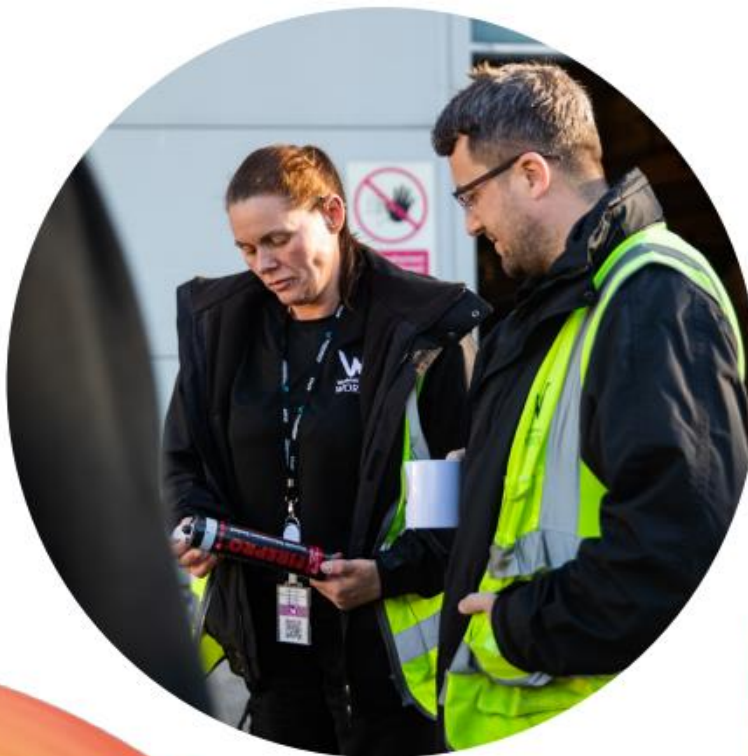
All these features mean your building is designed to contain a fire in the area where it starts (e.g. in an apartment or common area) and stop it spreading to surrounding areas (e.g. common area or an apartment). Birch Tree Court is designed as a 'Stay Put' block. This means if there is a fire elsewhere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



Birch Tree 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 EDWARDS COURT (FAR SIDE)



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 **BIRCH TREE COURT, ROWLANDSWAY, WYTHENSHAW, M22 5RY.**

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.



**Fire door
keep closed**

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 Wednesday of the month at 11am.

Please meet in the building lobby.



Gordon Livingstone
Neighbourhood Officer for
Birch Tree 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.



PERSONAL RESCUE EMERGENCY PLAN (PREP)

If you would need help to evacuate in the event of a fire, you must tell us. This could be because of a disability or if you have reduced mobility. We will arrange a visit for you to have a Person-Centred Fire Risk Assessment (PCFRA). Following this, a Personal Rescue Emergency Plan (PREP) may be created for you.



NOTICEBOARDS

There is a Building Safety notice board in the lobby area with important information you should familiarise yourself with. Any important fire safety information will be updated here along with any notices from the Fire Service.



ANONYMOUS REPORTING

You can report fire safety issues anonymously by completing the form at the bottom of the [“Our Services > High Rise Safety”](#) page on our website. Alternatively you can phone the numbers provided in this leaflet and ask to remain anonymous.



ANNUAL FIRE RISK ASSESSMENT

We work closely with our Fire Risk Assessors who undertake annual risk assessments and recommend remedial action to keep the blocks in a safe condition.



GREATER MANCHESTER FIRE AND RESCUE SERVICE

We are actively working with Greater Manchester Fire Service to reduce incidents in your block. We will share information about this on notice boards.



HIGH RISE LIVING FORUM

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



LISTENING TO OUR CUSTOMERS

Feedback from residents helps us to understand your concerns and gives us a chance to make things right. Below are some examples of feedback we've heard from customers in the last year and the changes we've made to put things right.

If there's something you'd like to discuss, we want to hear from you. Email us at complaints&praise@wchg.org.uk.

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

Gordon Livingstone
07580 869 248



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.



First Edition: Jan. 2024

Wythenshawe Community Housing Group

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

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

