



Building Safety Case Report

Brownley Court



Revision Date January 2024

Principal Person	Accountable	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 Brownley 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 Msc, MCIOB who has worked in the housing sector for over 34 years predominantly in a surveying and 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:	
Registration Ref: HRB03360T7K0	
Height of building (m) to floor or highest storey	30.5
Number of floors including ground	12
Number of residential units/flats in the building	46
Name of the building	Brownley Court
Building Street address	25-82 Brownley Court road
Building Postcode	M22 4QH
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

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

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

Brownley Court is a purpose built block and contains a total of 46 self-contained flats constructed of a concrete frame with masonry infill panels and has a mineral wool external wall insulation with render system and curtain wall glazing. There are concrete floors and a single stairway which serves all floors with false ceilings only to the ground floor. Each of the upper floors has the same layout with the exception of the first floor. The block has a flat roof with adequate falls and a Sika roof covering carried out in 2017.



A common BS5839-1 fire alarm system is installed which spans throughout the building's common areas, including many electrical cupboard risers. The system has been configured to be silent and to function as an emergency alert system for use by the Fire and Rescue Service. This system will also serve to open the smoke vents on the first floor. There is a separate BS5839-1 fire alarm system installed in the biomass boiler room that is monitored by AARHUS Contractors. They will contact the warden/CCTV service, Assure24 who in turn will check CCTV and know of any work being undertaken and contact the fire service if required.

A fire alarm system extends to each flat which is to BS5839-6 D LD1 standard with the exception of the enclosed balconies where no detection is installed. A heat detector is installed in each hallway which is linked to the communal fire alarm system.

The ground floor is unique in layout in that it consists of a lift lobby with adjoining flats, an old caretaker's area, service/electrical room, water tank room, cleaners room, general storage, cupboards, and server room.

Each of the upper floors with the exception of the first floor, have the same layout. This consists of a lift lobby off which 4 flats are directly accessed. Also adjoining this lobby are 2 electrical cupboards, a sprinkler valve cupboard, a pipe service riser cupboard, and a dry riser cupboard.

The first floor is slightly different in layout in that it has an additional staircase at the other end of the lift lobby and also has a toilet adjoining the lobby. The alternative staircase serves only the ground and first floor and contains an AOV, the controls for which are in the aforementioned first floor toilet.

The twelfth-floor functions as the lift motor room and is accessed via a hatch on the eleventh-floor landing.

An FD30 is provided from each lobby for access to a permanently vented corridor off which area further FD30 door to a bin chute and the staircase. The bin room itself is accessed externally at the front of the building.

Emergency lighting is installed throughout the buildings escape routes.

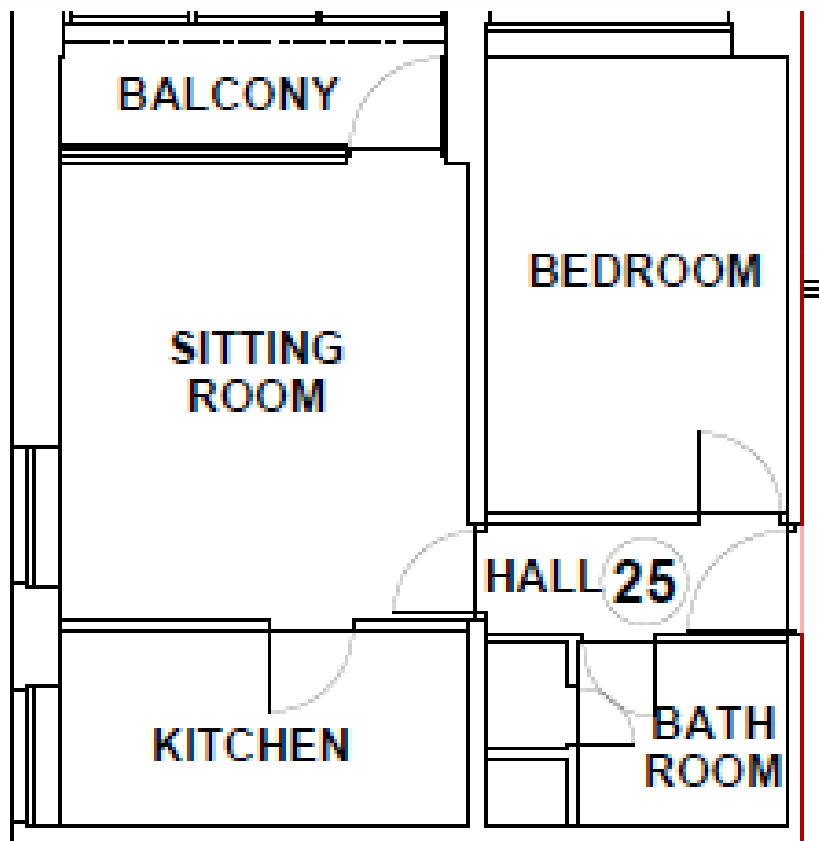
Table – Key Building Information quick reference

Description	
ADDRESS: Brownley Court , 25-82 Brownley Court Road	
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
Where are the dry risers (bin store/common corridor/lobby etc)	Lobby/ bin store
Where are the smoke detectors (lobby, Meter room, laundry etc)	Lobby/ roof/ stairwell/ boiler room/ gin room/ electric room/ pump room/ riser
Types of lift	2 passenger lifts

number of residential unit front doors with fire resistance identified	46
number of fire doors In common parts residents can walk through (30/60 min)	40
Energy and storage	
Types of Energy Storage	Biomass boiler
Types of onsite energy generation	biomass
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)	Concrete/ other
Type of Roof (flat/pitched/mix)	flat
Does roof structure have layer of insulation (top of roof/below roof)	yes on top
what material covers the largest surface area (rolled bitumen felt,rubber etc)	Rolled bitumen felt
Total number of staircases	1
what materials are visible on the outside walls (ACM, other composite etc)	Mineral EWI, glass, masonry
Aluminium Composite material (ACM) certification	No ACM
percentage of each material on the outside (from mentioned above)	Render panels, 60%, Glass 30%, masonry 10%
what type of insulation is used in the outside walls (EPX, PUR, Mineral wool)	Mineral wool 100%
Features/ machinery for heat, ventilation or energy generation	Room on the roof
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 layout of each flat consists of a flat entrance door opening into a hallway, to access bedrooms, store cupboards, a living room, and bathroom/shower areas. Some flats were slightly different in that the toilet and shower room were separated, however were otherwise the same. The kitchens were inner rooms, with the living room serving as the access room. Also adjoining each living room was an enclosed balcony. **(See below typical flat layout taken from strategy plans in Appendix A)**



Fire Exits

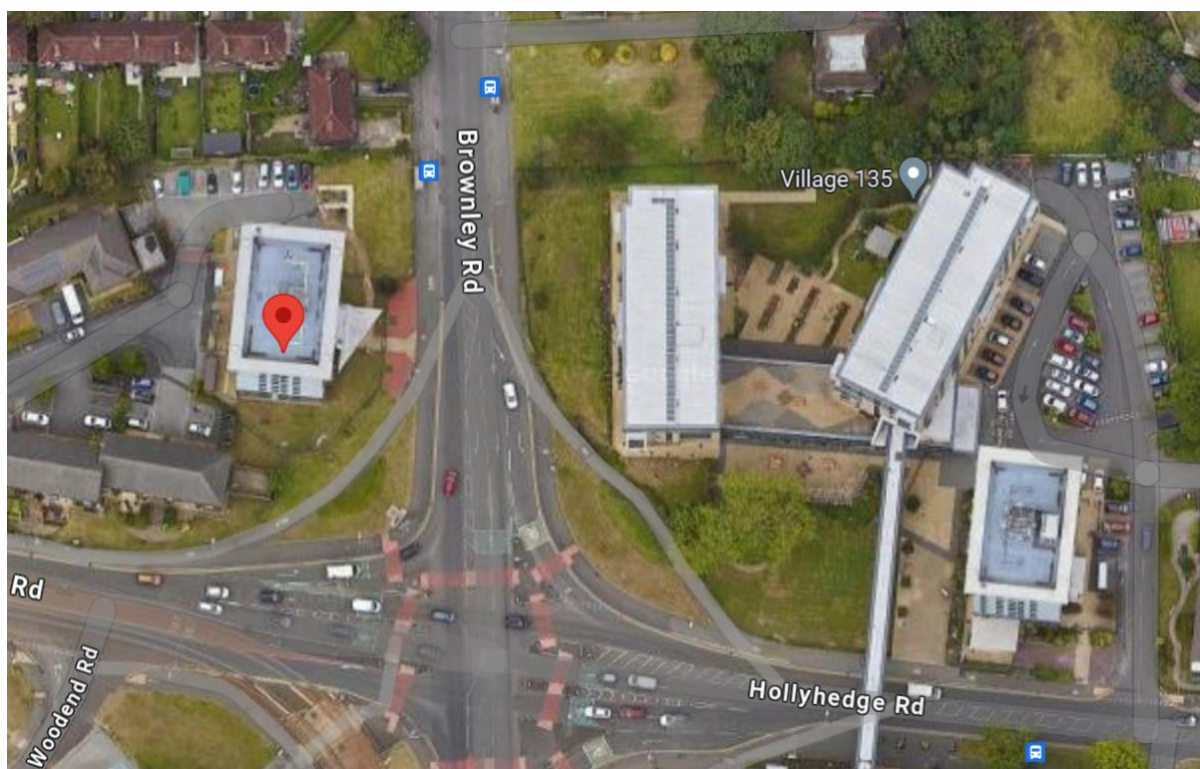
Emergency lighting is installed throughout the building's escape routes.

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

Final exits from the building for the residents are provided from the base of the single staircase and from the lift lobby at ground level.

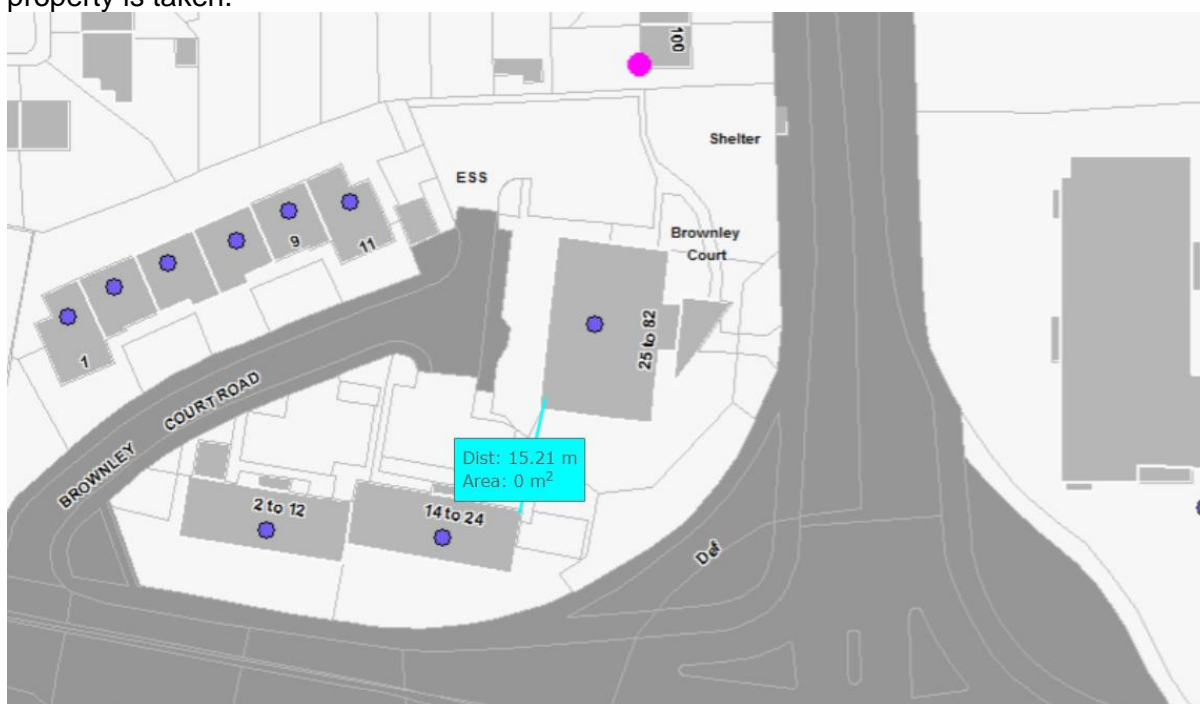
Surrounding Area

The block is located across the road from a Wythenshawe Community Housing Group extra care village (Village 135) and accessed off a busy A road, Brownley Road. The M56 motorway is at one end of Brownley Road and a short distance away from the local fire station.



The block is situated approximately 15.2m away from the nearest residential properties which are three storey flats as shown on the OS map below:

The OS map below shows where the measure of distance from the block to the nearest property is taken.



Stability of Cladding systems.

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

A decision was taken to install the 'REDArt' Silicone external wall insulation system with silicone topcoat which was undertaken in 2015. The system is affixed to the existing masonry with adhesive mortar onto which is Rockwool Façade Ultra then an adhesive board carrying the Brick slips which is discussed further in section 11.

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. There is a recommendation to carry out further tests to determine the foundation type which will be considered in a future work.

Incoming mains and isolation points

Located on the external rear wall of the Pellet Store is the Gas Isolation point within a GRP enclosure, with another isolation point to the boiler within the Biomass room. The electric cut off point is located within the electric meter room to the ground floor. The cold-water isolation point is located on the inside of the comms room. The plan can be seen in **Appendix A**

4. Fire Risk Assessments.

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

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

An FRA carried out on the 4th July 2023 had 5 moderate risk recommendations. 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:

to report

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)
<input type="checkbox"/> GAS											
GAS (DOMESTIC)	○	○	✓	○	○	✓	○	○	○	○	○
H&S (DOMESTIC)	✓	✓	○	✓	✓	○	✓	○	○	✓	✓
BIOMASS (COMMUNAL)	○	○	○	○	✓	○	○	○	○	○	○
<input type="checkbox"/> ELECTRICAL											
ECR (DOMESTIC)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ECR (COMMUNAL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> ASBESTOS											
ASBESTOS	✓	✓	✓	✓	✓	✓	○	✓	✓	○	○
<input type="checkbox"/> FIRE SAFETY											
FIRE SAFETY SYSTEMS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE DOORS (QTRLY)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ENTRANCE DOORS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FIRE RISK ASSESSMENTS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> LIFTS											
LIFTS (COMMERCIAL)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LIFTS (DOMESTIC)	○	○	○	○	○	○	○	○	○	○	✓
<input type="checkbox"/> WATER											
WATER	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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

Compartmentation

Compartmentation is provided to the lobby areas off which there is one staircase serving the first floor only and another staircase serving the remaining floors is also compartmented. The ground floor service rooms are all compartmented from each other and from the common circulation space and to the separating walls to both flats.

The riser ducts running the full height of the building are protected at floor level and via fire rated riser doors and where these have been accessed for Fire alarm and Sprinkler work, any breaches through floor slabs have also been sealed and signed off by a third-party inspector 'Flamehold' who are a member of the Fire Protection Association and FIRAS accredited, this also applies to the wires or pipework entering each flat as discussed further in section 11. The riser doors along with the Communal pedestrian 30min fire doors off the common areas are checked quarterly for any issues, by the Building Safety Officer and Manager when visiting the blocks and also checked within the annual FRA.

A separate compartmentation survey was also undertaken in 2020 by contractor 'Fastfield' 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 resultant work from these surveys was carried out and completed satisfactorily

Fire strategy drawings marked in red lines which has also been shared with colleagues to ensure they are aware of where compartmentation is, as can be seen on the fire strategy drawings in **Appendix A**.

Energy Suppliers Details

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

Maintenance of equipment and responsibility.

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


Contractor	Measure	Frequency
Fire		
Fieldway	Fire alarms/door release	weekly
Argus	sprinklers	monthly
Dyer (DH Environmental)	AOVs	Annually

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

Flat Entrance Fire door inspections

The flat entrance doors leading onto common parts are inspected annually in line with the Fire Safety (England) Regulations 2022, by in house inspectors (trained by 'Ventro Fire Compliance') utilising a hand-held system which then feeds into the Power Bi dashboard for monitoring. These inspectors are also Gas and Electric compliance inspectors who undertake the annual checks so accessed can be gained at the same time. 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
18797	FLAT 79 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
18939	FLAT 2 2 FOXGLOVE CLOSE	GAS	MSGF2B	2 BED GRD FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
18748	FLAT 30 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
16551	24 MALLORY WALK	GAS	WU2F2B	2 BED 2ND FLOOR WALKUP FLAT	GENERAL	12/07/2023	1	1	12/07/2023
16065	24 GATWICK AVENUE	GAS	WU1F1B	1 BED 1ST FLOOR WALKUP FLAT	GENERAL	12/07/2023	1	1	12/07/2023
499	41 BROWNLEY COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	12/07/2023	1	1	12/07/2023
519	66 BROWNLEY COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	12/07/2023	1	1	12/07/2023
524	72 BROWNLEY COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	12/07/2023	1	1	12/07/2023
510	54 BROWNLEY COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	12/07/2023	1	1	12/07/2023
17615	769 ALTRINCHAM ROAD	GAS	CFGF1B	1 BED GRD FLR COTT FLT-CNT STR	GENERAL	12/07/2023	1	1	12/07/2023
524	74 BROWNLEY COURT	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	GENERAL	12/07/2023	1	1	12/07/2023
18790	FLAT 72 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
18837	FLAT 119 - VILLAGE 135	H&S	MSUF2B	2 BED UPPER FLOOR MULTI STOREY	AFFORDABLE	12/07/2023	1	1	12/07/2023
17067	26 STONEBECK ROAD	GAS	WUGF2B	2 BED GRD FLOOR WALKUP FLAT	GENERAL	12/07/2023	1	1	12/07/2023
1624	18 BIRCH TREE COURT	GAS	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	13/07/2023	1	1	13/07/2023
1689	83 BIRCH TREE COURT	GAS	MSUF1B	1 BED UPPER FLOOR MULTI STOREY	GENERAL	13/07/2023	1	1	13/07/2023
16245	7 HAZELHURST WALK	GAS	WU1F2B	2 BED 1ST FLOOR WALKUP FLAT	GENERAL	13/07/2023	1	1	13/07/2023
17241	85 WARMLEY ROAD	GAS	WU2F2B	2 BED 2ND FLOOR WALKUP FLAT	GENERAL	13/07/2023	1	1	13/07/2023
17011	10 SHRIVENHAM WALK	GAS	WUGF1B	1 BED GRD FLOOR WALKUP FLAT	GENERAL	13/07/2023	1	1	13/07/2023
15909	13 FARNEN DRIVE	GAS	WUGF2B	2 BED GRD FLOOR WALKUP FLAT	GENERAL	13/07/2023	1	1	13/07/2023
Total	13 FARNEN DRIVE	GAS	WUGF2B	2 BED GRD FLOOR WALKUP FLAT	GENERAL	13/07/2023	2262	2262	13/07/2023

Communal Fire Door Inspections.

Communal fire doors are inspected monthly 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.

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



Brownley Ground



BLFG001



Change Floor >



BLFG001



Date of survey *

29/02/2024



Fire Door Rating *

Choose



Fire glass fitted *

Choose



Intumescent strip fitted & free from damage *

Choose



Door closes properly *

Choose



Are there gaps around the door over 4mm *

Choose



BLFG001 > Passed		18/01/24
Fire glass fitted	Intumescent strip fitted & no damage	Door closes properly
Yes	Yes	Yes
Gaps over 4mm around the door	Fire door keep shut sign installed	Damage to the fire door
No	Yes One Side	No

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

Fire-Fighting equipment

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

- Inlet and outlet for dry riser mains.
- Automatic Opening Vent located in the alternative stairwell.
- Permanent Opening Vent on main stairwell
- Fire detection and alarm systems also linked to ancillary rooms.
- Automatic door release mechanisms linked to fire alarm systems.
- Sprinklers in high risk areas.
- Fire Alarms and notification panel for the BS5839-1 system, See **Appendix C** for cause and effect matrix





The 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 riser inlet is on the external façade and outlets are provided on each floor in the lobby area. As well as the monthly visual inspection, the risers are serviced annually.

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 pump room, electric and cleaners rooms as well as the refuse room and extends into the flats.

Secure Information box and reviews

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

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

The information contained within the SIB has been viewed by the Fire Risk Assessor and is in line with the latest government factsheet guidance for Regulation 4 published 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

This block has combined gas and Bio-Mass In this block, gas has been removed from individual flats and Heat interchange Units (HIU's) fitted. These are very responsive and provide instant supply on-demand. This measure has been taken in Brownley court to improve energy efficiency, and reduce CO2 emissions but more importantly to eliminating gas explosions/ leaks either in a fire situation or which could cause a fire situation and it also alleviates any worries about carbon monoxide emissions. There is no heating to common parts however there is a gas provision in the plant room on the ground floor which feeds the individual flats via a heat exchanger.

6. Building Safety Management System

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

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

7. Planning for Emergencies

The building employs a 'Stay Put' evacuation strategy and residents are informed of this via notices in the common area and via building safety leaflets (**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 located at the end of Brownley Court Road as advised in Building Safety booklets and displayed on the notice board in the communal area.


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 external wall system and plans showing Fire equipment and the incoming mains and isolation points, Refer to table below:

Ground Floor plan – Fire strategy drawing.	Ref: BR C-2200201.01
Fourth Floor plan- Fire strategy drawing.	Ref: BR-C_2200201_05
Loft/ Roof plan- Fire Strategy Drawing.	Ref: BR-C_2200201_13
Site Plan	Ref: BR-C_2200201_18
EWI replacement façade drawings (proposed are as replaced).	Ref: HUB097.BRC,PS,05
Sprinkler – Ground Floor Plan	Ref: 3046/PM/ML
Sprinkler- Intermediate Floor	Ref: 3046/PM/ML
Alarm installation Ground	Ref: 1879/601
Alarm installation intermediate.	Ref: 1879/603
Ground Floor -Incoming mains and isolation points.	Ref: 24/051/M/03

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

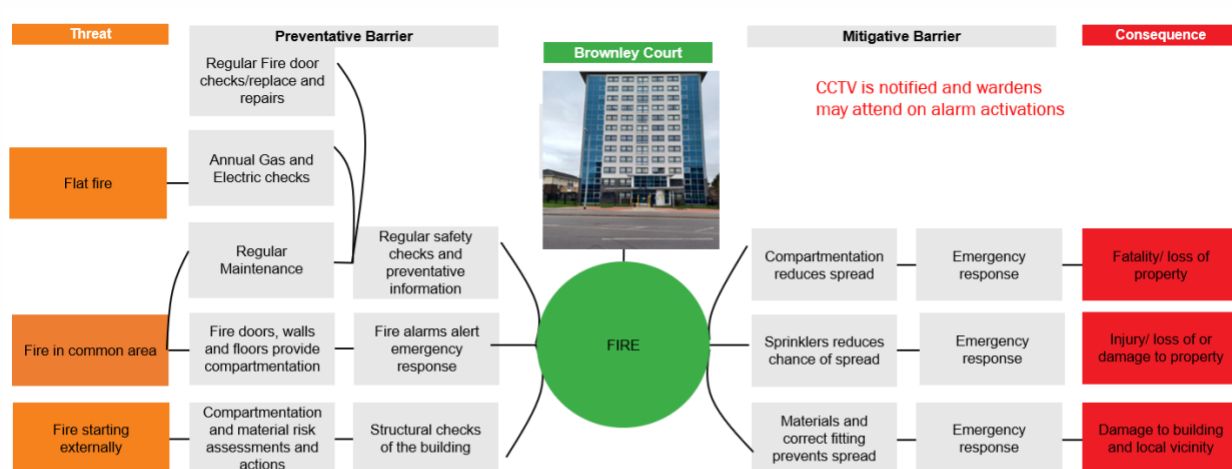
Where there is a new tenancy, they will be asked if they can self-evacuate at the time of let and the system and SIB's will be updated accordingly. The information shared with residents is in line with the WCHG resident Involvement Strategy V2 October 2023. **(Refer to Appendix D)**

10. Building Safety Information for Residents

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

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

Safety Case on a Page below.



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.



Charging of scooters is managed via the fire management policy and mobility Scooters Procedure and where possible, secure scooter charging pods are installed in the car parking areas for use by residents where they are required.

11. Past Work and Ongoing work /Building Improvement

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

Refurbishment activity	Year undertaken	Planning permission	Undertaken by	Information
Enveloping works (cladding/ balcony panels/roofing and biomass)	2016	2014	Wates Construction Ltd	New EWI/ windows/ roof covering/ Bio mass housing and boiler installation
Fire alarms	2018	2017	Fieldway Group	Full O&M's available
Sprinklers/ tank	2020	2018	Argus Fire	Full O&M's available

Enveloping Work

In 2015 work was undertaken to install an enveloping scheme which also saw the renewal of all windows, External wall insulation and roof covering.

We also took the opportunity at this time to renew the lightning protection and install Biomass Boiler heating. Refer to photographs below:



Rockwool RedArt
Silicone 100mm
External wall
insulation squirrel
GreY (RI7001)

Rockwool
Brickshield 22mm
Brick Slips on
100mm External
Wall Insulation
system. Traffic
White RAL 9016

photos above showing the ongoing fitting of EWI and completed



Showing the process of installing the External Wall Insulation.

EPS insulation was replaced with Mineral Wool insulation to the ground and first floor with Brick Slip used as the outer skin of the bottom sections.

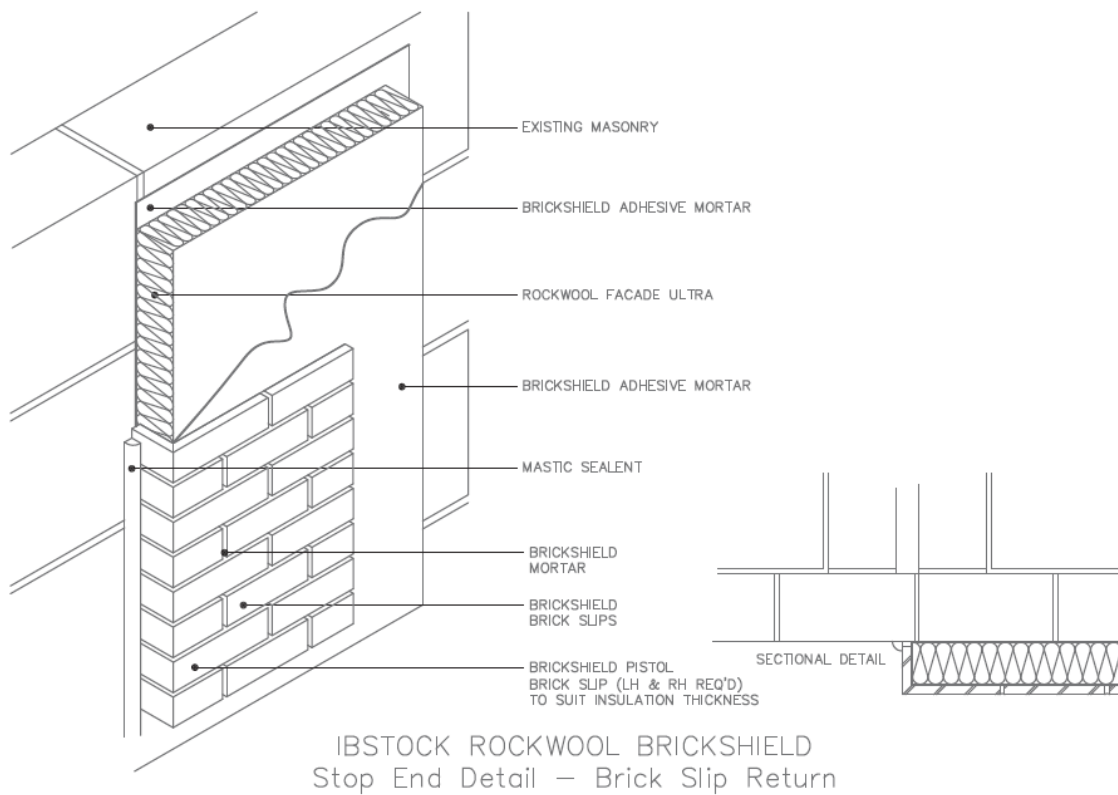
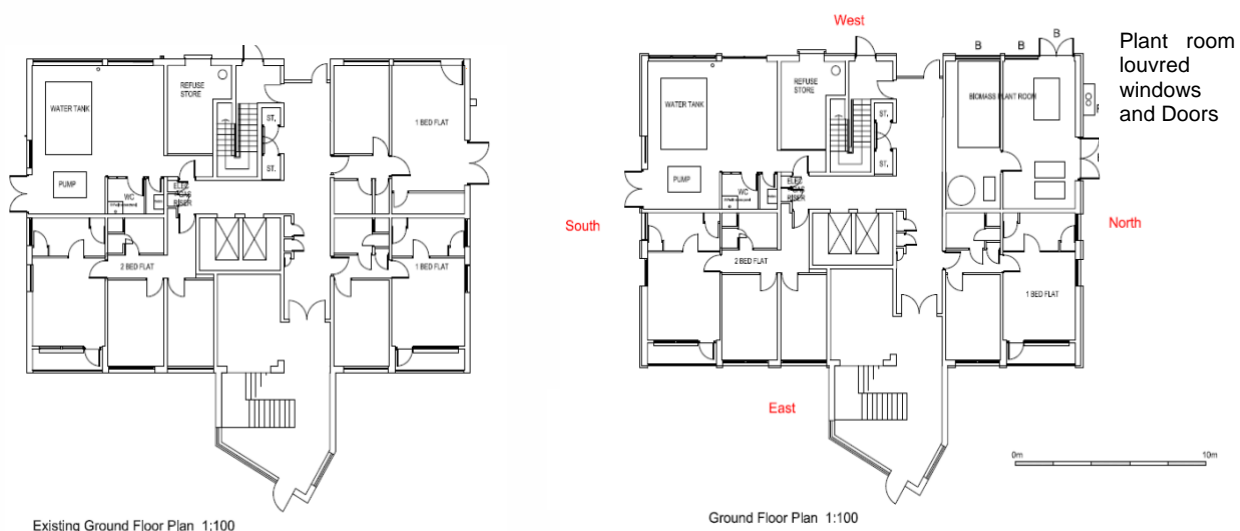


photo-Flickr

Picture above: External wall system which was installed in 2015 to improve the thermal efficiency along with new windows, Roof and Biomass heating.

The Biomass boiler was situation inside a converted flat on the ground floor and louvred windows and doors installed.





The roof covering was renewed in Sika liquid plastics cold applied system made up of Sika metal primer, Sikalastic 625 to primed areas reinforced with glass fibre matting, with a Sikalstaic top coat as shown in the photographs above.

Fire Alarms

In 2018 Each flat was provided with a BS5839-6 Grade D fire alarm system to an LD1 standard of coverage as recommended within the Fire Risk Assessment. A BS5839-1 type heat detector is installed in each of the flat entrance hallways which is part of the common area fire alarm system which has been reconfigured to be silent and to function as an emergency alert system for use by the Fire and Rescue Service to prevent false activations and complacency as advised by the Fire Risk Assessors. The contractor was engaged via a specialist fire engineer framework with a Construction Design Management Coordinator in place and a clerk of works during the contract. A full set of photographic evidence of compartmentation work was provided on completion. The cause and effect of the alarm on installation can be found in **Appendix C**

Sprinklers

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

12.Fire Preventative and protective measures

The building is constructed to support a 'Stay put' policy and is fully compartmented to separate apartments from common areas. Annual type 3 Fire Risk Assessments are carried

out annually which occasionally make recommendations which are then actioned to support that policy. The recommendations are managed as set out in the Live 'Building Safety Management System'.

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

A full compartmentation survey was undertaken on 23rd July 2020 by 'Fastfield' (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 19th December 2022) and strategy drawings have been produced 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 19th December 2022

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

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

- **Structural fire resistance survey-** the Structural survey shown the block to be of concrete frame with masonry infill panels and the EWI scheme installed Rockwool mineral wool slabs external wall system direct onto the masonry.
- **Roof coverings-**The roof covering was renewed along with the external enveloping work to the current regulatory standards.
- **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.

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 saw access to all communal areas, rooftop and three flats. The report mentions that the block had previous refurbishment with the new render system affixed directly to the facade and curtain walling encloses the balconies with an aluminium frame with clear and opaque glazing throughout. The construction is reinforced concrete with reinforced concrete walls and slabs with floors measuring 180mm. The entrance area is two storeys and constructed in steelwork and masonry.

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 concerns following a review of the reports and meeting with the structural engineer and the recommendations to carry out further investigations to defect areas/ damp penetration and durability of testing reinforced concrete are being considered following collation of all block recommendations and on a risk priority basis. A schedule of work/ actions will be created and assigned to relevant teams to complete overseen by the BSM.

Issues particular to the building

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

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

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



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

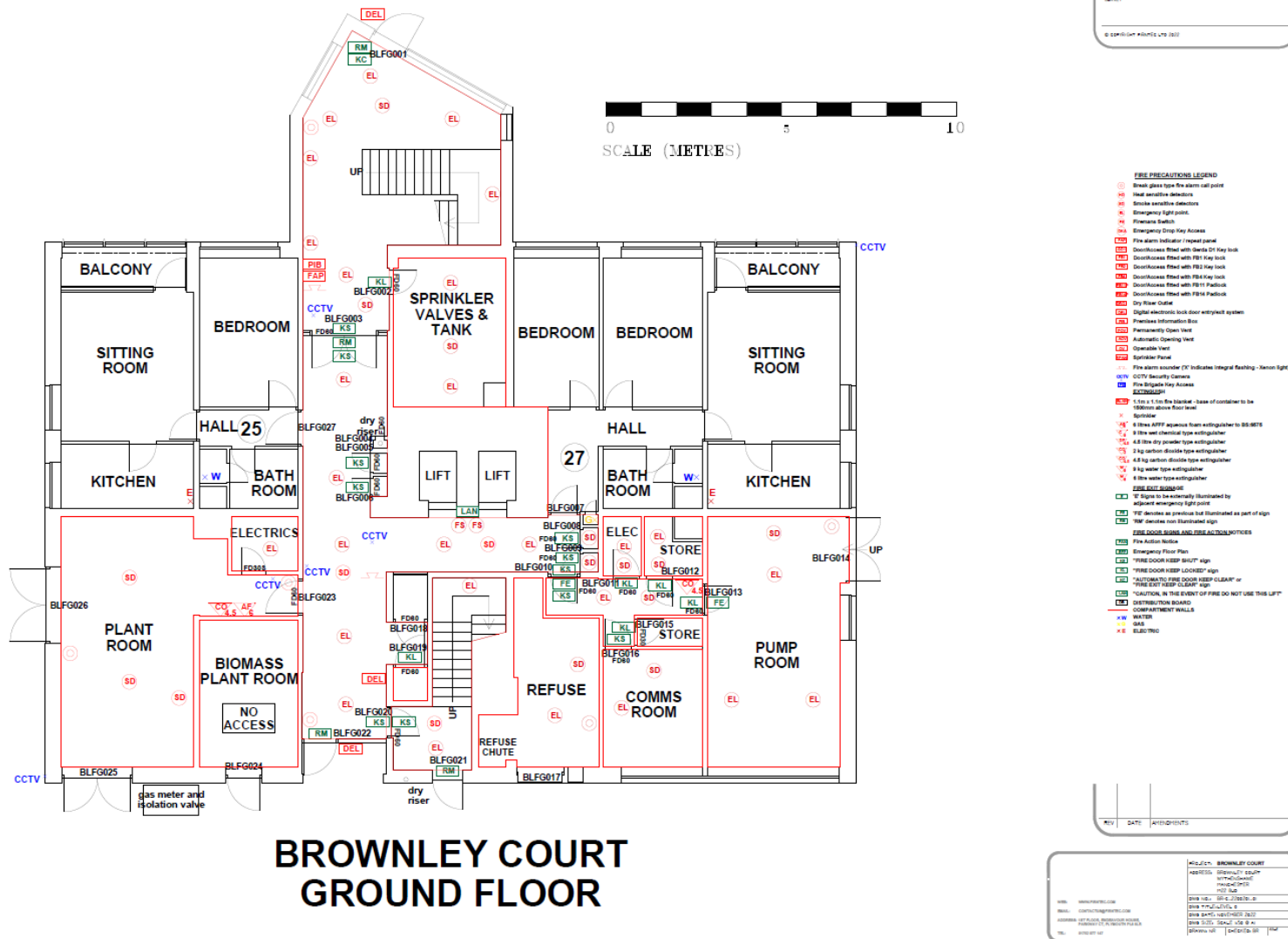
The performance of the Wythenshawe stair design in respect to the venting of smoke, as assessed using basic fluid dynamics and spreadsheet based, desktop calculations, indicates that it would perform better than a BS9991 stair design when the stair exit door is either closed or open only a small amount.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

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

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

14. Appendix A –Floor plans

Ground Floor layout/ fire strategy plan



THIS DRAWING IS TO BE KEPT IN CONNECTION WITH ALL relevant
INFORMATION AND DRAWINGS RELATIVE TO THIS DRAWING. IT IS CORRECT AT THE
DATE OF THE SURVEY.

© COPYRIGHT 1998 LWS LTD



REV	DATE	AMENDMENTS

WEB: WWW.FINANCIAL.COM EMAIL: CONTACT@FINANCIAL.COM ADDRESS: 45 ALICE, BROWLEY COURT PARKWAY CT, ALICE PARKWAY TEL: 800-875-1234	NAME: BROWLEY COURT ADDRESS: 12345678901234567890 CITY: ALICE STATE: AL ZIP: 12345 COUNTRY: US PHONE: 800-875-1234 FAX: 800-875-1234 EMAIL: CONTACT@FINANCIAL.COM
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BROWNLEY COURT ROOF SPACE

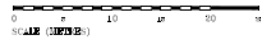
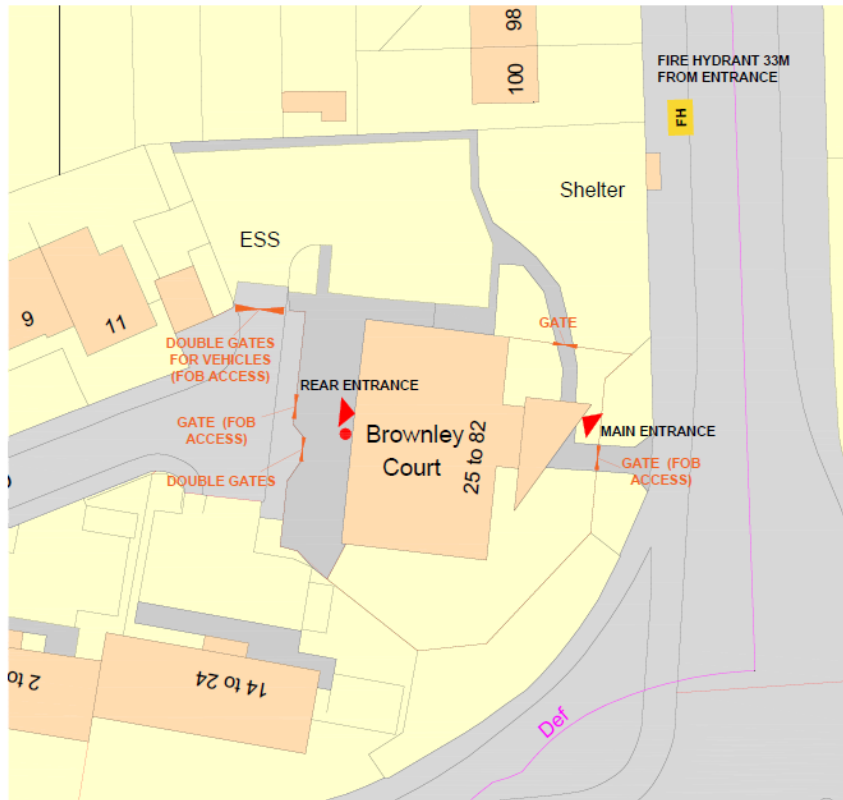


FIRE PRECAUTIONS LEGEND

- | File | Date | Author/Title |
|------|------|--------------|
|------|------|--------------|

Page | 27

Site Plan



THIS DRAWING IS TO BE READ IN CONNECTION WITH ALL RELEVANT SPECIFICATIONS AND DRAWINGS ISSUED. THIS DRAWING IS CORRECT AT TIME OF SURVEY.

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KEY

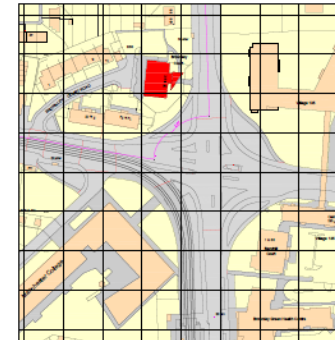
FH FIRE HYDRANT

 MAIN ACCESS POINTS INTO BUILDING

● DRY RISING MAIN
(INLET/OUTLET)

—— FENCE / RAIL

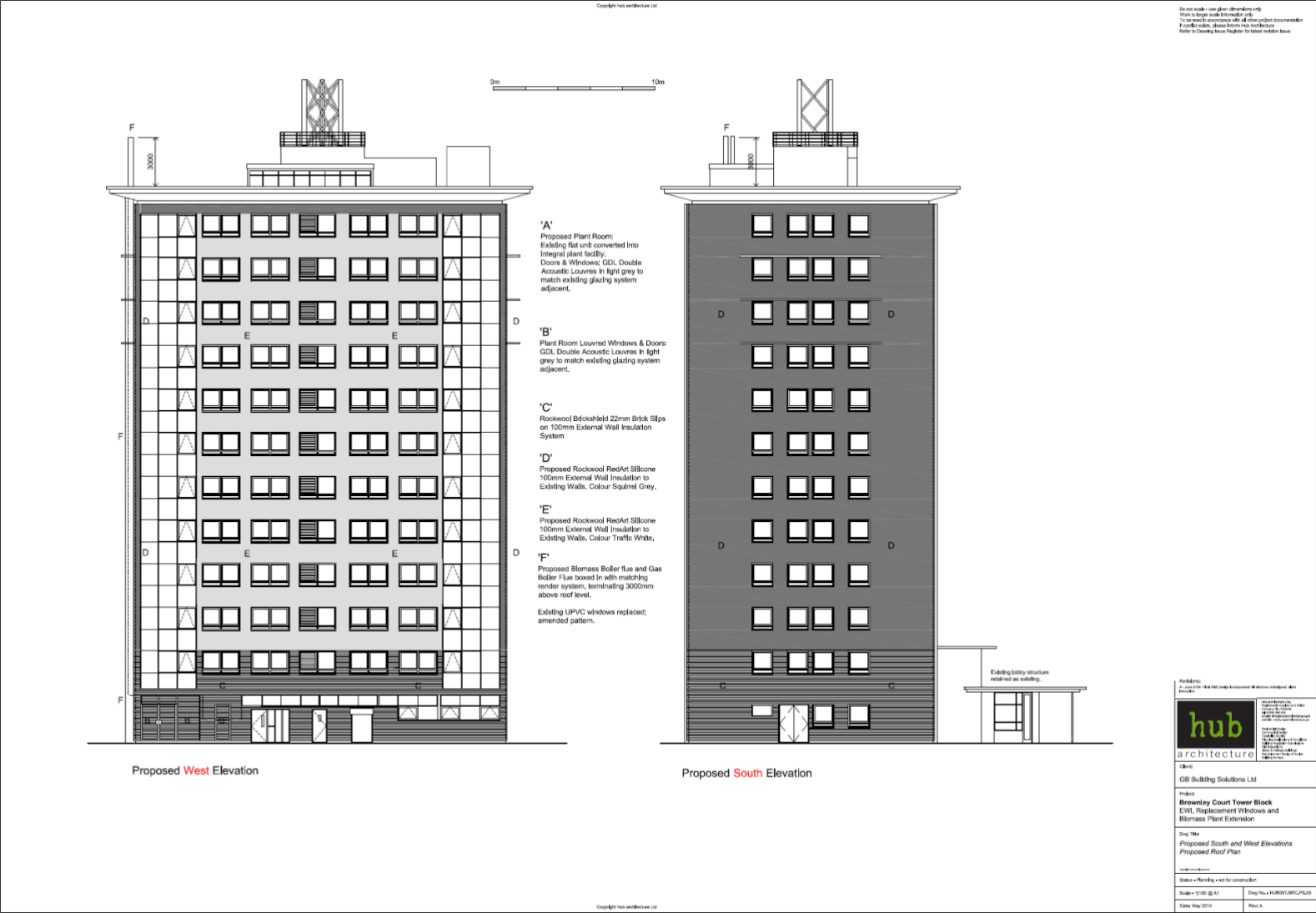
- **BOLLARDS**



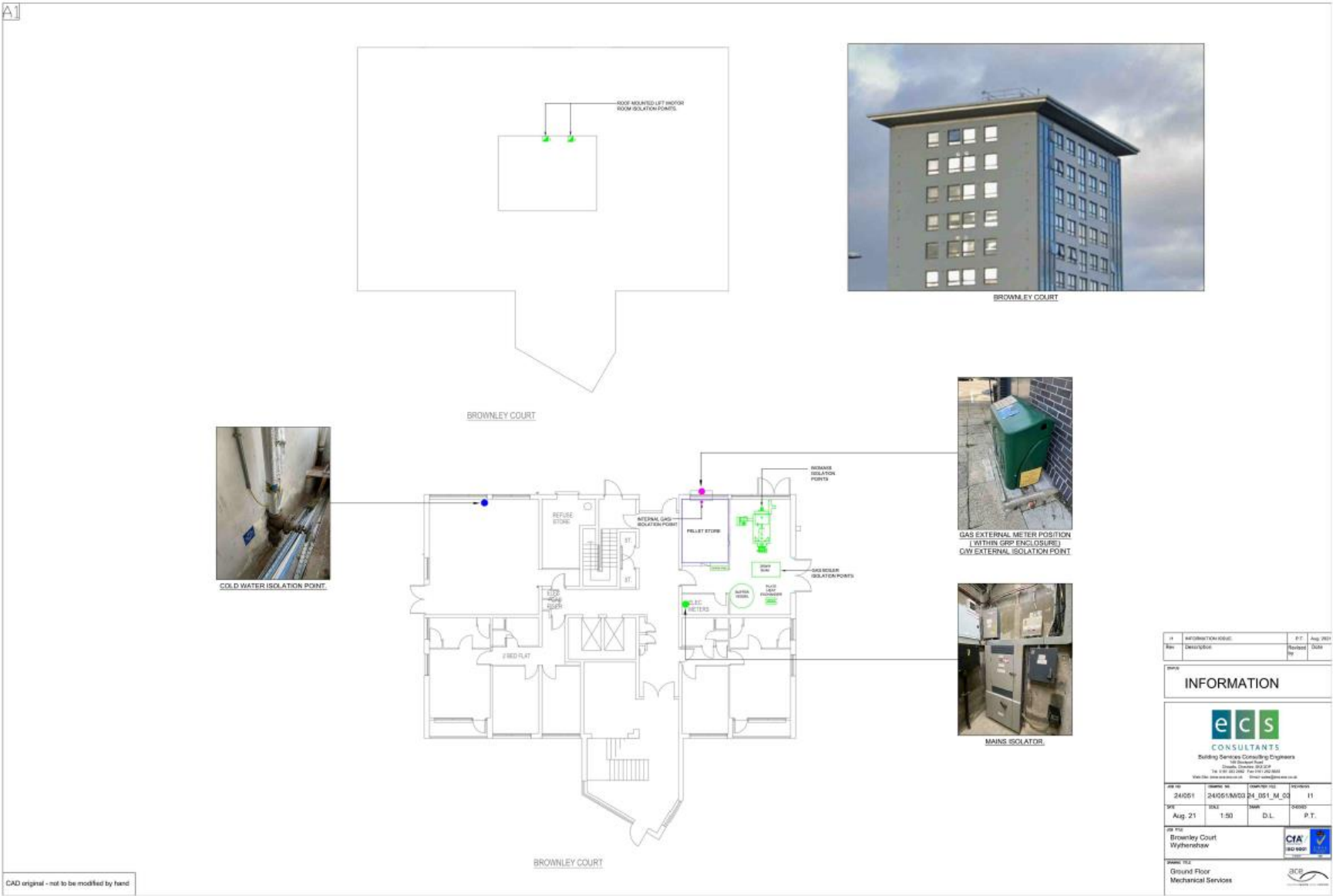
REV	DATE	APPROVED
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[illegible]

Elevations drawings – As installed External Wall Insulation

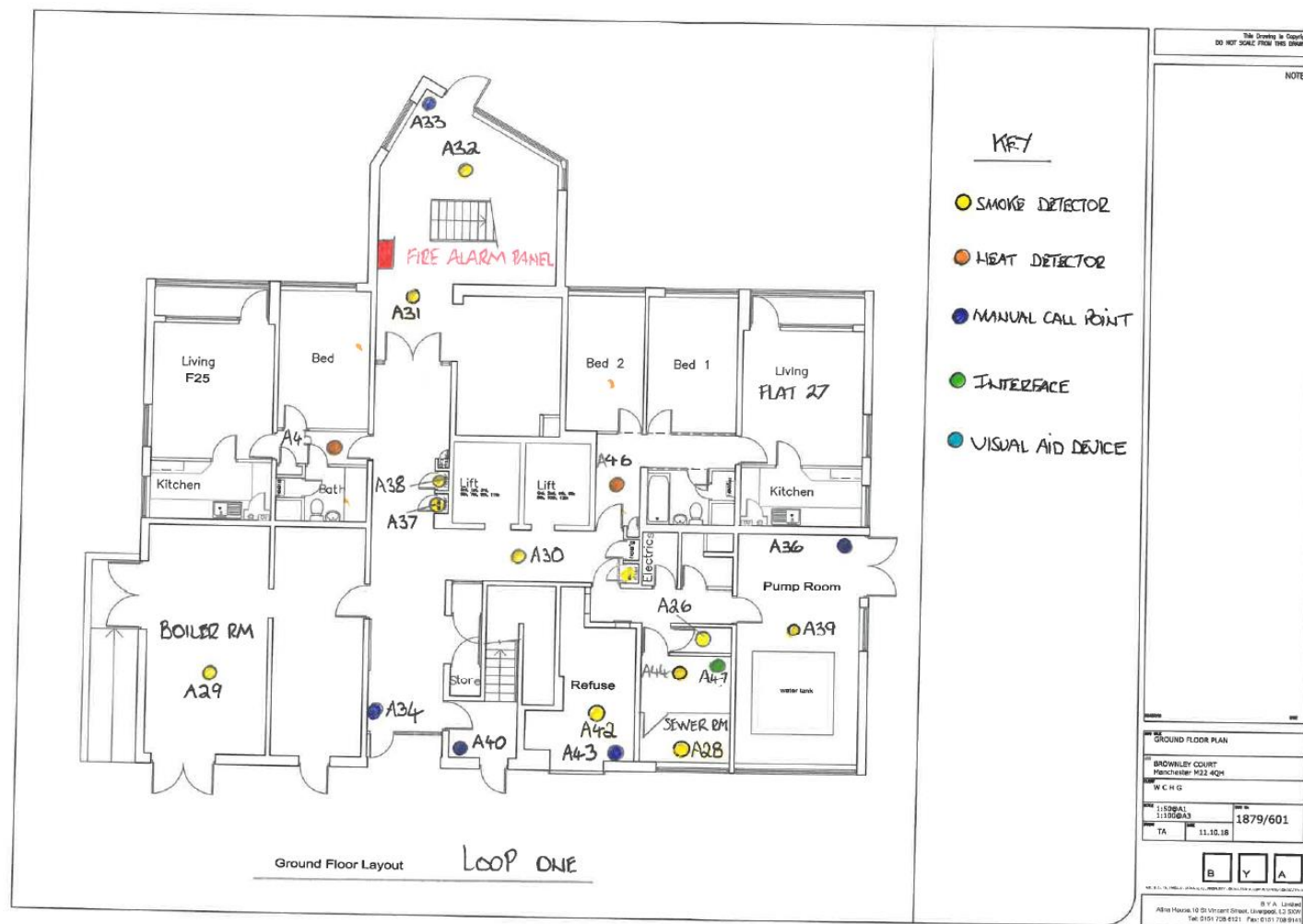


Incoming mains and Isolation points.

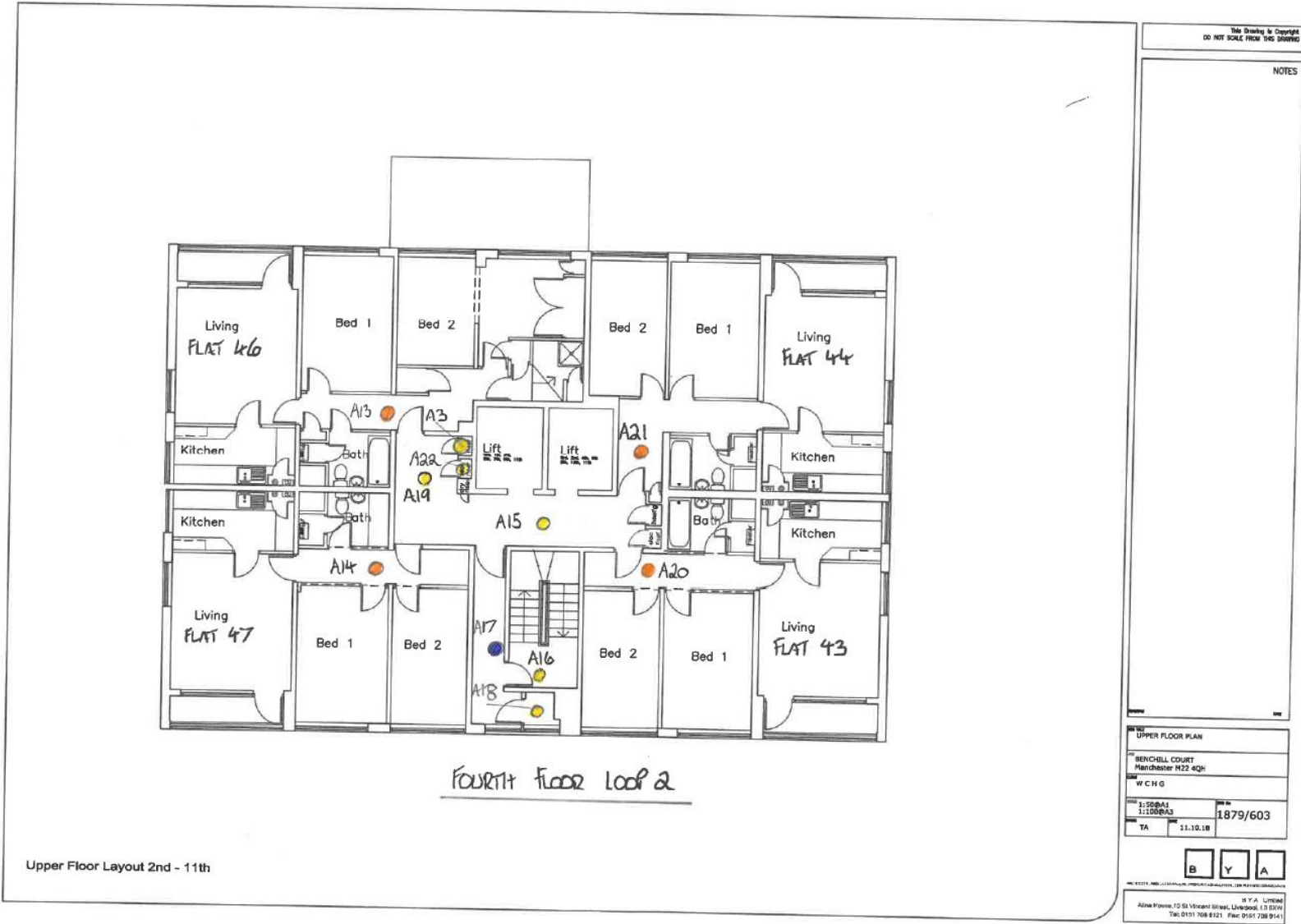


Fire Alarm Drawing Ground Floor

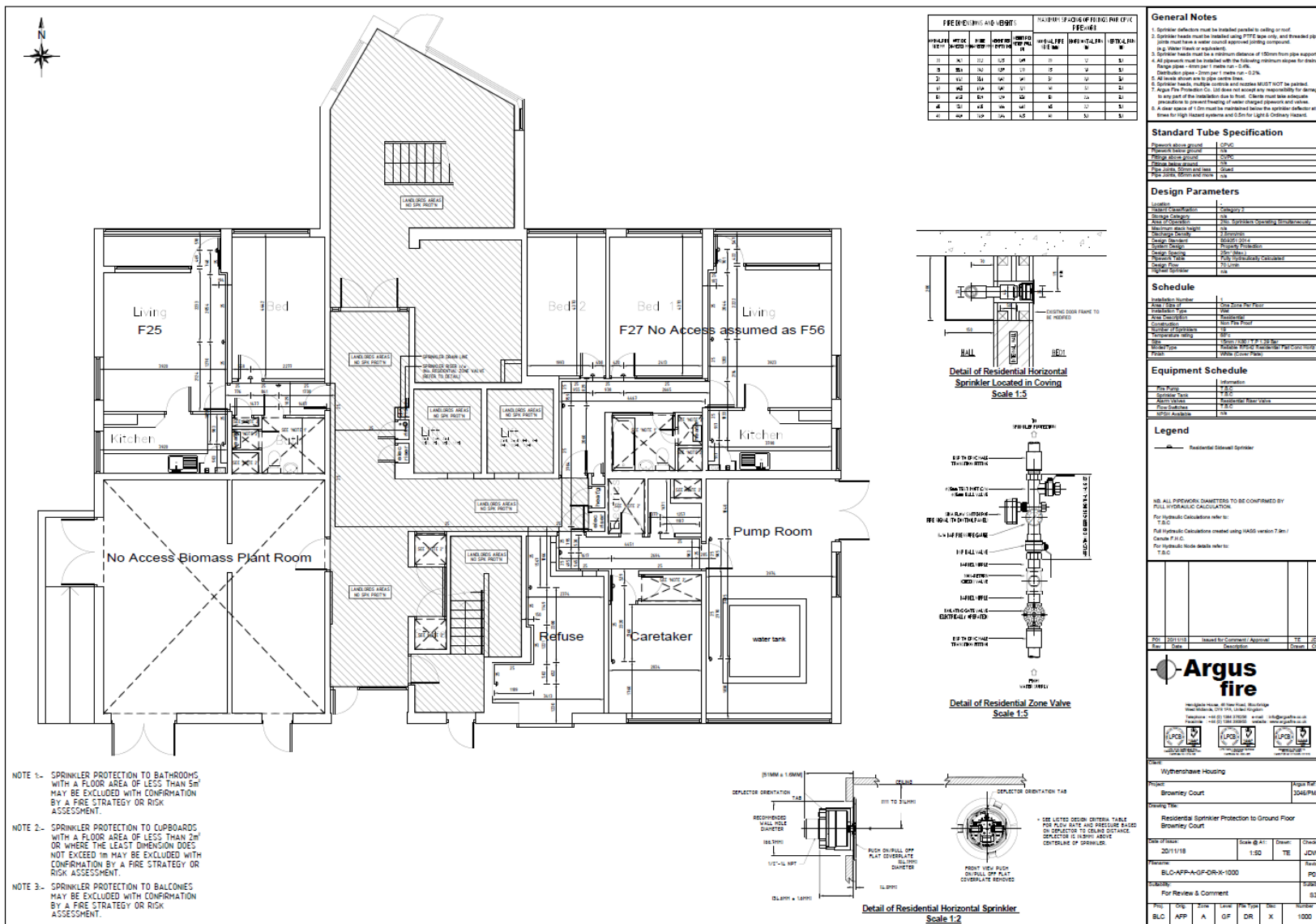
Brownley Court



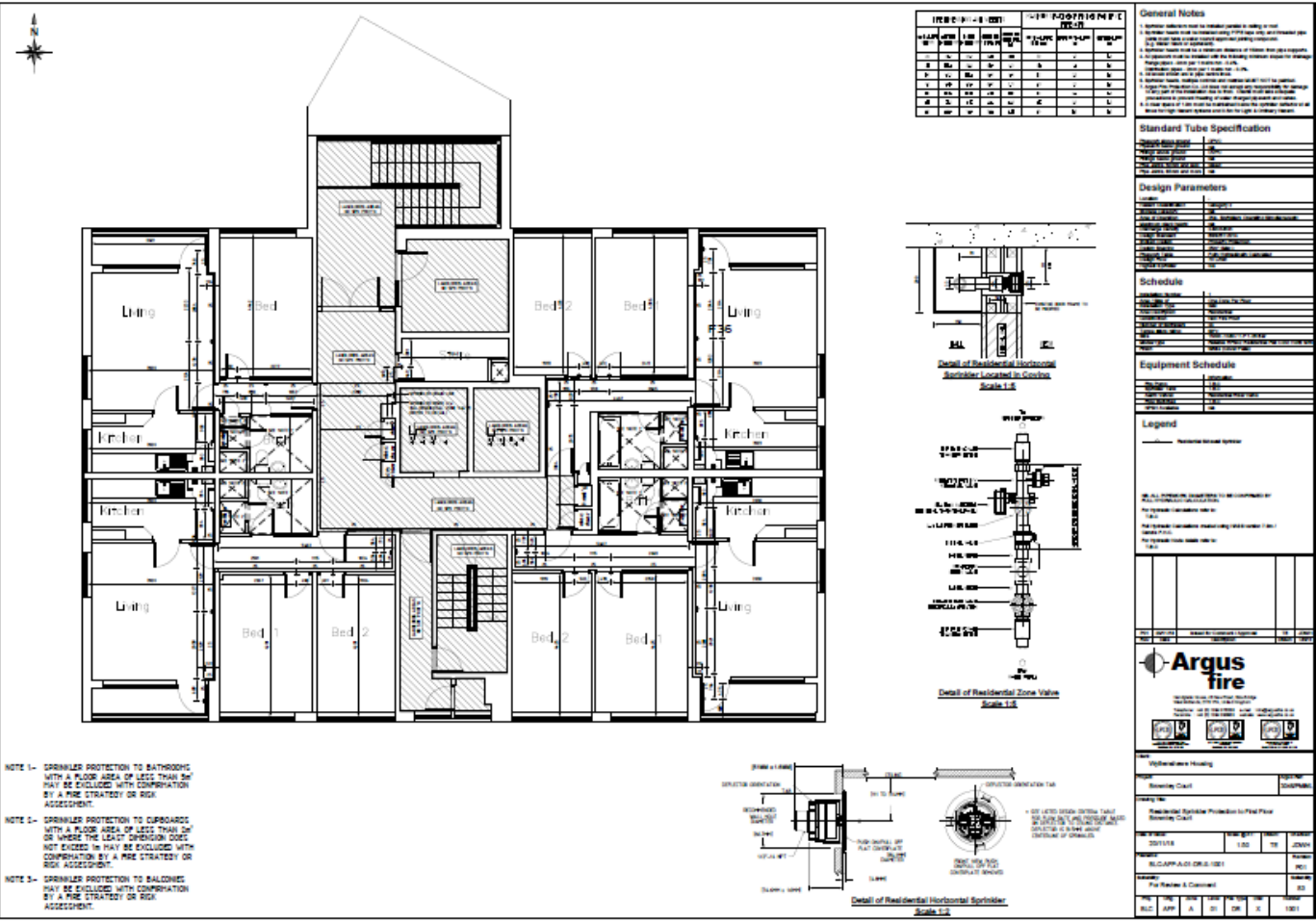
Fire Alarm Drawing- Intermediate Floor



Sprinkler plan – Ground Floor



Sprinklers- Intermediate floor



Appendix B – Surveys and Reports
compartmentation survey sample pages.

Date Submitted: 23/07/20 10:31 AM



Surveying form

Section 1



Client	Wythenshawe
Site address	26 Brownley Court, M22 4QH
Date/Time	23/07/20

FRA actions




Section 1

Action	Fire stopping and Penetrations to raisers and lobby flats
--------	---

Surveying form

	<p>Bin chute Boarding above door 0.5sqm</p> <p>Ground floor Gas Raiser by flat 25 2 x batt 2 x pipe collars (60mm)</p> <p>Storage cupboard by bin chute 2sqm boarding above door 7Lm seal mastic</p>
Multi Photo	
	

Surveying form



BF 1001233

CERTIFICATE OF COMPLIANCE IN RESPECT OF FIRE SYSTEMS MODULE(S)

The Certificate is issued by the firm named in Part One of the Schedule in respect of the Fire Protection System provided for the person(s) or organisation named in Part Two of the Schedule of the premises identified in Part Three of the Schedule, being a Fire Protection System of the Type described in Part Four of the Schedule. The Certificate of Compliance should be read in conjunction with the agreed list of Variations.

	SCHEDULE			
Part 1	Name of Issuing Firm: Fieldway Group			
Part 2	Name of Customer: WYTHENSHAW COMMUNITY HOUSING GROUP			
Part 3	Address of Protected Premises Line 1: BROWNLEY COURT Line 2: BROWNLEY ROAD Town: WYTHENSHAW County: Greater Manchester Postcode: M12 4CH			
Part 4	4.1 Type of System & Standard / B Code of Practice Application		4.4 Existing System	He
	4.2 Type of Signalling	J	4.5 List Variations	N/A
	4.3 Type of Premises	E		
Part 5	BAFE Registration Details 5.1 Design Company: FIELDWAY SUPPLIES LTD 5.2 Installation Company: FIELDWAY SUPPLIES LTD 5.3 Commissioning Company: FIELDWAY SUPPLIES LTD 5.4 Hardware Company: FIELDWAY SUPPLIES LTD 5.5 Verifying Company: FIELDWAY SUPPLIES LTD			
Part 6	Date of Installation:	Jul 27, 2019	Brigade Authority Code:	1803

We, being currently an SSAIB 'Approved Firm' in respect of Fire System installations of the type(s) we have identified in Part Four of the above Schedule, Certify that the installation in the above Schedule complied with the Standard or Code of Practice identified in the above Schedule with all other requirements as currently laid down under the SSAIB Scheme in respect of each an installation. Terms and conditions of issue are stated online: ssaib.org.

Date of issue:

Signed (for and on behalf of the issuing firm):

Job Title: SSPS Manager

SSAIB, 7-11 Earsdon Road, West Monkseaton, Whitby Bay, NE25 9SX
BAFE, Bridge 2, The Fire Service College, Linton Road, Moulton+Marsh, Gloucestershire, GL50 0RU


Certificate of Fire Protection Works



No. 822.2020

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

**Priory Fields,
Kettleby, Brigg
Lincolnshire
Tel: 01652 413110**

Properties: Westview Court Greenway Wythenshawe Manchester M22 4LT		Tel: 07785426299
		Email: k.winstanley@argusfire.co.uk
Areas of application:	Sprinkler system pipes.	
Products applied:	Firepro acoustic intumescent sealant.	
Specifics:	Fire stopping products have been applied to orange pipe breaches in boxing in on all floors.	
Installers Details		
Name: Steve Asquith	Address: Priory Fields Kettleby Brigg Lincolnshire DN20 9HN	Tel: 01652 413110
		Email: phil@flamehold.co.uk
Company Name: Flame Hold Ltd		Qualification: GFireE , FPA Fire Risk Assessor & FIRAS Accreditation – Certificate No. FD5102; FIRAS ID – S69545
I/We hereby certify that the Passive Fire Protection products/systems, supplied for the above project have been supplied & fitted by Flame Hold Ltd. To the best of my knowledge and belief – based on the information supplied – to be the appropriate products/systems for the project to provide Passive Fire Protection to achieve 30 minute fire ratings.		
Signature of Installer: 		Date: 07.12.2020

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

Completion Certificate for 1993 – Brownley Court

We Argus Fire Protection Company Ltd hereby certify that we have completed on 26th February 2020

An Automatic fire Sprinkler system which has been installed, tested and commissioned inline with the British standard 9251: 2014 – Fire Sprinkler systems for domestic & residential.

Number of Sprinklers	Type	Response	Temperature	K-factor
340	Extended Coverage Sidewall	SR	74 Degree C	80

other relevant information

The system has been designed and installed to the general requirements of BS9251; 2014

The system consists of 1 No. Main Pump wired directly from the primary single phase 415v incoming supply.

We have provided 12 No. Flow switches to each of the floors.

Where the sprinkler system has been refused, we have capped off the sprinkler feed mains outside of the flats ready for future connections.

This has also been configured so that on operation of a flow switch notification will be sent to the alarm panel on the ground floor detailing the level of the operating flow switch. There is also a flashing beacon / sounder on top of the ground floor panel which will give both a visual and audible alarm.

Date Sprinkler System Commissioned / Left Operational – 26th February 2020

Client's Acceptance:



Signature / Name

Date 26/02/202

Position

Argus Fire Protection Co Ltd:

Kenny Winstanley

Kenny Winstanley – Senior Project Manager

Signature / Name

15. Appendix C

Alarm Cause and Effect Matrix

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

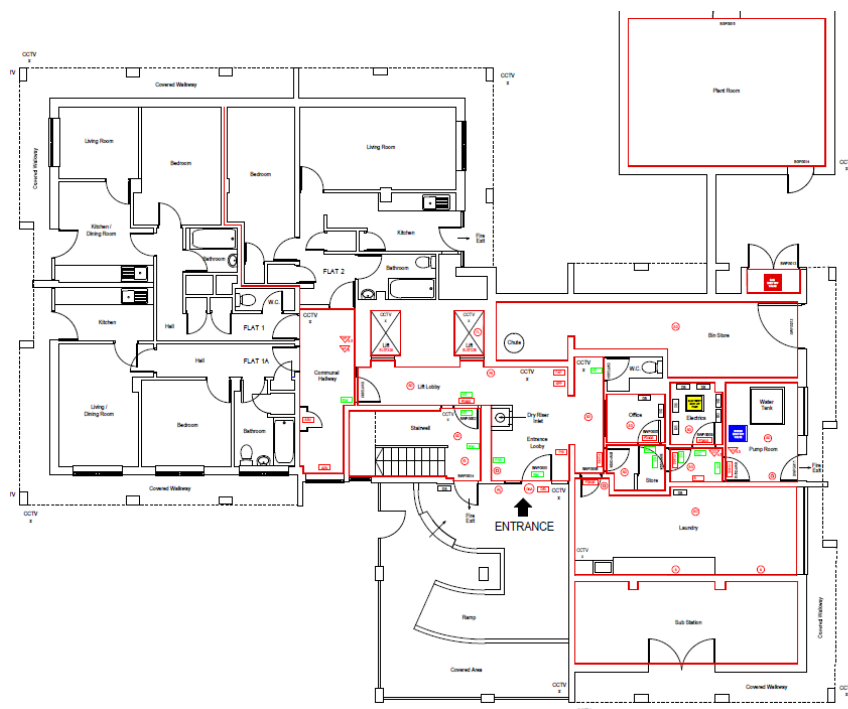
Ref:	1	2	3	4	5	6	7	8	9	10	11	12	13	14		
	Individual Flat					Individual Flat				Communal Areas			Signalling/ Indication			
ID	Operate Grade D Sounder Tone Flat that caused fire within flat which has generated a fire alarm.					Operation of heat detector within flats.				Operate all communal area sounders.			Lift to return to ground floor	Front, Rear and laundry Door open.	Put event on main fire panel display and record in event log	Signal Monitoring station/FRS
Area	Individual Flats					Individual Flats				All areas			Communal Lifts	Entrance/ Exit	Fire Panel	Fire Panel
1	E															
2																
3																
4																
5																
6																
7																
8																
9																
10																
11						E							I			
12																
13																
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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
H	Gas is shut down
R	Door Retainers will release
F	Front door unlocks
D	Disable

NOTES	



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

16. 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Tenant Involvement and Empowerment Standard and draft Transparency, Influence and Accountability Standard• Charter for Social Housing Residents: Social Housing White Paper• Together with Tenants• Social Housing (Regulation) Act 2023• Building Safety Act 2022• Preparing a resident engagement strategy guidance from the Health & Safety Executive, updated 21 September 2023• Housing Ombudsman's Complaint Handling Code
Version/date	V.2 October 2023



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

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

1. Introduction

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

Regulatory context

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



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

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

Strategic context

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

Review approach

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



BUILDING SAFETY AT BROWNLEY COURT



BUILDING SAFETY AND STAYING SAFE AT BROWNLEY COURT

KEEPING SAFE AT HOME

Keeping safe in our homes is important to all of us. This leaflet is for everyone over the age of 16 who lives in your building, and outlines:

- What Wythenshawe Community Housing Group (WCHG) is doing to keep you safe
- What you can do to keep yourself and your neighbours safe
- How you can be involved in building safety decisions
- How to keep your household safety information up to date
- How to let us know when something's not right

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

Please keep this booklet safe so you know what to do in an emergency and who to contact when you need advice, support, or to report an issue.



Karen Heslop
Neighbourhood Officer for Brownley 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 BROWNLEY COURT

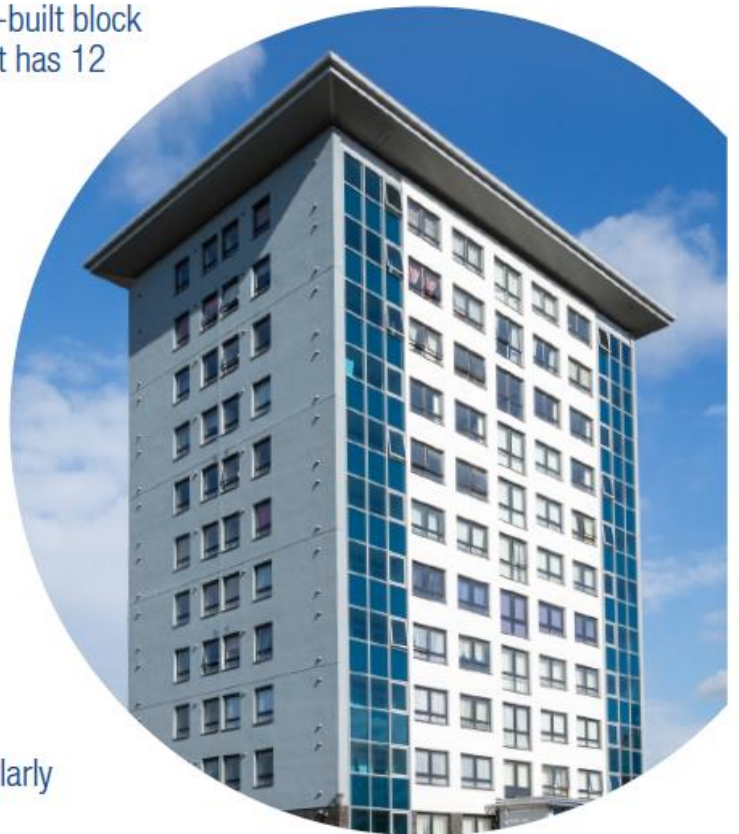
Brownley Court is a high-rise, purpose-built block of apartments that was built in 1963. It has 12 floors connected to one staircase.

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

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

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

All these features mean your building is designed to contain a fire in the area where it starts (e.g. in an apartment or common area) and stop it spreading to surrounding areas (e.g. common area or an apartment). Brownley 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**



Brownley 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:
END OF BROWNLEY COURT ROAD



IF A FIRE BREAKS OUT ELSEWHERE IN THE BUILDING:

- If you consider it safe to do so you can stay in your flat
- Keep your flat door closed securely
- Close all internal doors and remain in a room with a window
- Gather towels and sheets for use if smoke enters your flat door. If it does, dampen the towels/sheets and place them around the bottom of the door to prevent smoke entering
- The fire alarm will only sound if the Fire Service wish to evacuate the block. When this occurs, alarms will activate throughout the block, and you should immediately exit the building via the stairs
- If you think it is unsafe to stay in your flat, your flat is threatened by fire and smoke, or you are told to leave your flat by the Fire Service, evacuate the building using the **stairs** and **NOT** the lift
- **DO NOT** return to your flat until you have been told it is safe to do so

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 Tuesday of the month at 11am.

Please meet in the building lobby.



Karen Heslop
Neighbourhood Officer for
Brownley 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
Karen Heslop
07410 944 272



KEEPING **EVERYONE** SAFE

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

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

Is your information up to date?

It is important we have up-to-date information for who lives in our buildings in case of an emergency. This means you need to update your resident information if someone moves in or out, or if you have any medical conditions.

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



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



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