

March 2023

# Brunswick Court News



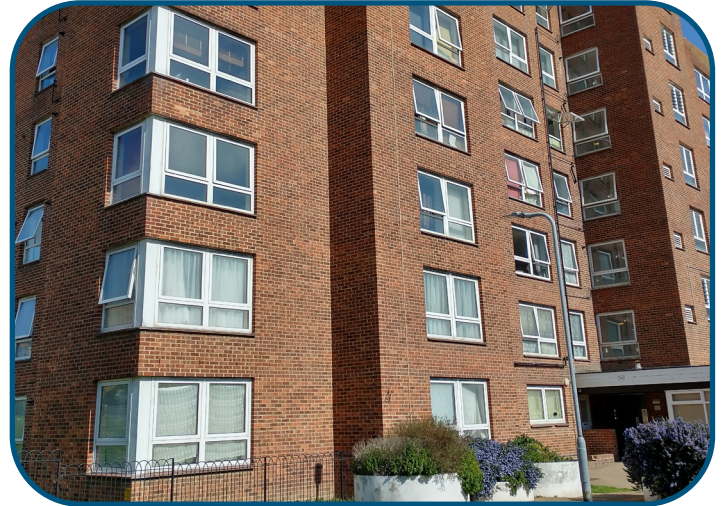
Tenant and Leaseholder Services

[www.thanet.gov.uk/myhome](http://www.thanet.gov.uk/myhome)

Welcome to the Spring issue of your newsletter

## Keeping your building safe

What we're doing to improve building safety and what you can do to ensure your safety and that of your visitors and neighbours.



### Fire door inspections

A recent change in fire safety law means that we now need to inspect all fire doors in a building, to make sure they will stop the spread of fire, heat and smoke for a minimum of 30 minutes.

All the communal doors in blocks are fire doors, as are the front doors of all flats.

- We must check communal doors four times per year
- We must check flat's front doors once a year

We must carry out these checks to ensure that if there is a fire in the block or property they will:

- Provide time to enable people to evacuate the building safely
- Keep smoke and fire within that property for a minimum of 30 minutes
- Hold back smoke and fire for a minimum of 30 minutes if there is a fire in a communal area and you cannot escape
- Give time for the fire brigade to extinguish the fire before it spreads further

Our contractor will be in contact with you to book an inspection. If you have any concerns about fire safety, please contact us.

### Fire safety when using your bin chutes

If there is a fire in the communal bins or the bin chute, the chute can become a large chimney, spreading smoke throughout the building. Please follow this important guidance when using your bin chutes. If there is a fire, this will prevent the spread of smoke and fire through the building:

- Always make sure the bin chute door can close
- Never remove the bin chute door
- Never keep the bin room door propped open
- Never dispose of lit cigarettes down the chute
- Do not use the bin chute for bulky items, it will get blocked



Email [myhome@thanet.gov.uk](mailto:myhome@thanet.gov.uk) or call 01843 577262

## Do you know what you need to do if there is a fire in your building?

If there is a fire in your building, it is very important that you know what you should do.

**You must stay in your property** if you hear the fire alarm and wait for further instructions from the fire brigade.

## Would you like to be part of our new High Rise Living Group?

Do you want to have your say about what we are doing and how we communicate vital safety information to residents?

- Are you interested in how your building is designed to protect its residents when there is a fire?
- Are you interested in what work we are doing to improve fire safety in your building?

### Then we want to hear from you!

We know that high rise living is very different. We want to work with residents that live in high rise blocks to understand your concerns, tackle and address issues of building safety.

We can do this better and more effectively together.

If you are interested in finding out more about this group please get in touch.

Call: **01843 577090**

Email: **residentinvolvement@thanet.gov.uk**

There are also lots of other ways for you to help shape your housing services. If you would like more information on how to get involved, visit: **thanet.gov.uk/get-involved**

## Planned works to your block

Over the next few years, we will be carrying out a programme of planned improvements to your block.

- Replacement of your flat front door
- Replacement of internal communal doors



## How to contact the Tenant and Leaseholder Services team

### General housing enquiries

Call: **01843 577262**

Email: **myhome@thanet.gov.uk**

### For household and communal repairs, contact Mears

Call: **0800 023 4320**

Text: **'thanetrepairs'** then your message to **63277**

Email: **thanet.repairs@mearsgroup.co.uk**

### For gas, hot water and heating, contact Gas Call

Call: **0800 012 9958**

Email: **TDCcustomerservices@gascall.co.uk**

If you smell gas please call the National Gas Emergency number on FREEPHONE **0800 111 999**  
Visit **thanet.gov.uk/myhome** for more information

### Complaints and compliments

You can tell us about the service you received from us

On-line: **thanet.gov.uk/services/complaints-compliments**

Call: **01843 577000**

Email: **customer.feedback@thanet.gov.uk**

Customer Feedback  
Thanet District Council  
PO Box 9  
Cecil Street  
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CT9 1XZ

### For all other Thanet District Council services

Call: **01843 577000**