

March 2023

Harbour Towers News



Tenant and Leaseholder Services

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
Keep shut

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 ALARM

Additional fire alarms

We still haven't been able to install additional alarms and sounders in all homes. This is a vital part of our fire safety upgrades. They will let you know if there is a fire and you need to evacuate the building.

We still need to gain access to 1 home in your block. We have now started applications for legal injunctions to gain access and carry out this work.

The cost of taking legal action is recharged to the resident. The average injunction costs £1500.

You can prevent legal action by contacting us to arrange an appointment on **01843 577262** or via **myhome@thanet.gov.uk**

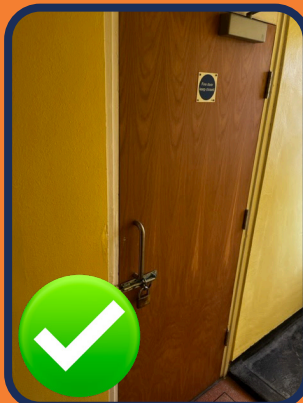
We're here to help - if you're concerned about letting people into your home, please talk to us. We can help you through the process and ensure this vital safety work is carried out.

Email myhome@thanet.gov.uk or call 01843 577262

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



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 evacuate if you hear the fire alarm and wait outside on the pavement area at the corner of Liverpool Lawn until the fire brigade tells you it is safe to go back inside.



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**

Improving energy efficiency in your home

We plan to make your homes more energy efficient over the coming years. This will have the following benefits:

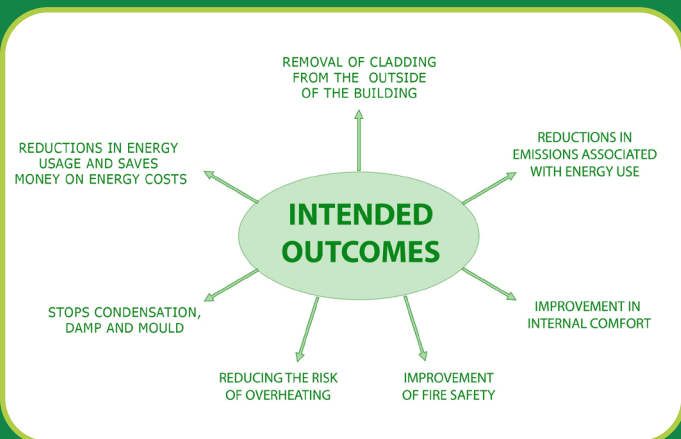
- Money saved on heating costs
- A warmer and more comfortable home
- Improved insulation balanced with the right amount of mechanical ventilation, to help prevent damp and mould
- Reduction in the amount of energy needed to heat your home

To improve the energy efficiency of your home we will replace:

- the external wall insulation (or cladding)
- balcony doors
- windows
- the roof
- communal windows

We're only just starting to make these plans and the first thing we must do is understand better how your home is currently performing. This means we need to carry out an energy performance assessment.

We'll contact you shortly to arrange an appointment to carry out this assessment and answer any questions you may have.



There are many things you can do now to reduce the amount of energy you use:

- Switch off appliances that are on standby
- Use your washing machine at 30 degrees
- Use your kettle to only boil as much water as you need
- Cut down your shower time to no more than four minutes
- Avoid using a tumble dryer
- Use a draught excluder to cut out draughts

For more energy saving tips visit www.helpforhouseholds.campaign.gov.uk/ or scan below



It's important you continue to heat and ventilate your home to stop damp and mould. You can find more information and advice on how to manage damp and mould on our website www.thanet.gov.uk

If you have tried to manage damp and mould and still have a problem, please contact Mears on **0800 023 4320**

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
- Upgrades to your balcony surrounds
- Replacement of internal communal doors and main entrance doors
- Redecoration of internal communal areas

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

Online: **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
Margate
Kent
CT9 1XZ

For all other Thanet District Council services

Call: **01843 577000**



Have your say in local elections:

Make sure you're registered to vote and have photo ID

There are local elections happening in Thanet on **Thursday 4 May**.

To be able to vote, you must make sure that you are registered. Visit **Gov.uk/register-to-vote** - the deadline is Monday 17 April.

On polling day, you will have to show an accepted form of photo ID. Remember to take it with you to your polling station. Find out what forms of ID are ok: **ElectoralCommission.Org.uk/VoterID**

Bring
photo ID
to vote

Call 01843 577 090 if you need this newsletter in a different format.