

Dear Resident

Firstly, thank you for your patience and understanding at this time. There have been some significant precautionary changes made to increase fire safety in response to the disaster at Grenfell Tower in London. We are working closely with Salford City Council to follow the recommendations from Greater Manchester Fire and Rescue Service (GMFRS) as well as any national government advice from findings as a result of this tragic event.

We have pulled together your questions to some general themes and produced this factsheet for your reference. Further updates will follow shortly.

What work is being done on the blocks?

- We are working with our partners and the Fire and Rescue Service to ensure that we are doing all we can to keep residents safe.

Work has now started on the blocks to remove the cladding panels. Work is being overseen by an independent expert on fire safety, Trident BC. In the first instance we will be removing cladding as far up as it is safe to do so. As soon as we have a timescale of works confirmed with our contractors we will provide residents with further information.

We will also be assessing the needs of residents in each block and developing a full schedule of works and fire safety measures.

In response to the advice received, a range of additional fire safety measures are already in place including the 24/7 fire marshal patrols and we are in the process of carrying out a range of additional checks within flats and the blocks.

Can you share timescales and a programme of works?

- Sourcing replacement materials and working up a plan for remedial works to the external elevations of the block is underway. As soon as this is finalised we will update residents.

Trident BC has been undertaking inspections in a number of flats. As a result of their findings we will be considering whether works are required internally to improve safety further. As soon as the works are confirmed we will communicate a plan to residents.

Can you share details of the fire marshals patrolling the blocks?

- We have instructed Vision On to patrol the nine blocks. There are currently 13 fire marshals patrolling the blocks out of hours. During opening hours when Pendleton staff are also on site there are 12 patrolling marshals.

Each fire marshal has been fully trained and briefed in relation to their duties onsite. They are there to identify any hazards or issues and take relevant action immediately. They are patrolling internally and externally. They each have a siren to raise the alarm if needed. They are supervised 24/7 by an onsite supervisor. Daily reports are reviewed by Pendleton management.

What if I have a query regarding fire safety doors?

- Every individual flat should have a secure fire safe front door. This door should not be damaged in any way. We are checking all doors to ensure that they are fit for purpose. If your door is damaged please inform us immediately.

You should also have a minimum of one fire door inside your flat though its exact position depends on the flat's layout. If you have removed or replaced any internal doors please inform us immediately. Our only concern is your safety.

The entry doors to each block should be fully closed at all times. These are all fire safe doors. If you are aware that there is a fault or a repair needed on these doors please contact us immediately.

Will Pendleton Together be fitting sprinklers?

- We are responding to fire safety advice from professionals and partner agencies. We are currently considering all additional fire prevention measure options and are now considering which of the various sprinkler systems will be most appropriate.

What is the evacuation procedure in the case of a fire?

- Information on the new approach to fire safety has already been sent out. Please familiarise yourself with this. We have been working with Greater Manchester Fire and Rescue Service to review our fire safety policy and have with **IMMEDIATE** effect decided that in the event of a fire the policy will now be for tenants to **leave the building immediately if they are able to do so.**

We are aware that some tenants will be physically unable to leave the building and we are working with them individually and the fire service to develop a plan to keep them safe in the event of a fire.

What if I have an issue with the wiring in my home?

- If you have any concerns about the wiring in your flat or are aware of any issues that may be associated with wiring or electrics please contact us as a matter of urgency.

I am worried about my electrical appliances, what do I do?

- We will not be carrying out testing on electrical appliances owned by residents. Electrical appliances remain the responsibility of each individual tenant and if you are concerned about any electrical item in your home or have an old appliance we would urge you to have this tested independently or looked at by a professional.

I don't have enough window keys, what should I do?

- If you require any additional window keys please contact us directly.

Will my NIBE Heating system be affected once the cladding is removed?

- We have no cause to believe that the removal of cladding will affect the efficiency of the NIBE. Please ensure that you are monitoring your own meter readings and energy usage and inform us of any issues.

What is the Keep Clear, Keep Safe policy?

- As you will be aware, we operate a 'Keep Clear, Keep Safe' policy in all communal areas of the blocks. This means that all communal areas must be kept clear at all times. We are enforcing this policy and taking advice from the fire service on how to ensure we are doing all we can to reduce potential fire risks.

The key points for residents and their visitors are not to cause any obstructions in communal areas and help us keep them clean and tidy and report anyone interfering with any fire safety equipment in communal areas.

In the interest of everyone's safety and upon advice from the fire service the decision has been made that with **immediate effect we will remove any items found in communal areas and dispose of as waste.**

If you need to remove any large items of waste that will not go down the chutes please contact us on **0300 555 5567** to arrange waste removal from your flat. You must keep the items for removal inside your flat until they are collected by Pendleton Together staff.

Your cooperation in this matter is greatly appreciated and we will continue to work with you to ensure that your home and the block remain as safe as possible.

What is happening with the fire alarms?

- The fire alarms on the blocks are silent. If activated they trigger contact with the Fire Service who will dispatch fire engines immediately. It has been agreed that alarm sounders will be fitted in the near future and we will update residents when this has been completed. At present we are using manually operated sirens on blocks triggered by the fire marshals to evacuate.

Will the drop-in meetings continue?

- Frequent drop-in sessions have been held in all blocks over the last two weeks to answer residents' queries. We appreciate that some questions cannot be answered at this stage but we will keep updating residents as and when we have information available.

We are offering individuals 15 minute appointment slots on request to discuss outstanding fire safety issues on a one to one basis.

Pendleton Together and Salford City Council are taking up to date advice from the Fire and Rescue Service and independent advisors and acting on these recommendations. We will update residents as more information becomes available.

Will directors be attending resident meetings?

- Senior members of Salford City Council's team and Pendleton Together teams have been present at the block drop-in sessions. Those leading the meetings have been briefed daily and have the most up to date information available.

Can I have an update on the property checks and inspections?

- We have visited all properties in an attempt to carry out visual fire safety checks. If we have not been able to gain access to your home to carry out these checks yet please contact us as a matter of urgency so we can make an appointment to visit your home.

Do you have fire risk assessments on every block?

- Yes. We acknowledge that many of you have asked about our fire risk assessments. Our fire risk assessments were already up to date. In line with advice provided by DCLG and GMFRS new ones are now being carried out on a block by block basis to take account of our new fire safety policy.

Will residents receive fire blankets for their home?

- There have been some requests for fire blankets. At this stage we are not intending to supply but we are following fire service recommendations and will update residents if this changes.

Can First Response override electronic doors?

- Yes they can and will do so if necessary in an emergency.

What other fire safety measures do I need to be aware of?

- All residents and visitors must park away from the block. Vehicles must be parked at least one car length away from the building. You must remove all items from the surrounding area of the building such as plant boxes, bins and waste.

Usual arrangements for recycling and collecting waste are still in place, but we will no longer be storing items on site because of changes we have made in order to reduce fire risk in and around the blocks. The rubbish chutes are still operational. Rubbish is being collected daily.

You are personally responsible for fire safety and ensuring that you do not leave items in communal areas as they could be a potential fire hazard. You should also be aware of potentially hazardous items within your own home.

The Fire Service offers a range of advice around taking extra care in your home. You can access this document at

http://www.manchesterfire.gov.uk/media/1644/fire_safety_in_the_home_-_version_2.pdf

Some key areas of advice include:

- Smoking: Take care when smoking inside your home. Stub cigarettes out properly and dispose of them carefully. Use a proper ashtray. Never smoke in bed.
- Candles: Make sure candles are away from materials that may catch fire – like curtains. Put candles out when you leave the room and make sure they are out at night.
- Electrics: Keep electrical appliances clean and in good working order to prevent them triggering a fire. Unplug appliances when you're not using them. Check and replace old cables and leads.
- Sockets: Do not overload sockets. Try to keep to one plug per socket.
- Cooking: Take care when cooking with hot oil. Do not put metal items in the microwave.
- Keep your exits clear.

Smoking, e-cigarettes and aerosols are not permitted in communal areas. Windows in communal areas must be kept locked as advised by the fire service.

Please contact us

- We have had a lot of questions about specific issues. If the answers in this document do not fully answer your question please contact us on 0300 555 5567 to log a specific query. Alternatively please email us at firesafety@pendletontogether.co.uk.

We are also keeping our fire safety advice page on the website up to date with all changes and updated statements. Salford City Council are also sharing information and making regular statements.

This document can be provided in large print, audio, electronic and Braille formats. Please telephone **0300 555 5567**.

If you need this document translated, please contact us on the number below.

Czech

Pokud potřebujete přeložit tenhle dokument do vašeho jazyka, kontaktujte nás na uvedeném čísle.

French

Si vous avez besoin d'une traduction de ce document, veuillez nous contacter sur le numéro mentionné ci-dessous.

Polish

Jeśli potrzebują Państwo kopię tego dokumentu przetłumaczoną na Państwa język, prosimy o kontakt na numer podany poniżej.

Somali

Haddii aad u baahan tahay dukumiintigan oo luuqaddaada ku turjuman, fadlan naga la soo xiriir nambarka hoos ku qoran.

Russian

Если Вам нужен перевод данного документа на русский язык, пожалуйста, свяжитесь с нами по ниже указанному номеру.

Chinese

如果您需要此文件翻譯成中文，請用以下電話號碼與我們聯絡。

如果您需要此文件翻译成中文，请用以下电话号码与我们联系。

Hindi

यदि आपको इस दस्तावेज का अनुवाद आपकी भाषा में चाहिये, तो कृपया नीचे दिये नंबर पर हम से संपर्क करें।

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਹੇਠ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Tigrinya

ነዚ ሰነድ ናብ ቋንቋኹም ክቈርጉም ኣንተደኣ ደ.ሲ.ኸምዎ፡ በዚ ኣብ ታሕቲ ተጠቂሱ ዘሎ ቁጽሪ ተሌፎን ደ.ዊ.ልኩም ተወክሱ።

Arabic

إذا احتجت لان تترجم هذه الوثيقة الى لغتك, فالرجاء الاتصال بنا على الرقم المبين اسفله.

Farsi

اگر شما ترجمه این مطلب را به زبان خود نیاز دارید، لطفاً از طریق شماره تلفن زیر با ما تماس بگیرید.

Kurdish Sorani

ئەگەر دەخوازیت ئەم دۆکیومیانتە (بەلگە نامەییە) وەر بگێڕدریت بۆ زمانی خۆت، ئەوا تکایە پەییوەندیمان پێوە بکە لە رێگەی ئەم ژمارەییە خوارەوه.

Pashto

کچیری ددی سند ترجمه پخپله ژبه غواری، لطفاً په لاندی شمیره مونږ سره اړیکه ونیسی.

Urdu

اگر آپ اس دستاویز کا اپنی زبان میں ترجمہ چاہتے ہیں، تو برائے مہربانی نیچے دیے گئے نمبر پر رابطہ کیجئے۔