

Dear Customer

Fire Safety Update - Henwick, Cripplegate and Severn House

Over recent weeks, you may have seen independent, accredited fire safety engineers carrying out detailed checks on the outside of your building. These investigations are part of our response to an issue affecting several housing associations across the country.

Tri Fire Ltd — a formerly accredited fire engineering company we previously used to carry out some building assessments — has been removed from the professional register, following concerns about how certain reports were completed. In response, we have been carrying out fresh inspections on the buildings involved.

What the checks have shown

The investigations have identified that some parts of the building's external wall system do not fully meet current fire safety standards, so we are taking extra steps to strengthen overall safety.

Both our independent fire safety experts and the Hereford & Worcester Fire Authority have confirmed that the buildings remain safe to live in, with additional safety measures that we are now putting in place.

What to do in the event of a fire

Your building continues to operate under a Stay Put fire safety policy. This means that in the event of a fire, you should remain in your home as long as it's safe to do so and unless you are advised otherwise — either by the Hereford & Worcester Fire Authority or the new on-site Fire Safety Support Team (details of this team are outlined below).

We've reviewed your Personal Emergency Evacuation Plan (PEEP) and individual circumstances, and we'll continue to keep this under review. If anything changes that might affect your ability to evacuate safely — such as your health or mobility — please let your Retirement Housing Officer know as soon as possible.



If you have any questions about what to do in the event of a fire, then please talk to your Retirement Housing Officer.

New Safety Measures

To provide extra reassurance, we're introducing a dedicated Fire Safety Support Team based at your buildings.

This specially trained team from Securitas will be on site 24/7 as a visible and reassuring presence. They'll work alongside the building's existing safety measures to offer extra support and peace of mind.

The team will:

- Respond promptly to any fire alarm activations
- Support the running of fire safety systems in the building
- Be ready to assist residents in the unlikely event of an emergency

What happens next

- If other changes are needed, we'll explain them clearly and in advance.
- We will be regularly reviewing and updating all resident's personal evacuation plans and will share any recommendations with you directly.
- Any decisions will be made with your safety in mind and with the full support and guidance of Hereford & Worcester Fire Authority.

Further changes - Closure of the Sky Lounge

On the recommendation of Hereford & Worcester Fire Authority, and in line with advice from our independent fire safety engineers, we will be closing the Sky Lounge. We understand this space is well used and valued, and the decision hasn't been taken lightly. However, because it is located on the top floor and often used by people with reduced mobility, the Fire Service has advised that this is the safest course of action.

Alternative locations can be used for events and social activities at nearby schemes and the Retirement Housing Team will let you know locally what changes need to be made to existing arrangements and options for future bookings.



Changes to mobility scooter charging

We'll also be making a change to how the mobility scooter charging room is used. From Thursday 7th August, charging will only be permitted during **daytime hours** — 8am to 9pm.

This is a precaution to help manage fire safety risks more effectively. Like any electrical device, mobility scooters can pose a fire risk while charging — and night-time charging carries more risk, especially when fewer people are awake or around to respond quickly.

The Fire Safety Support Team will ensure all charging stops at 9pm.

Need to speak to someone?

If you have any questions or would like to speak to our Chief Operations Officer Marion Duffy, we will be holding hourly information sessions at the times below.

Thursday 7th August, Dancox House communal lounge

1pm, 2pm or 3pm - just drop in

Monday 11th August, Chantry House communal lounge

2pm or 3pm -book with your Retirement Housing Officer

Tuesday 12th August, Chantry House communal lounge

10am, 11am, 12noon, 2pm and 3pm – book with your Retirement Housing Officer.

You can also talk to your Customer Liaison Officer Jenny Matthews, who you will be familiar with from previous works on the building. You can call Jenny on 07484 489663 or find her weekdays in the Henwick House office.

This information will also be shared on our website at:

<https://www.platformhg.com/fire-safety-update> and you can email us at high-risequeries@platformhg.com.



Thank you for your continued support and understanding as we work through this together. We know this is a lot of information, and we're committed to keeping you informed every step of the way.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Marion Duffy'.

Marion Duffy
Chief Operations Officer

A Quick Summary

We've found some issues with the fitting of the building's external walls, so we're putting extra safety measures in place while we work out next steps.

What you need to know

- Your home is still safe to live in
- You'll always be told in advance if anything changes
- We're working with the Hereford & Worcester Fire Authority every step of the way

What's changing

- A trained Fire Safety Support Team will be on-site 24/7 to monitor the building and assist in an emergency
 - The Sky Lounge will be closed
- Mobility scooter charging will only be allowed between 8am and 9pm

In the unlikely event of an emergency, the Stay Put policy remains in place. This means that in the event of a fire, you should remain in your home **unless you are advised otherwise** or if it feels unsafe to do so — either by the Hereford & Worcester Fire Authority or the on-site Fire Safety Support Team.

