



**Sandbrook House
Sandbrook Way
Rochdale
OL11 1RY**

Telephone: 08000 277769
Website: www.rbh.org.uk

Date: 18th September 2019

Dear Resident

Following the tragic recent fire in the Mardyke block, a number of residents have contacted us for reassurance about fire safety in College Bank.

RBH employees - from your caretaking team and neighbourhood housing officers to our fire safety professionals - are dedicated to keeping residents safe all year round, but I thought it would be helpful to provide some more information about what we do.

Our trained experts carry out an assessment of every block at College Bank at least once a year. We undertake this process for every building we own, which contain communal areas - over 400 in total across the borough. The most recent assessments in College Bank were carried out in July 2019.

No major concerns were identified by the recent assessments. We did identify a number of minor improvements that could be made, and we're making sure that these are implemented as quickly as possible - some have been completed already. For example, we've asked our caretakers to check that all the flat delivery cupboards are shut on their daily inspections. We'll also be improving the signage in the communal areas. RBH also works very closely with the Greater Manchester Fire and Rescue Service to ensure that we continue to learn and remain focused on both minimising the risk of fire and responding effectively in emergency situations.

As well as RBH's actions, there are a number of areas where residents can work together with RBH to minimise the risk of fire within College Bank. These include:

Communal Area Doors and Entrance Doors to your Home

Please ensure that you do not wedge open any doors, either in your home or in the communal areas. For your safety these doors should remain closed at all times.

If you notice damage to any doors in the communal areas or your main entrance door to your home please report this to RBH on freephone 0800 027 7769. We can then arrange for the repair work to be completed. Our emergency repairs line operates 24/7 on this number.

GET IN TOUCH

Visit us at rbh.org.uk or talk to us on
0800 027 7769 or **(01706) 274100**

Follow **rbhousing:**



Service Cupboards next to your Entrance Door

There is a service cupboard located next to the entrance door to your home. It is important that the doors on the inside and outside remain closed, both for safety and security. Our caretakers inspect each floor in each block on a daily basis and report any damage to the doors or panels on the outside. Please ensure that you keep the doors to the service cupboards on the inside of your home closed and if you notice any problems please report this to RBH.

Communal Areas

It is essential that the communal areas are kept clear of any belongings and other items. We need to ensure that you or anyone needing to access or leave the building can do so safely. Please ensure that you remove any items that belong to you.

Smoking

It is not permitted to smoke in any of the communal areas; however, you are free to do so within your own flat.

In 2017, we circulated a fire safety leaflet to provide information to all residents in College Bank about what to do in an emergency. I've included an additional copy of this leaflet along with this letter.

If you have any further questions, please feel free to contact your RBH neighbourhood housing team on Freephone 0800 027 7769 (option 6).

Yours faithfully



Gareth Swarbrick
Chief Executive

Enc.