

## What's happening?

We have an important update about a safety feature your building.

## Do I need to do anything?

Please read this letter to learn about what we're doing and how you can help to keep your building safe.

Wing House  
Aylesbury

20/12/2021

Dear Customer,

We're writing to you with some important information about one of the fire safety features in your building, Wing House.

The recent adverse weather has damaged one of the Automatic Opening Vents (AOV) in your block. This is one of the many safety features in your building, helping to remove smoke from smoke filled corridors in the event of a fire. The other AOV in the communal stairwell remains unaffected.

Whilst this news may cause some concern, we want you to know that we always put your safety first and this letter provides details of how we are ensuring this. Turn over to learn more.

**Thrive Homes, Westside, London Road, Hemel Hempstead HP3 9TD**  
freephone: 0800 917 6077 enquiries@thrivehomes.org.uk

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## The steps we have taken to date



### Bucks Fire and Rescue Service

Buckinghamshire Fire and Rescue Service is aware of the issues, the safety measures Thrive has in place and the steps we are taking to repair the AOV.



### Fire doors

We have inspected all the fire doors in the building and can confirm that they are compliant and will resist fire for at least 30 minutes which allows enough time for the fire and rescue service to attend an incident.



### Raised a repair

The damaged AOV has been made safe to ensure it still removes *some* smoke from the corridor in the event of a full evacuation.

We are in the process of raising a repair for the AOV. The current approximate lead time is 4-8 weeks. This timescale is due to the manufacturer and because we are replacing the style of the AOV to withstand hard weather better.



### Inspections

We have carried out an inspection to ensure your building is safe and we will continue to carry these out on a monthly basis.

## Other safety features in your building

The advice for this block is to stay put in the event of an emergency unless the fire is in your flat or the Fire and Rescue Service tell you to leave your flat. In addition to the AOV, your building is also fitted with other equipment to reduce the spread of fire – find out more overleaf.

## Other safety features in your building



**Your front door and all doors in the communal area are fire doors.** They act as a barrier to help contain the fire to one area and prevent it from spreading.

These can only do their job when they are kept shut and when the door is not modified from its manufacturer's condition.

Please ensure:

- your door closer is fully attached
- none of the components such as the letter box or peephole have been removed or changed
- you haven't drilled or screwed anything into the door such as a Ring Doorbell or Christmas wreath.

Doing so damages your door and stops it operating as it should by increasing the chance of smoke or fire spreading.



**Your flat has its own smoke and carbon monoxide alarm.**

Please test these weekly and let us know straight away if you find any issues by calling **0800 917 6077**.



**The dry riser** in your building provides the emergency services with access to pump water into the building in the event of a fire.



**Emergency lighting** is installed to help support evacuation in the event of an emergency where all other power goes off.



**A Premises Information Box (PIB)** is located in the lobby and contains key information for the fire brigade e.g. floor plans and locations of services

Please continue to keep all communal areas clear. Failing to do this could help increase the spread of a fire or hinder your ability to safely evacuate the building.

To make sure you always have access to the latest safety information for your building, we've put together a wealth of resources on our website and you can access this at:

**[thrivehomes.org.uk/winghouse](https://thrivehomes.org.uk/winghouse)**

We're on hand if you have any questions about this matter, and you can easily reach a member of our building safety team by emailing [fire@thrivehomes.org.uk](mailto:fire@thrivehomes.org.uk). We will be closed from 1pm on Friday 24<sup>th</sup> December 2021 until 8am Tuesday 4<sup>th</sup> January 2022 – we aim to respond to any enquiries received during this period by Friday 7<sup>th</sup> January.

If you consider your matter to be an immediate health and safety risk, please don't wait until we reopen – contact our out of hours emergency service on **0800 917 6077**. If an emergency occurs, always call the fire service on **999**. Thank you for taking the time to read this letter, and we wish you a safe and well Christmas.

Yours sincerely,

**Caroline Gritzner**

**Health and Safety Manager**