

Granville Estate Newsletter

Issue 1 - 14th February 2018

Granville Road | Templewood Point | Harpenmead Point

Welcome to your first Granville Estate newsletter

We are very aware that there is a lot going on at your blocks at the moment, and we are sending more and more letters in order to keep you updated on the latest information. With the recladding works about to begin, we are especially focused on keeping you well informed.

Therefore, we will now be issuing a range of updates through regular newsletters, which will be delivered to your door. Our aim is to reduce the number of letters we are sending, so that you can instead get all your information in this one easy-to-read format. **We strongly encourage you take the time to read these newsletters, as they will include important information that directly affects you.** We will send them out as often as required.

Recladding information sessions

We are now progressing with the planning and design of a fire-resistant replacement cladding system, which will be installed on the three Granville Road tower blocks this year.

We will be holding information sessions at the contractor site office outside your properties on the following days and times:

- Monday 26 February, 2pm – 7pm
- Saturday 3 March, 10am – 1pm
- Tuesday 6 March, 9am – 1pm
- Friday 9 March, 11am – 2pm

A dedicated team will be based there to talk to you about the cladding system, show you how it is built and what it is made of, how it will look on your building and how it was tested against fire.

You are welcome to drop-in anytime within the days and times listed above.

Condensation

We appreciate that this winter has been especially challenging with managing condensation in your homes due to the removal of the external cladding for fire safety reasons, and we are sorry that you have had to deal with that. Until the cladding is replaced later this year, there are some simple steps you can follow to effectively reduce the condensation in your home:

- Open windows as much as possible to vent your home
- Always cover pots with lids when cooking and use the extractor fan
- Keep internal doors closed
- Vent your bathroom after a shower or bath
- Avoid hanging wet clothes around your home.

For more information, watch the video on our facebook page at [facebook.com/BarnetHomes](https://www.facebook.com/BarnetHomes), on our Twitter account [@BarnetHomes](https://twitter.com/BarnetHomes), or on our YouTube channel [TheBarnetGroup](https://www.youtube.com/channel/UC...).

Winter heating compensation payments

The second instalment of your winter heating compensation is due to be paid to you on, or around, Friday 23 February. We wanted to remind you that this payment will be made into your rent account if you are a tenant, or credited to your leasehold service charge if you are a resident leaseholder, unless you have already contacted us to request an alternative payment method.

If you are having particular trouble affording to heat your home, or in getting your flat to a suitable temperature, you can contact our Neighbourhood Housing Officer (Fire Safety Lead) Collete Humphrey on **020 8359 3438** or at collete.humphrey@barnethomes.org for support and to discuss your case.

Contact Us

Faulty phone now fixed

In previous letters we have told you to contact Neighbourhood Housing Officer (Fire Safety Lead) Collete Humphrey on **020 8359 3438** if you have any questions, concerns, or if you wanted to change the payment method for your winter heating compensation payments. We understand that some residents were having trouble getting an answer on this number and want to apologise and reassure you that this issue has now been resolved. If you phoned earlier and did not get through, please phone Collete again now.

Electricity switch off in February and March

This is a reminder that we will soon be undertaking an electrical testing programme as the blocks require a five-year test. As part of this test, the power to each block must be switched off from 9.30am to 4.30pm on the following days:

- Harpenmead Point
 - o Tuesday 27 February
 - o Tuesday 13 March
- Granville Point
 - o Wednesday 28 February
 - o Monday 19 March
- Templewood Point
 - o Monday 12 March
 - o Tuesday 20 March

It is very important that you let us know if you have any electrically-powered appliances that are essential for your health that would be affected by the power outage. Please contact Housing Officer (Fire Safety Lead) Collete Humphrey on **020 8359 3438** to discuss.

Some other things to be aware of before and during the electricity switch off, include:

- Heated tanks for fish and reptiles
- Keeping the fridge/freezer door closed to protect contents (particularly medicines that are required to be kept cool)
- Charging electrical devices in advance, such as mobile phones and laptops

The Childs Hill Baptist Church (off Cricklewood Lane, NW2 2JY) will be available for you, if you would like somewhere to spend the day. It will be open on the following days and times:

- Tuesday 27 February, 9am - 5pm
- Wednesday 28 February, 1pm - 5pm
- Monday 12 March, 9am - 5pm
- Tuesday 13 March, 9am - 5pm
- Monday 19 March, 9am - 5pm
- Tuesday 20 March, 9am - 5pm

Please note: The contractors undertaking the work, W.G. Wigginton, will require access to some properties on the second visit to each block. If this is you (you would have been notified in a letter delivered to you on 11 January 2018) please ensure you are home to allow them access.

Litter around the worksite

Keepmoat have recently conducted a clean-up around the three Granville Road blocks to clear any remaining screws/fastenings and insulation left around the work site.

There was also a range of litter and household rubbish which had been dropped around the property. Can everyone please be aware of rubbish around the towers and ensure you are not dropping litter in and around the worksite. Many thanks.

Fire at Harpenmead

There was a fire in a flat at Harpenmead Point on 31 January. It was effectively contained to the flat and put out by the fire brigade.

As a reminder, if there is a fire in your flat:

- Don't tackle the fire yourself.
- Switch off the power or heat to the appliance, **ONLY** if safe to do so.
- Leave the room, close the door.
- Shout a warning to others and phone 999.

Remember that smoke alarms provide an early warning of a fire occurring. Please ensure you test them regularly by pushing the test button. If you are a tenant and you find that your alarm does not sound when tested, please notify Barnet Homes on **0800 389 5225** and we will arrange for it to be repaired or replaced.

General safety and fire safety notes

For the safety and peace of mind of yourselves and everyone living around you, we would like to remind you of a few important safety notes:

- Ensure your electrical appliances are kept clean and in good working order, don't use imitation electrical chargers, and make sure new appliances have a British or European safety mark when you buy them.
- Please do not store any personal belongings in hallways and communal areas. Keeping these areas clear of obstacles is essential for residents and emergency services getting in and out of the building safely in an emergency, or vulnerable residents getting around safely on a daily basis.
- Please respect the buildings you live in, especially fixtures and fittings which directly impact the fire safety of your home. This is particularly in relation to damage to doors, rubbish chutes, or windows, as they play an essential role in stopping the spread of fire from where it starts.

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Thank you for taking the time to read these important updates. If you have any feedback or would like to see other information included in the next newsletter, please contact Rebecca Savory from our Fire Safety Team on rebecca.savory@barnethomes.org.