

safe homes  
safe places



# Safety in your block

Smith House

Working together to  
keep your home safe



# About this guide

Your safety is our number one priority. These guidelines explain how we keep you safe in your block and the role you play in keeping yourself and your neighbours safe.



If you have any concerns or need to raise fire safety repairs in your block please contact us by calling

**0300 555 6666**

**In an emergency you should always call the emergency services on 999**



## Useful contacts

- 1 **whg** – [www.whg.uk.com](http://www.whg.uk.com)
- 2 **West Midlands Fire Service** – [www.wmfs.net](http://www.wmfs.net)
- 3 **Walsall Council** – [www.walsall.gov.uk](http://www.walsall.gov.uk)
- 4 **Building Safety Regulator** – [www.hse.gov.uk/building-safety/regulator.htm](http://www.hse.gov.uk/building-safety/regulator.htm)

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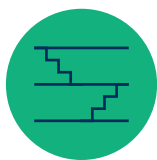




# Safety measures in Smith House



**61 flats**  
**Built in 1965**



**16 floors**



**1 stairwell**



**2 lifts, stopping  
at even/odd  
floors**

The stairwell within your building is protected from the spread of fire and smoke from elsewhere. You must keep stairwells and corridors clear of obstructions that might stop the fire service from entering or you from evacuating.

Your flat has its own fire door, along with fire doors on the access to the stairwells. These will keep a fire contained within the area where it starts.

Your flat is fitted with a smoke alarm. There are also detectors within the communal areas of the building that automatically alert the fire service if smoke is detected.

We carry out a fire risk assessment each year. Cyclical testing of the fire safety systems within your building is carried out by one of our contractors.

Your block has a 'stay safe' approach in the event of a fire. This means you are able to stay in your home as long as you feel safe to do so. If you smell smoke, see a fire, feel unsafe or are instructed by the fire service to leave, you should get out and stay out.

# Who is responsible for safety in your building?



## whg is responsible for:

- Ensuring each property is fitted with a smoke alarm
- Inspecting, maintaining and replacing fire doors
- Ensuring emergency lighting is present on escape routes at all times
- Testing safety systems
- Working with partner organisations like West Midlands Fire Service to keep you and your building safe

## You are responsible for:

- Making sure your flat is kept safe and escape routes are clear
- Checking your smoke alarms and flat entrance door are in working order
- Using bins and bin chutes to safely dispose of rubbish
- Reporting any issues or concerns to whg



More fire safety information is available online at:  
**[www.whg.uk.com](http://www.whg.uk.com)**





### Talking to you about building safety

For some building safety matters we'll need to find out more from you. This might mean consulting with you or asking you to take part in a survey.

#### **We'll consult with you when:**

1. Proposing changes to your building that could impact on you
2. Updating or amending building safety procedures
3. Carrying out safety refurbishment works to your building

# Who is responsible for safety in your building? (cont.)



As the owners of Smith House, who are the Principle Accountable Person under the Building Safety Act 2022. We have a number of Accountable Persons and teams involved in keeping your block safe:

## Building Safety Team

- Carry out monthly inspections of the safety systems within your building.
- Carry out quarterly inspections of the fire doors.
- Annual inspections of flat entrance doors.
- They are the point of contact with West Midlands Fire Service for managing the safety of your block.

## Neighbourhood Services

- Manage the communal areas.
- Conduct daily inspections of your building during the week to ensure it is kept clean and safe.
- Manage grounds maintenance and cleaning services.
- Oversee the cyclical testing and maintenance of lifts, door entry, alarms and other safety systems.

## Community Housing Officers

- Support you with your tenancy.
- Raise any concerns on behalf of customers regarding building safety.



### Home Maintenance Services

- Ensure your home is well-maintained and complete repairs we are responsible for in your home.
- Repair any empty properties within your building ready for new customers.
- Carry out asbestos works, replace damaged fire doors and install fire prevention measures.
- Manage the electrical inspections of communal and flat electrics and water hygiene testing.

### Energy and Programme Management Teams

- Arrange and oversee major works in your building that are undertaken by contractors, including communal decorating and full block kitchen, bathroom and bin chute replacements.
- Manage the plant room which produces the heating for your building.

### Complaints Team

- Handle, investigate and manage customer complaints.

Acknowledge your complaint within five working days, respond to you within 10 working days and aim to complete our review in 20 working days.

For full details of our complaints procedure please visit **[www.whg.uk.com](http://www.whg.uk.com)**. To raise a concern or make a complaint about building safety contact us on **0300 555 6666**.

# How we manage safety in your building



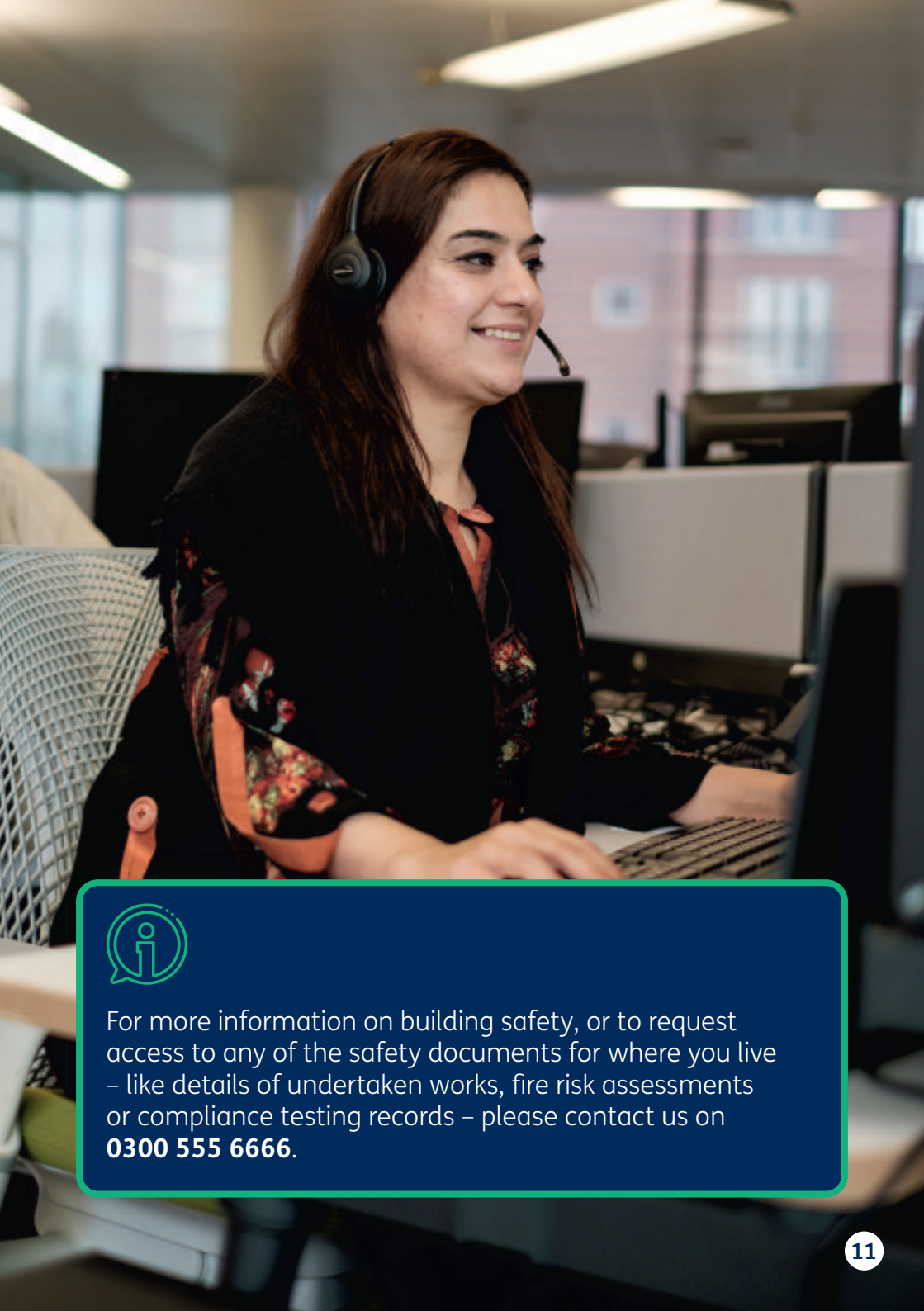
Our Building Safety Team visit your building each month to check on the safety systems and answer any questions you may have.

We have independent third party checks, such as those carried out by Baydale on the alarm system and Concept Elevators on lifts within your building, to ensure they are being managed safely and to identify any issues as soon as possible.

We regularly meet with and share information on the building with West Midlands Fire Service. We also work in partnership with other housing providers to identify and reduce building safety risks.

We are committed to providing you with regular information on building safety throughout the year on our website, our social media channels and in Round Your Way magazine.

We have a building safety customer focus group. If you would like to get involved please contact [customervoice@whgrp.co.uk](mailto:customervoice@whgrp.co.uk)



For more information on building safety, or to request access to any of the safety documents for where you live – like details of undertaken works, fire risk assessments or compliance testing records – please contact us on **0300 555 6666**.



If you have any questions about anything in this guide, please get in touch

**whg**  
**100 Hatherton Street**  
**Walsall**  
**WS1 1AB**



**Direct telephone:**  
**0300 555 6666**



**Email:**  
**[enquiries@whgrp.co.uk](mailto:enquiries@whgrp.co.uk)**



**Website:**  
**[www.whg.uk.com](http://www.whg.uk.com)**

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