

June 2017

Dear Resident

With the tragic news of the Grenfell Tower block fire in west London, our first thoughts are with the families and friends of all those who have been affected by this dreadful event. We also pay tribute to our emergency services and the way they responded to this horrendous tragedy.

We understand how concerned residents are about what has happened and we want to reassure you that safety is our number one priority.

- All of our blocks of flats (more than 900 in total) have had a Fire Risk Assessment carried out in the last nine months by qualified fire risk assessors.
- These assessments are to ensure our buildings remain safe and comply with the required standards. Where small repairs and defects are picked up these are rectified on a responsive basis. Where larger building works are recommended this is either included in our Better Neighbourhoods programme or in our planned Fire Safety works programme.
- Most of our tenanted flats have smoke detectors installed and many have new fire-rated front doors. We will be renewing more front doors for tenants later this year. Leaseholders are responsible for their own smoke detectors and front doors but we encourage them to buy these items where we have a project on site. You can also book a Fire Brigade FREE home fire safety check, which includes a free smoke alarm, by phoning 0800 028 44 28.
- Blocks of flats have regular inspections by our caretakers who report any health and safety issues.

We will continue to prioritise the precautions we have in place whilst we wait for the outcome of the fire investigation and respond to any recommendations that come from it. The investigation is likely to take some time to find out what happened, but we have taken immediate action to review our fire safety procedure.

In the meantime the Fire Brigade has issued this advice:

At this stage we do not yet know what caused the fire. We do not know where it started and we do not know why it spread in the way that it did. This is important to understand for anyone who lives in a high rise property or those advising people living in a similar property.

We are doing all that we can to keep our residents safe from the devastating consequences of a major fire, but residents can help too by following this advice:

- Make sure you have a working smoke alarm in your home
- Keep balconies free from clutter
- Please don't leave rubbish or bikes in communal areas or obstruct escape routes
- Make sure you are familiar with your building and know your nearest exit
- If you are a smoker please do not smoke in common areas of the block
- Always fully extinguish cigarettes smoked in your home and dispose of them carefully and safely

Detailed fire safety advice is available at thh.org.uk.

Tenants who need to order a smoke alarm can do this from early next week on MyTHH at thh.org.uk where there is also information on how to contact your housing officer for further advice. More information will also be available in your blocks over the coming days.

Yours faithfully



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