

Date:
Your Ref:
Our Ref: TRfire
Ask for: Customer Services
Direct dial:
Direct fax:
E-mail:

The Resident
Address
Address
Address
Kent

Dear Resident

Fire Safety

I write to provide an update on our on-going measures to reassure you about the safety of your home. We continue to work with Thanet District Council and Kent Fire & Rescue Service to ensure that appropriate measures are in place to protect you and your family in the event of a fire.

This has involved us in; reviewing evacuation plan arrangements, providing fire safety information to you, visiting you, offering support, amending the weekly fire alarm tests, increasing the level of contact we have with you, listening to you and responding to your enquiries and undertaking inspections of the building.

Kent Fire & Rescue Service expects to visit every high rise block of flats in Kent including the one in which you live, and we will expect them to visit blocks in Thanet over the next week. Additionally, as part of the on-going process of providing reassurance we shall be inspecting various parts of the building starting with the external wall insulation to ensure that it continues to perform as well today as it did when it was installed.

These inspections will be carried out next week and we will try to keep any disturbance to a minimum. The inspection will be overseen by EKH and Mears and is expected to last for a maximum of half a day. The external inspection will require access equipment to be located outside the block.

Trove Court Only

As you know, there have been a series of small fires in the bin chutes at Trove Court. We take these very seriously and have put in place a range of measures to support your safety, including security patrols and additional CCTV. We would urge you to contact us if you have any

information as to how these fires are being started, as this affects every resident in this block.

We continue to take your safety very seriously and would remind you that, if you feel that you may need help in the event of an emergency, we can arrange to visit you, collect information about your specific needs and share this with the fire service. If you have not already had a visit, and believe you would benefit from this, please contact us on 01843 577262 between 9 am and 5 pm Monday to Friday.

I would like to remind you that you have an important role to play in keeping your block safe and should make sure that you are not storing any items in the communal areas, especially combustible materials such as recycling sacks and by alerting the emergency services if a fire is discovered.

If you have any questions or worries about anything to do with fire safety in your block, please contact us at firesafety@eastkenthousing.org.uk or the phone number above.

Yours faithfully

**Deborah Upton
Chief Executive
East Kent Housing**