

Dickson & Hammond House

Resident Update

August 2026

This update contains some of the recent enquiries raised by residents alongside some important messages from us.

We hope you find it informative and please do let us know if there like to see in our next update.

Cannabis Use

We would like to remind residents that cannabis remains illegal under UK law and is not permitted within our properties or communal areas.

Cannabis smoke can cause nuisance and distress to neighbours and may breach the terms of your tenancy agreement.

We take reports of cannabis use and other drug-related activity seriously and will investigate concerns in line with our Anti-Social Behaviour Policy. Where appropriate, this may lead to tenancy enforcement action and referrals to the police.

If you are affected by cannabis use or drug-related activity, please report your concerns to the Society so that we can investigate.



This Update

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Building Security Update: Please Help Prevent Tailgating

We recently reminded residents about the importance of preventing tailgating, but unfortunately, we continue to receive reports of unauthorised people gaining access to the building. Building security is everyone's responsibility, and even a moment of kindness or distraction can unintentionally allow unauthorised individuals to enter secure areas.

Why This Matters

When unknown individuals enter the building, it can increase the risk of:

- Anti-social behaviour
- Theft or damage to communal areas
- Unauthorised access to residents' homes
- Safety concerns for residents and visitors

Recent incidents show that this remains an ongoing issue, and we are asking all residents to remain vigilant.

What We Need Residents to Do

Please:

- Do not hold entrance doors open for people you do not know
- Politely ask anyone entering behind you to use their own key fob
- Only allow entry to visitors, deliveries or contractors you are expecting
- Ensure communal doors close properly behind you
- Report any suspicious behaviour or security concerns to the Society

Remember, if someone lives in the building, they should have their own means of access.

Working Together to Keep Our Building Safe

We appreciate that residents want to be helpful and courteous to others. However, the safest approach is to ensure that everyone entering the building uses their own access credentials.

If you have any concerns about building security, please contact the **Property Team**.

Dickson and Hammond House Drop-In Sessions

We are planning to hold regular monthly drop-in sessions for residents of Dickson and Hammond House. These sessions will give you the opportunity to meet with staff, raise any concerns, ask questions, or discuss any issues that are important to you. We also hope to invite local police officers and other organisations that may be able to offer support and advice to residents.

We'll share further details as soon as the schedule has been confirmed and look forward to seeing you there.

Future Development Update

Trevor Jones Office Extension

A planning application has now been submitted to Stoke-on-Trent City Council for the proposed extension to the Trevor Jones Office at Hammond House. We are currently awaiting the Council's decision and will provide further updates as the application progresses.

Proposed Apartment Development

We continue to work with architects and carry out preliminary investigations into the proposed 45-apartment development. The project remains at an early stage, and we hope to share further information in the next newsletter, including some initial artist impressions of how the scheme could look.

We will continue to keep residents informed as both projects progress.

Waste Disposal Reminder

We are still experiencing problems with rubbish being left in bin chute areas, outside skip rooms, and in communal areas.

Please ensure all household waste is placed in securely tied bags and put directly down the bin chute. Do not leave rubbish bags, furniture, or other items in communal areas or outside skip rooms.

Improperly disposed waste can attract pests, create litter and unpleasant smells, and increase cleaning costs for everyone.

CCTV is in operation. Residents who leave rubbish or bulky items in unauthorised areas may be recharged for the cost of removal.

Please also remember that rubbish bags often contain letters, packaging, or other items showing your name and address. If a bag is removed and later dumped elsewhere, the Council may be able to trace it back to your address and could issue a substantial fixed penalty notice.

If you need to dispose of bulky items, please contact the Society to arrange a chargeable collection or use the Council's bulky waste service on **01782 234000**.

Fire Safety in Your Building

What should I do if there is a fire?

If a fire starts **inside your home**:

- Leave your flat immediately if it is safe to do so.
- Close doors behind you where possible.
- Call 999 and ask for the Fire and Rescue Service.
- Leave the building using the nearest safe exit.
- Do not use lifts.

If a fire is **elsewhere in the building**:

- Your building operates a **stay put policy**.
- If you are safe in your flat and are not affected by fire or smoke, you should normally remain in your home with your front door and windows closed.
- The Fire and Rescue Service will advise if evacuation is required.

Do you need assistance in an emergency?

If you have mobility difficulties, a disability, a health condition or any other vulnerability that may make it difficult for you to leave your home in an emergency, please let us know. By sharing this information, we can work with emergency services to support residents who may need assistance. If you have any concerns over fire safety or what to do in the event of a fire please do contact us.

Parking and Road Safety Reminder

To help keep our scheme safe, tidy and accessible for everyone, we would like to remind residents and visitors about responsible parking and safe driving.

Please Park Considerately

- Do not park on grass verges or pavements.
- Only use designated parking spaces.
- Keep access routes clear for emergency and service vehicles.

Drive Safely We have received reports of vehicles driving the wrong way around the roundabout. Please always follow road markings and drive in the correct direction.

Damaged and Unused Vehicles The car park is for residents' roadworthy vehicles and should not be used for the long-term storage of unused, damaged, abandoned or unroadworthy vehicles. We are currently dealing with several vehicles that appear not to be in use and have been left for extended periods.

Contractors' Vehicles We will also be reminding contractors working on our schemes of their responsibilities and expectations regarding parking and driving safely while attending our sites.

Thank you for your cooperation.