



This Update

Preventing Tailgating - Reminder

Police Drop In Sessions

Bee Nest Update

Fire Safety

Tackling ASB

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 is any information you would like to see in our next update.

Update for Residents: Bee Nest Removed

We are pleased to let residents know that the bee nest previously identified on the 5th floor has now been safely removed.

As part of the works, the contractor also inspected the surrounding area and dealt with any additional bee activity that was identified to help prevent further issues.

We would like to thank residents for their patience while this matter was being addressed. The nest was removed in a safe and responsible manner, taking account of environmental considerations and resident safety.

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 personally 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**.

Police Drop in Sessions

Don't forget that the police hold a drop in session for residents on the first Monday of every month in the police room at Northwood Court.

These sessions generally run between 2pm and 3pm, no appointment needed. A Housing Officer will also be available for residents to chat with.

See you there 😊

Working Together to Tackle Anti-Social Behaviour at Northwood Court

We know that some residents have concerns about anti-social behaviour and unauthorised individuals around Northwood Court. We would like to reassure residents that we are continuing to work closely with partner agencies to address these issues.

The **Brighter Futures Rough Sleepers Team** has confirmed that they will attend Northwood Court during office hours to provide support and intervention where required. They also have procedures in place to restrict access to their services or issue bans to individuals where appropriate.

In addition, the Society recently attended a **multi-agency meeting with Staffordshire Police and local partner organisations** to discuss ongoing concerns. As a result, a joint action plan is being developed to help reduce anti-social behaviour and improve safety for residents. This plan will include:

- Increased Police patrols in and around the area
- The use of **Community Protection Warnings (CPWs)** where appropriate
- Enforcement action against individuals responsible for anti-social behaviour
- Consideration of exclusion zones and other measures to prevent repeat incidents

How Residents Can Help

Residents play an important role in helping us and our partners respond effectively. If you witness crime or anti-social behaviour, please report it to the Police by calling:

- **101** for non-emergency incidents
- **999** in an emergency or where someone is at immediate risk

During office hours, please also let the **Housing Team** know so that we can record concerns, work with partner agencies and support any necessary action.

We understand the impact these issues can have on residents and want to assure you that we remain committed to working with our partners to make Northwood Court a safe and pleasant place to live.

Thank you for your continued support and cooperation.

Fire Safety in Your Building

Know What to Do in the Event of a Fire

Your safety is our priority. If a fire occurs in the building, it is important that everyone understands the fire safety arrangements and helps keep the building safe.

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 ensure we have the most up-to-date records and can work with emergency services to support residents who may need additional assistance.

If you have any concerns over fire safety and would like more information on what to do in the event of a fire please do contact us.