

Resident Update

December 2025

Northwood Court



This Update

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As there is a lot going on around the Northwood Court area at the moment, we thought that residents might find an update, focussing on Northwood Court useful.

This update contains some updates in relation to the homeless issues in the area alongside some important messages from us.

We hope you enjoy and please do let us know if there is any information you would like to see in our next update.

Our Annual Christmas Plea.... Disposing of Your Rubbish!

The run up to Christmas often produces extra boxes, paper, and other waste. Our refuse chutes in high-rise blocks are under extra pressure during this time. Please help us keep them working properly by following these guidelines:

Do not put large bags or bulky items (e.g. pizza boxes) down the bin chutes. These can block the chutes and create health and safety issues.

Keep waste bags small. Break larger items, such as cereal boxes, into smaller pieces before placing them in bags.

Bag all food waste securely before disposal. Unbagged food can cause smells and blockages.

Do not dispose of polystyrene packaging down the chute, it will block it.

Christmas Closure – Waste Disposal Arrangements

As in previous years, the **refuse chutes will be closed from Christmas Eve** and will **reopen on 5th January** when we return to work.

During this period, please take your rubbish to the euro bins located in the rear car park, where we will also be providing an additional small skip for larger items.

Members of our Property Team will make periodic visits to the scheme to ensure everything remains in order.

Thank you for your cooperation



A Reminder - Fire Safety

Would you know what to do in the case of a fire in your apartment or the scheme? It's really important that our residents know what to do in the case of fire so if you are unsure at all, please get in touch.

A quick chat with our team may be all it takes to familiarise yourself with fire safety procedures, or if you prefer a home visit let us know and we can arrange this.

Pets

For safety, hygiene, and the comfort of all residents, **cats and dogs are not permitted** in the building.

High-rise flats pose risks for pets, including falls from windows. Pets can also cause noise, odours, and damage, and may create difficulties during emergencies. Additionally, some residents may have allergies that could be triggered by animals. **For more information speak to the team.**

Important Notice:

Fire Door Safety

Fire doors, both communal doors and your flat entrance door, are a vital part of the building's fire safety system. They are designed to prevent the spread of fire and smoke, protect escape routes, and help keep all residents safe.

It is essential that these doors are not tampered with, propped open, or altered in any way. Anyone found interfering with a fire door will be charged for any resulting damage or required repairs.

If you notice an issue with a communal fire door, or if you have any concerns about your own flat entrance fire door, please report it to the office immediately. We will arrange for an inspection or repair as needed.

Thank you for helping us maintain a safe environment for everyone.



Improving Safety and Addressing Rough Sleeping at the Scheme

We are committed to ensuring the safety and comfort of all residents. In response to ongoing concerns about rough sleepers in and around the building, we have taken a number of steps to help address the issue:

- We asked the local Crime Prevention Officer to review the scheme and provide guidance on safety improvements.
- Based on this review, we upgraded our CCTV system and installed additional cameras to cover key areas.
- We have replaced some locks with higher-standard security locks to improve building access control.
- The area at the bottom of the stairs has been blocked off to prevent misuse.
- New signage has been installed to support safety and security measures.
- We are working jointly with the police to hold regular drop in events for residents in the area.

In addition, our Housing Manager meets regularly with the police, Brighter Futures, and other relevant agencies to review ongoing issues and coordinate actions to maintain a safe environment.

These measures are part of our ongoing commitment to keeping the scheme safe, secure, and welcoming for all residents.

You can also help to keep the scheme safe by following these simple guidelines to prevent unauthorised individuals from entering the building:

- 1. Don't Hold the Door for Strangers** - always let each person use their own fob. Politely say: *"Sorry, our building requires everyone to buzz in."*
- 2. Make Sure Doors Fully Close** - pause for a moment to confirm that the door has closed behind you.
- 3. Protect Your Fobs** - keep your entry fob safe and report lost fobs immediately. Never share them with others.

If you encounter a rough sleeper in or around the building:

Do not confront the individual - avoid direct confrontation. Your safety comes first. Most rough sleepers are not aggressive, but it's best not to approach them.

Contact the Outreach Team - if you are concerned about someone who appears to be rough sleeping, you can report it to Brighter Futures 24/7 **0800 970 2304**. They can provide support, check on the person's welfare, and help them access assistance.

Notify the Housing Team in office hours - if the person is inside the building or on scheme grounds, let us know as soon as possible. We work closely with the police, Brighter Futures, and other agencies to ensure support is offered and to maintain security.

Call the Police in an Emergency - if you believe someone is in immediate danger, unwell, or causing a serious safety concern, call the police on **999**.

Avoid giving money or inviting individuals into the building - this can unintentionally encourage ongoing problems or compromise building safety. It's always safer to let trained professionals assist.

Contact the team if you would like to discuss any of the above.