

## Resident Update

December 2025

# Dickson & Hammond House



### This Update

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During a successful scheme walkabout earlier this year it was suggested by residents that a regular newsletter or update, focussing on Dickson and Hammond House would be useful.

As we already produce a newsletter for all Society residents we have decided to create an insert just for those people living in Dickson and Hammond House.

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 Christmas period 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.

**Do not leave rubbish outside skip rooms** when offices are closed. For furniture or bulky items, contact the office to arrange a chargeable waste removal service. The City Council also offers a bulky waste collection service: 01782 234000.

**Use the on-site recycling unit** near the small car park at the rear of Dickson House. It is available for all residents.

Our offices will close for the Christmas period at **1:00pm on 24th December** and will reopen at **9:00am on 5th January**.

During this time, a skip will be available at the rear of Dickson House for the disposal of larger items. Members of our Property Team will also make periodic visits to the scheme to ensure everything remains in order.

**Remember, a blocked chute affects all of the residents in the building so please take care.**

### **Food Waste**

Despite our previous communication, we are still receiving reports of food waste and liquids being thrown from windows. Disposing of waste in this manner creates serious health and safety risks and attracts vermin.

Please ensure that all food waste and rubbish is placed in the designated bin chutes. Anyone found throwing food or any other items from windows will be recharged for the cost of cleaning and issued with a formal warning. **If you are aware of anyone engaging in this behaviour, please report it to us.**

Thank you for your cooperation.

## 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.



## Building Security Reminder

To help keep the scheme safe and comfortable, please follow 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. Report Concerns** - if you see someone inside or near the entrances who shouldn't be there, and you feel unsafe, call the police. Avoid confrontation.
- 4. Protect Your Fobs** - keep your entry fob safe and report lost fobs immediately. Never share them with others.
- 5. Stay Safe** - if you encounter someone seeking shelter, prioritise your safety while treating them respectfully. Brighter Futures Stoke offers a 24/7 outreach team for rough sleepers, call them on **0800 970 2304**.

**Shed Areas** To help keep our shed areas clean and safe we are asking all residents to take a few simple steps when using the shed areas.

- 1. Please Check Your Shed Regularly** - regular checks help ensure everything is secure and allow you to spot any issues early, such as damage or signs of unauthorised access.
- 2. Keep Shed Windows Closed** - open or unsecured windows can make sheds vulnerable to weather damage and pests. Please keep all windows firmly closed when not in use.
- 3. Do Not Leave Rubbish Outside Shed Areas** - rubbish left outside shed areas creates a fire hazard and makes the area look untidy. Please dispose of all waste properly.



Thank you for helping us keep the shed areas safe, clean, and well-maintained for everyone. If you notice any issues, please report them to the office.

## 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.**

## Noticeboards

The noticeboards in the reception area contain important scheme and fire safety information. These boards are for office use only. Please do not add, remove, or attach any items to the noticeboards.

**Thank you for  
your  
cooperation.**