

Scheme Walk About – Dickson & Hammond House

Date Completed: 29th April 2026

Residents in Attendance: 10

Results

Issues Identified	Update
<p>RUBBISH DISPOSAL - some residents were leaving rubbish /other items outside the skip room doors.</p>	<p>The chutes at Dickson & Hammond House should be used for the disposal of household rubbish where possible. Where rubbish won't fit down the chutes, we ask residents to leave rubbish outside the skip room doors during OFFICE HOURS ONLY, so that The Society can dispose of the waste correctly. Residents on the walkabout felt that this was a reasonable request and acceptable. Any residents identified on CCTV as leaving rubbish outside the skip rooms out of office hours, are contacted to remind of the importance of disposing household waste correctly and repeat offenders are recharged for the removal of the rubbish. Notices on the bin chutes are in place for this, and we will remind residents of the importance of the correct disposal of household waste in the next newsletter insert in May.</p>
<p>FOOD WASTE & OIL RECYCLING - will there be any facilities made for the recycling of food waste in line with changes that Stoke on Trent City Council are introducing for this and the possibility of recycling oil.</p>	<p>In April Stoke on Trent City Council launched a new weekly food waste recycling service. Residents of Stoke on Trent must register with the council for these food waste collections, however as Dickson & Hammond House are apartment blocks the Society will need to liaise with the Council to check how this new service may work for residents of blocks and high-rises in respect of the storing of the food waste and arranging collections. We will investigate this and update residents as we get more information. Cooking oil can be taken to the council's Household Waste Recycling centre (the Tips at Hanford and Burslem).</p>

<p>LOWER GROUND CAR PARK - what is happening with the lower ground car park?</p>	<p>We are currently liaising with architects regarding a proposal to build a 45-unit apartment scheme on the car park. This work is at a very early stage and is part of preliminary investigations, including liaison with Homes England in respect of potential funding towards building the scheme. Car parking will be incorporated into the plans for this.</p>
<p>OUTSIDE AREAS - residents were asked if they were happy with the ground maintenance and cleanliness around the scheme?</p>	<p>Residents advised that they were happy with the outside areas of the scheme, that it looked good and are happy with the grounds maintenance.</p>
<p>SECURITY CAMERAS - do the cameras cover the lower ground car park?</p>	<p>Residents were advised that the CCTV does cover most of the lower ground car park.</p>
<p>EXTERNAL LIGHTING - residents were asked if the external lighting is adequate across the scheme.</p>	<p>Residents felt that the external lighting is fine across the scheme.</p>
<p>ENTRANCE DOORS - Dickson & Hammond House entrance doors are looking tired and in need of a refresh.</p>	<p>We are currently awaiting a start date from our contractor to start full painting works of the front and back entrance doors at Dickson & Hammond House. We will notify residents of the start date when this is confirmed.</p> <p>Following this, once works to replace the lifts and the ongoing kitchen replacement programme at Dickson & Hammond House has been completed, we will then investigate replacing and updating the doors alongside further improvements to communal areas.</p>
<p>LIFTS - when will the lifts be replaced in both blocks?</p>	<p>We are currently liaising with the Building Safety regulator with regards to replacing the lifts as we need to seek approval from the regulator before we can start any work.</p> <p>We will liaise with residents when we have any updates on start dates.</p> <p>We are also looking at the option of the lifts going to each floor, rather than one lift going to the even floor and the other odd floors.</p>
<p>HEALTH & SAFETY - the Health & Safety boards in the entrances to both blocks were identified to residents. The importance of being home for their annual fire door check was discussed and residents were advised to let us know of any damages/issues to fire doors.</p>	<p>Residents are reminded of the importance of being home for their annual fire door check. This mandatory check takes between 5-10 minutes and is important to ensure that the fire door remains effective.</p>
<p>CLEANING - residents felt that the cleaning of the blocks could be improved, particularly the fire doors in the communal areas and the lifts (the lift panels and floors).</p>	<p>This feedback will be passed onto our cleaning contractors, and we will monitor this moving forward.</p>

<p>DECORATING - when will decorating be completed in the communal areas of the blocks?</p>	<p>We will redecorate the communal areas once the programme of works for Dickson & Hammond House (kitchen upgrades and lifts upgrade) is completed. The flooring in the communal areas will also be included and reviewed.</p>
<p>SECURITY - issue of non- residents entering the building at times.</p>	<p>Residents are reminded of the importance of preventing tailgating this includes:</p> <ul style="list-style-type: none"> - Not holding doors open for people you don't know - Politely asking other to use their own key fob - Only allowing entry to guests, deliveries or contractors you are expecting - Reporting any broken closers, faulty locks or access issues to the Society. <p>This reminder will be included in the newsletter going out in May.</p>

All the above is being monitored to ensure that the issues raised are dealt with however do contact us if you wish to discuss any of the above in more detail or if you are not happy once we have completed our actions.