

Resident Update

May 2026

Dickson & Hammond House



Kitchen Renewal Programme

We are pleased to let residents know that we are planning a kitchen renewal programme for homes at Dickson and Hammond House during 2026–27.

Who Will Be Contacted?

If you have not had your kitchen renewed within the last 10 years, we will be in touch with you to discuss the works and next steps.

Is the Work Compulsory?

The kitchen renewal programme is not compulsory, and residents are free to decline the works if they wish. However, we hope that many residents will welcome the opportunity, as the aim of the programme is to provide a more modern and functional kitchen environment.

Programme Phasing

The works are planned to commence in Dickson House first and once completed, move on to Hammond House. This phased approach helps us manage the programme efficiently and minimise disruption.

What Happens Next?

This programme is currently in the planning stage. Please look out for further communication from us in the coming months, which will include more details about timescales, what the works involve, and how to make your decision.

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Keeping Our Bin Areas Clean and Safe

We would like to remind all residents about the correct use of bin chutes and skip rooms, following ongoing issues with waste being left in communal areas.

Bin Chute Areas

Please ensure that **no items are left in bin chute areas**. Leaving bags or loose items outside the chute areas creates hygiene and safety issues for everyone and prevents these areas from being cleaned and maintained. All general household waste must be placed in small, securely tied bags and put directly down the bin chute. This helps keep communal areas tidy and reduces unwanted smells and pests.

Skip Rooms and External Areas

We are also experiencing continued problems with bin bags and other items being dumped outside skip rooms at weekends and during the evenings, when the office is closed. This causes serious issues, including:

- Attracting **vermin and pests**
- Waste being **blown around**, creating litter and hazards
- Areas becoming **unsightly and unpleasant** for residents and visitors
- Encouraging **fly-tipping** by others

These issues affect everyone and increase cleaning and pest control costs.

Bulky Items and Furniture

Furniture and other bulky items must **not** be left in bin areas, corridors, or outside skip rooms. Residents have the following options:

- Contact the office to arrange a *chargeable waste removal service*
- Use the City Council's bulky waste collection service by calling 01782 234000

CCTV operates outside and around the buildings, so if you are caught leaving rubbish bags outside of office hours or large items at any time that require payment for removal, we will recharge you.

Working Together

By disposing of waste correctly, we can keep our building clean, safe, and pleasant for everyone.

If you have any questions about waste disposal or need to arrange a collection, please contact the Property team.

Reminders

We would like to take this opportunity to remind residents of a couple of important points to help keep the building and surroundings safe, clean, and pleasant for everyone.

Please Do Not Throw Items from Windows

Residents are reminded not to throw any items out of windows, including food waste. This creates a serious safety risk, can attract pests, and causes mess and hygiene issues around the building.

Pets Are Not Permitted

Please note that cats and dogs are not permitted within the building. If you become aware of any being kept or brought into the building, we ask that you report this to the Housing team so it can be followed up appropriately.

Thank You.

Building Security: Preventing Tailgating

We would like to remind all residents about the importance of building security and to highlight an ongoing issue known as **tailgating**.

What Is Tailgating?

Tailgating occurs when a person gains access to the building by following closely behind someone else, without using their own key or fob. Although this is often done politely or without thought, it allows unauthorised individuals to enter secure areas of the building.

Why Tailgating Is a Concern

Allowing unauthorised access can lead to:

- Increased risk of theft, vandalism, or anti-social behaviour
- Safety concerns for residents and visitors
- Difficulty identifying who is responsible if incidents occur
- Compromised security for the entire building

Even if someone looks like a resident or says they live in the building, they should always use their own access method.

How You Can Help

Residents can help keep the building safe by:

- **Not holding doors open** for people you do not know
- Politely asking others to **use their own key fob or access code**
- Only allowing entry to guests, deliveries, or contractors **you are personally expecting**
- Reporting any **broken door closers, faulty locks, or access issues** to the Property team.

Working Together

Our building security relies on everyone playing their part. By preventing tailgating, you are helping to protect your home, your neighbours, and shared spaces.

Future Development Update

We would like to keep residents informed about some potential improvement and development projects currently being explored on the Dickson & Hammond scheme.

Trevor Jones Office Extension

We are in the early stages of investigating options to extend the Trevor Jones Office within Hammond House. The aim is to create a dedicated reception area for all customers, alongside private interview rooms. These improvements would allow for more welcoming customer access, better privacy for appointments, and further workable space with improved facilities for staff. At this stage, no final decisions have been made, and the project remains under consideration while feasibility is explored.

Proposed Apartment Development

In addition, we are currently liaising with architects regarding an initial proposal to develop the large car park on the scheme. The proposal being considered is a 45-unit apartment development. This work is also 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.

Keeping You Informed

Both potential projects are in their early planning stages, and no confirmed timescales or construction plans have been agreed at this point. We understand that residents may have questions or concerns, and we are committed to keeping you fully informed as plans progress and more information becomes available.

Further updates will be shared through future newsletters and resident communications.