



## This Update

- Preventing Tailgating
- Keeping Communal Areas Safe
- Police Drop In Sessions
- Bee Nest Update
- Building Review
- Changes to Rear Ground Floor Door

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.

### Homelessness Update

Activity is continuing to be monitored, with Brighter Futures actively discouraging their clients from loitering outside their building. Local agencies, including the police, are also meeting regularly to manage and review the situation. Where necessary, the police will consider the use of dispersal orders. Residents are asked to report any crime or antisocial behaviour by calling **101**, or **999** in an emergency.

### 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.

**Thank you for your cooperation in keeping our building safe and secure.**

### Keeping Communal Areas Clear

For fire safety reasons, please make sure all communal areas are kept clear at all times, including corridors and stairwells.

Please do not leave any items, including parcels, outside your flat. Items in shared areas can block escape routes and create safety risks.

**Thank you for helping to keep everyone safe.**

## Changes to Rear Ground Floor Door Access

Due to ongoing issues with the rear ground floor door being propped open, which has led to unauthorised access to the building, we have had to make a change to how this door is used.

The rear ground floor door has now been restricted to emergency exit use only. A break-glass unit has been fitted, which means the door can still be opened safely in the event of an emergency. From now on, all access into the building must be via the front main entrance only.

This change has been made to improve building security and resident safety. We appreciate your understanding and cooperation.

## 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 😊

## Update for Residents: Bee Nest on the 5th Floor

Some residents may be aware of a large bee nest located on the 5th floor of the building. We want to reassure everyone that the situation is being taken seriously and is being managed appropriately.

Bees are a protected and environmentally important species, and as such they must be dealt with in a specialist and responsible manner. Unlike wasps or other pests, bee nests should not be disturbed or removed without professional expertise, as this can pose risks both to residents and to the bees themselves.

We are currently liaising with a specialist bee contractor who is experienced in working with large nests, particularly in residential settings. They will assess the nest safely and agree the most appropriate next steps, which may include relocation rather than destruction, depending on the type of bees and the location of the nest.

In the meantime, we kindly ask residents to:

- **Avoid the affected area where possible**
- **Not attempt to interfere with or disturb the nest**
- **Keep windows and doors closed near the affected location if practical**

At present, there is no immediate cause for alarm, and bees typically only become defensive if they feel threatened.

We appreciate your understanding and cooperation and a further update will be provided once we have confirmed the agreed course of action.

**If you have any immediate concerns, please contact the Property Team.**

## High-Rise Refurbishment and Building Review

You may have heard that the Council is currently looking to get permission to refurbish some of its high-rise buildings, including Wellington Court and Westwood Court in Hanley. If everything is approved, they're hoping the work could take place during 2027–2028.

Although these plans relate to other buildings, we wanted to keep residents up to date and explain what this means for us.

Northwood Court was last refurbished in 2000, so it's been quite some time since any major works were carried out. Because of this, we're planning to carry out a review of the building in the near future. This will help us understand the current condition of Northwood Court and look at what improvements might be needed going forward.

At this stage, this is simply part of our planning and doesn't mean that work is about to start. The aim is to make sure we're thinking ahead and keeping the building safe, comfortable, and fit for the future.

We'll keep residents updated as things move along and will share more information once the review has taken place.