

# HEALTH AND SAFETY GUIDE

## ERINGDEN HIGH-RISE



LAST REVIEWED  
APRIL  
2025

**TENANT  
APPROVED**



**Staffordshire**  
Fire and Rescue Service  
preventing • protecting • responding



**Tamworth**  
Borough Council

# 1 Fire Action

## If a fire breaks out in your flat:

- Leave the room where the fire is straight away.
- Then close the door.
- Tell everyone in your flat and get them to leave.
- Close the flat entrance door behind you.
- Do not stay behind to put the fire out.
- If there is a lift - Do not use it.
- Wait outside. Away from the building.
- Call the fire service - dial 999.

## If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home or if you are told to leave by the fire service.
- If there is a lift - Do not use it.
- If you are in doubt - get out.
- Call the fire service - dial 999.

## To call the fire service:

- Dial 999.
- When the operator answers give your telephone number and ask for fire.
- When the fire service reply give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

# 2 Please do not...



## DO NOT:

Store gas cylinders, paraffin or other highly flammable liquids in your flat.



## DO NOT:

Park or block access to the flats. Access roads and gates are designed to allow fire engines to get as close as possible to fight fires.



## DO NOT:

Attach anything to the front door frame or communal door frame that would stop the door from fully closing and affect the smoke seal.



## DO NOT:

**Block your exit route.** This includes leaving rubbish or personal items outside your door, by the bin chute, on the stairs or on the landing.



## DO NOT:

Smoke in communal areas including the landing and lift. It is against the law to do so.



## DO NOT:

Place candles or tea lights on, or near to flammable materials e.g. curtains.



## DO NOT:

Bring bikes, scooters or any items with petrol or diesel engines into the building



## DO NOT:

Leave bikes, buggies, mobility scooters or similar in communal areas even if its right outside your own front door.



## Emergency Evacuation Information

As a landlord we are required to provide emergency evacuation information to assist the emergency services should they need to facilitate an evacuation.

In the event of an emergency evacuation, you won't be able to use the lift. If you need to leave your flat and use the stairs to exit the building:

- Can you exit the building on your own without any additional help or support?
- Can you exit the building with some assistance from one person?
- Would you need help from two or more people to exit the building safely? (remember you can't use a lift)
- Do you use oxygen tanks in your home?

It is your responsibility to tell us if the above changes at any time. Even if that change is temporary. It is essential we know if there is a change so in the rare event of an emergency in the building the most accurate information possible is available to the emergency services.

If your contact information or evacuation information changes at anytime please contact your Resident Support Worker on 07970345545 or email [Tenantparticipation@tamworth.gov.uk](mailto:Tenantparticipation@tamworth.gov.uk) and in the subject please put "For the attention of the High Rise Co-ordinator."

# 3 Sprinklers



**Sprinklers are in every flat and on every floor (excluding the main staircase) and will activate automatically if there is a fire.**

## How do sprinklers actually work?

Each sprinkler has a water seal held in place by a glass bulb filled with a liquid. As the liquid heats up by a fire it expands at a set temperature (usually around 60°C). This breaks the glass bulb and the sprinkler sprays water over the fire below. The water will come out at an extreme speed and pressure (up to 100 litres per minute) to suffocate a fire as quickly as possible

## Do all the sprinkler heads go off at the same time?

Only the sprinkler(s) closest to the fire will activate, they don't all go off at the same time.

## Will the sprinklers create more damage than the emergency fire services?

No. Within 10-30 seconds of a fire being detected, an activated sprinkler head will discharge 35-100 litres of water per minute (85% less than emergency services). The fire service would be likely to reach premises within four minutes of being called and then, they are unlikely to get to the source of the fire for another five to ten minutes. At this point, the fire will have inevitably become larger. Fire crews will then pump 1000-3000 litres of water per minute.

## What happens if the sprinklers go off accidentally?

Sprinklers are activated by heat from a fire and will not operate until the temperature reaches about 60°C. There is no risk of activation by smoke, dust, fumes, moisture in the air, burnt toast or cigarettes. It is also very unlikely that the heat from cooking will set off the sprinkler. As the sprinkler is activated by heat we would advise caution against using tools and equipment that reach high temperatures near the sprinkler heads, such as steamers to strip wallpaper.

## What do we do if the sprinklers do go off?

The sprinkler system is connected to the fire detection systems (alarms) and will summon the fire and rescue services whenever a sprinkler is activated. If there is a fire in your property leave your flat immediately and wait for the fire service to arrive.

## What if I want to check the sprinklers?

The sprinklers are covered by a small plastic cap to prevent the sprinkler head becoming clogged with dust or debris. You do not need to remove this cap to check the sprinkler. You may be fined if a cap is removed unnecessarily. Tamworth Borough Council conduct an annual service of the sprinklers to make sure they are fit for purpose, it is important you provide access to contractors when they come to check the sprinklers.

# Living with Sprinklers

Please do not...

**DO NOT:**

Cover sprinkler heads.

**DO NOT:**

Paint the sprinkler heads or their cover plates.

**DO NOT:**

Use wallpaper steamers or similar high temperature equipment near the sprinkler heads draped fabric,

**DO NOT:**

Shield the sprinkler heads or obstruct the flow of water with tall items of furniture or ornaments.

**DO NOT:**

Hang anything on the sprinkler.

**DO NOT:**

Try to test the sprinkler heads.

What sprinklers in your home look like



What sprinklers in communal areas look like



# 4 Fire Doors



**Everyone living, working or visiting the block you live in must comply with the fire regulations in relation to fire doors within individual homes or the communal parts of the building, this includes:**

- all fire doors must be kept closed when not in use,
- residents or their guests should not tamper with any self-closing devices, and
- residents should immediately report any fault or damages to the fire doors to the council's repairs freephone number 0800 183 0044 (available 24 hours a day)

All communal doors and flat front doors are certified 30 minute fire doors. This means it will take around 30 minutes for a fire to burn through the door, which will dramatically reduce the speed of a significant fire spreading through the building.

Residents must not add any items to the fire doors that might stop it working as well to keep you safe in a fire. Residents should also be wary when manoeuvring large items through doorways such as mobility scooters or furniture that might damage the fire doors if knocked. Damage to the fire doors could mean a fire could breach the door in less than 30 minutes and put lives at risk.

It is also important nothing is placed around the edge of the door frame that would prevent the door from fully closing, and the door is not wedged open. Each fire door has a seal around the edge which delays the spread of smoke in the event of a fire. This would be compromised if the door was prevented from closing allowing smoke to spread and putting lives at risk.

These doors help keep you and others safe throughout the building and it is important they are well looked after and maintained. Tamworth Borough Council will conduct regular checks to ensure these doors remain within fire and safety regulation and standards.

**If you notice damage to a fire door or the seal around the edge please call our repairs freephone number 0800 183 0044 (available 24 hours a day).**

If your fire door needs replacing due to mis-use or damage caused by a resident or their visitors the responsible resident will have to pay for the replacement door.

# 5 The safe disposal of rubbish and unwanted goods

There are bin chutes on every floor, except for the ground floor.

## Bin Chutes

The bin chutes can be used to dispose of your day to day household rubbish. It is highly recommended to empty your bins regularly rather than allowing bin bags to become over full as they will not fit down the bin chute. The bin chute can not accommodate large bags of rubbish and can easily become blocked with oversized bags of waste.

### What can I put down the bin chute:

Kitchen waste

- Food waste
- General non-recyclable non compostable material



### What can I NOT put down the bin chute

Sharps

- Large boxes/packaging that has not been broken down into smaller pieces
- Furniture
- Human waste



Please note the above lists are not exhaustive.

Please do not leave items of furniture or rubbish outside your door, by the bin chute, on the stairs or in the landing by the doors. If the bin chute is blocked please take your rubbish back into your flat until the blockage is cleared. Do not leave any rubbish on the floor by the bin chute, this can create bio-hazards and trip hazards. Do not throw rubbish and food waste on the floor or out of your windows. This will attract rats and other vermin as well creating hazards for all residents.

**If your bin chute is blocked or damaged please report it to our repairs freephone number 0800 183 0044 (available 24 hours a day).**

## Do not flush!

It is important not to flush items down the toilet that may cause blockages in pipe that connects your toilet to the main sewerage system. These blockages could cause sewage to back up the pipe into your home and other residents homes. Below are some examples of what not to flush down your toilet, please note this list is not exhaustive.

- Nappies
  - Wet wipes (even if packaging says flushable)
  - Sanitary pads
  - Cotton wool/ cotton pads
  - Paper towels
  - Condoms
  - Plasters/ medical dressings
- these should be bagged and disposed of safely.



## Bulky waste collections

You can dispose of bulky items such as unwanted furniture, a sofa or a fridge by contacting the us on 0345 002 0022.

## What other ways can I get rid of bulky items?

### Donate to charity

Some charities will come and collect items you wish to donate from your home.

### Ask a neighbour

If they can help you break down your rubbish to fit in the bin chute or to take it to the tip for you.

### Retail recycling schemes

When purchasing new items of furniture ask if the delivery company will take the old one away for you.

### Visit a local household recycling centre (tip)

Visit [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk) to find your nearest household recycling centre.

## Fly-tipping

[www.lichfielddc.gov.uk/recycling-bins-waste/bulky-scrap-collections](http://www.lichfielddc.gov.uk/recycling-bins-waste/bulky-scrap-collections).

**Report it** - To report fly-tipping telephone: 01827 709709. You may be asked to make a written statement about what you saw. You can also report the details using our onlineportal at <https://mytamworth.tamworth.gov.uk/>

**Safe disposal of sharps** - if you find a needle or a syringe in a public place, please report it to us as soon as possible by calling: Tel: 01827 709709.

# 6

## What is antisocial behaviour? (ASB)

Antisocial behaviour is a very broad term and depends on the perception of the complainant. Some examples are listed below:

### Serious ASB includes:

Violence • Arson •  
Hate Crime • Harassment



### General ASB includes:

Noise • Vandalism • Graffiti •  
Vehicles • Animals • Fly-tipping



If you make a report of anti-social behaviour, we will meet with you to assess your report.

To report a crime you can do so online at: [www.staffordshire.police.uk](http://www.staffordshire.police.uk) or ring Staffordshire Police on 101. In the case of an emergency dial 999.

You can report incidents of ASB to to the Resident Support Officer (RSO) during business hours who will arrange an interview with the Neighbourhood Impact Team. The RSO will be in the office Monday to Friday (except bank holidays) between 8am and 5pm. Resident Support Officer contact number: 07970 345545.

Report It Online via: [www.tamworth.gov.uk/anti-social-behaviour-incident](http://www.tamworth.gov.uk/anti-social-behaviour-incident)

Telephone the Neighbourhood Impact Team. Tel: 01827 709514

Email: [neighbourhoodimpactteam@tamworth.gov.uk](mailto:neighbourhoodimpactteam@tamworth.gov.uk)

Write to us at: Tamworth Borough Council,  
Marmion House, Lichfield Street, Tamworth, Staffordshire B79 7BZ

For criminal offences, please ring Staffordshire Police on 101 or in the case of emergency, 999.

# 7 Security at Eringden flats



To help protect the safety and security of all residents living in your block, please do not allow anyone you don't know into the block.

Residents can help protect the safety and security of their block by following a few simple security steps listed below:

- Make sure the main entrance doors and gate to your home are kept closed at all times.
- If possible please try to prevent unknown persons following you into the block once you have opened the main entrance doors or gate.
- Do not release the main entrance door for anyone you don't know who have called your intercom saying that they need access to the block, even if they claim to be a contractor or worker of Tamworth Borough Council.
- If workers or visitors have an appointment with a resident and they need to gain access to the block, they must call the tenant/resident concerned, using the entrance intercom system.
- If you believe that someone is loitering or acting suspiciously in communal landings or staircases then contact the police.
- CCTV is installed inside and outside of Eringden for the purposes of the prevention and detection of crime.



Entry System

If you have any queries or concerns about safety in your block please do not hesitate to contact the Tenancy Sustainment Team on 01827 709514 or the Resident Support Officer on 07970345545.

When ending your tenancy please make sure your door entry fob and any extras purchased for relatives or carers are returned to the council.

**These precautions are in the interests of your safety.**

# 8 Estate cleaning services

## The standard of communal cleaning at your block

Our cleaning team is responsible for keeping clean the inside communal areas.

We aim to keep your communal areas clean and as pleasant as possible and have a routine programme for cleaning.

## Accidents happen

Sometimes fouling, such as toileting or vomiting occurs in public access ways and in communal areas. We understand that accidents happen. Please clean up any accidents immediately. However it unacceptable to leave this for the estate cleaners to clear away. It presents serious health hazards for other residents. Please clean up any accidents immediately.

## Tenant inspectors

Tenant inspectors are volunteer tenants who play an active role in ensuring that communal areas (like halls, stairwells, and shared spaces) are being cleaned properly and that estates are well-maintained. From checking cleaning standards to identifying issues such as overgrown gardens, graffiti, or flytipping. Tenant inspectors serve as our eyes and ears on the ground. You will help identify problems that might be overlooked to ensure that everyone's voice is heard regarding the services that affect them the most.

## How to report a problem with the cleaning in your block?

If you think an area of cleaning has fallen below the standard of cleanliness you expect or you wish to report any issues regarding the cleanliness of your block including graffiti, please let us know by contacting us on:

**Estate Cleaning Services**  
**Monday to Thursday – 8.45am to 5.10pm**  
**Friday – 8.45am to 5.05pm**  
**Telephone number: 01827 709709**



# 9 Lifts and alarms



**The block has one lift that runs the full height of the building.**

## **If there is a fire**

If there is a fire or emergency evacuation you should use the stairs. The lifts will automatically stop working if there is a fire and can only be re-activated by the fire service. Please note the lifts will not be affected if the smoke detector in your flat is activated.

## **If the lift goes out of service**

Unfortunately the lifts can go out of service from time to time. We always try to repair our lifts as quickly as possible.

Where possible we will keep you informed and updated as to how long the lift may be out of service if it is likely to be out of service for more than a day.

We will contact all residents affected to offer support for those individuals that cannot access a lift either above or below.

For any concerns during a period of lift works/repair or for further support you should contact the Resident Support Officer on 07970345545.

The council's lift contractor, will be on site as priority and will respond to any immediate issues. They will make every effort to have the lift repaired and in operation as quickly as possible.

**To report a lift is out of service please call repairs on 0800 1830044.**

**If you are unable to return to your property, need assistance, and it is outside normal business hours dial 01827 709709 and select option 1. During office hours please visit the Resident Support Officer's site office or call them on 07970345545.**

**Office hours:**

**Monday – Thursday 8.45am – 5.10pm**

**Friday 8.45am – 5.05pm**

## Things to consider if one lift goes out of service

### **What if I have or need to make a doctor's appointment?**

For this short period you may have to request a home visit by your doctor if you are unable to leave your home.

### **How will I be able to get to my hospital/doctors appointment?**

You will need to liaise with your hospital/doctors about your options.

### **How will I get my medication / prescriptions?**

Most pharmacies offer a free delivery service through your doctor's surgery.

### **I have witnessed a resident causing damage to the lift what should I do?**

We ask you to report any incident of damage to the lift area to the Resident Support Officer on 07970 345545.

### **What will happen if I can't use the stairs?**

If you are unable to manage the stairs at all please contact the Resident Support Officer and they will arrange a visit to help. Remember if your situation changes and you can no longer manage the stairs.

### **I'm expecting a delivery/visitor, will they still be able to visit?**

Most delivery services are willing to walk at least one flight of stairs. It is worth checking when booking the delivery if they are willing to use stairs. This is important information we have to share with the fire service so they can keep you safe in an emergency.



## If you are trapped in the lift

If you are in the lift when it goes out of service there is an emergency alarm button that is connected to a 24hr lifeline contact centre. The contact centre will be able to call the emergency services for you, and will contact our repairs centre to arrange for the lift contractor to attend as a priority.

If you need to contact the lifeline centre please press and hold the alarm button for at least three seconds.

Depending on how busy the contact centre is it can sometimes take a few minutes for the call to connect.

If you accidentally activate the alarm button please wait for the call to connect and inform the call centre it was an accident. You will not get into trouble for pressing the button by accident. However if the alarm does go off and the contact centre is unable to communicate with anyone in the lift they must respond as though someone is trapped and in need of assistance and will escalate with the appropriate emergency services.



Lift



Lift Buttons

# 10 Communal areas

It is important for residents that the landing between flats, along with all other communal access, are kept clear at all times of any items that may impede a person's exit in an emergency or that may accelerate the burn or ignition of a fire.

In an emergency, such as a fire, items in a communal area could create a real hazard for yourself and other residents by blocking your exit or rescue from the property or by accelerating the fire putting more lives at risk.

All communal areas must remain, as the fire service refer to, a sterile environment. Below are some examples of the things that should not be left in communal areas or outside your front door: *(Please note this list is not exhaustive)*

Rubbish *(this includes by the bin chute if its blocked or bulky rubbish waiting for collection. Bulky waste must go outside on the day of collection).*

Bikes • Prams • Mobility Scooters

Walking Aides • Wheelchairs

Seasonal Decorations

Door Mats • Umbrella Stands

Scooters and bikes  
(including electric and petrol)

Furniture - boxes - packaging

Communal areas in the block are cleaned on a regular basis. However please note that it is the residents responsibility to keep the area outside each flat front door clean and tidy.

The block is regularly inspected by the council. If items like those listed above are found by staff or reported by residents, the council's officers will be notified and make any necessary investigations.

## Noxious & Offensive Odors

You should refrain from smoking any substances which can emit noxious and/or offensive odours or that can cause offence to other people within the community. This includes the unlawful use of cannabis and applies to any person residing at or visiting the premises.

## Mobility Scooter and E-Scooter Safety Advice

Mobility scooter and E-scooter safety is usually mentioned when talking about road use or riding on pavements around pedestrians BUT there is an equal and potentially more dangerous risk associated with scooter safety and the risk of fires.

The main risk occurs around the storing and charging of scooters.

Here is some advice on what can be done to increase safety and to reduce the risk of fire.

- Don't leave your scooter battery on charge overnight.
- When charging, don't block your escape route and always make sure the area is properly ventilated.
- Make sure you have a smoke alarm fitted. Remember to check the batteries and test the alarm regularly.
- Make sure you have your mobility scooter or E-scooter properly serviced regularly which should include portable appliance testing to ensure electrical safety.

### Can I leave my scooter on the landing outside my flat?

No - any mobility scooter, E-scooters or wheelchair left on the landing is a serious fire hazard, as highlighted by the fire service. Scooters parked outside flats will be reported to the Housing Officer and a Community Protection Notice could be served.

### Leaving and entering your property with your scooter

Mobility Scooters and E-scooters are incredibly useful aides to enable tenants with limited mobility continue to be able to get out and about independently. However when the flats where first built they were not designed with mobility and E-scooters in mind and turning circles in and out of the lifts and through flat front doors can be tight.

When purchasing a scooter please give consideration to the size of the scooter and the space available to manoeuvre it to make sure you do not damage your scooter, the lifts or your front door.

You must make sure that your scooter is able to safely enter and exit the lift without any contact with the landing doors or internal panels.

The force of a scooter impact with the lift causes significant issues with the door configuration and consequently results in mechanical failure and breakdown.

If damage is caused to a door, lift or your property by a scooter you may be charged for the cost of the repair.

Some residents opt to hire a garage to store their scooter in. If you would like more information on renting a garage please call 01827 709514.



**Tamworth**  
Borough Council



## Keep escape routes clear



In the event of an emergency all occupants must be able to escape quickly and safely. Your landlord/managing agent has a legal duty to ensure that escape routes are safe. As a tenant you also share in this responsibility as a resident in this block. Failure to comply with these instructions could cost lives.



- Do not leave rubbish or obstacles outside your flat
- Do not wedge fire doors open
- Do not smoke in communal areas (this includes landings, lifts, foyers, stairwells, walkways, community areas and storage areas)



- Keep communal areas free of obstruction at all times
- Dispose of all rubbish accordingly



Items left obstructing these areas could:

- Slow people down during emergency evacuations
- Catch fire and emit smoke which could be toxic
- Prevent firefighters from moving around safely and efficiently during an emergency

# 11 Legionella



**Although it is fairly rare, you may have heard of occasional outbreaks of Legionnaire's Disease. This disease is caused by bacteria, called Legionella, which can cause breathing problems if someone breathes in small water droplets contaminated by these bacteria. Most outbreaks seem to start in businesses or large buildings, but there is a low risk that the bacteria can cause a problem in your home.**

Although it is only a low risk within the home, we have completed a number of checks throughout our sheltered housing schemes to make sure you are as safe as possible.

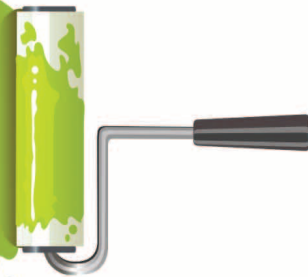
However in order to help you stay safe in your home there are things you can do to minimise the risk of legionella.

- Clean the shower head on a regular basis.
- If you have been away for longer than a week, run the shower for a minute or two before using it.
- Water tanks: If you have been away for a period of time, especially in the warmer months, run the water on low pressure for a few minutes to flush the system.
- Keep the lid on your water cisterns.
- Drinking water filter jugs (for example, Brita types): Keep in the fridge, keep clean, and do not leave water in the container for long periods.
- Taps: Keep taps clean and free from scale where possible. If you have been away for over a week let the taps run slowly for 2-3 minutes when you arrive back.
- Toilets: If you have been away for a week or so it is advised that you put the toilet seat down and flush the toilet.

If you have any concerns about Legionella, please call the resident Support Officer on 07970 345 545.

# 12 Useful information

**Repairs Call Centre: 0800 183 0044**  
[www.tamworth.gov.uk/council-tenants-hub/repairs/council-housing-repairs](http://www.tamworth.gov.uk/council-tenants-hub/repairs/council-housing-repairs)



## Council:

- Bulky waste collection: 0345 002 0022
- Tamworth Borough Council: 01827 709 709
- Tenancy Sustainment Team: 01827 709 514
- Benefits Team: 01827 709540 or email [benefits@tamworth.gov.uk](mailto:benefits@tamworth.gov.uk)
- MyHousing: Google search my housing Tamworth
- Council website: [www.tamworth.gov.uk](http://www.tamworth.gov.uk)
- Income Team: 01827 709514 or email [incometeam@tamworth.gov.uk](mailto:incometeam@tamworth.gov.uk)
- Neighbourhood Impact Team: 01827 709514 or email [neighbourhoodimpactteam@tamworth.gov.uk](mailto:neighbourhoodimpactteam@tamworth.gov.uk)
- Tenant involvement and engagement team: email [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk)

## Non council:

- For non-emergency fire information: 0800 0241 999
- Non emergency police: 101
- Non-emergency medical: 111
- Mental health helpline NHS: 111 (option 2)
- Samaritans: 116123
- Shout: text SHOUT to 85258
- Childline: 0800 1111
- Mind: 0300 102 1234 (only available 9am – 6pm Monday – Friday)
- Papyrus: 0800 0684141 (under 35's. Available 9am – midnight)
- Young minds: text YM to 85258 (under 25's)
- Campaign Against Living Miserably: 0800 585 858 (for men. Available 5pm- midnight)
- Community Together CIC: 01827 59646

# 13 Preparing for a power cut



## Examples of what won't work during a power cut.

In a power cut there are a lot of things in your home that won't work until power is back on.

	<b>Lights</b>		<b>Electric shower</b>		<b>Mains appliances</b> eg. TV, cooker, fridge, freezer
	<b>Lifts &amp; stair lifts</b>		<b>Toilets in the town centre high rise flats</b> (once toilet system emptied)		<b>Communal lighting</b> (however, some lights have a battery backup)
	<b>Mains water in the town centre high rise flats</b> (the pumps that supply water to the high rise blocks are powered by electricity)		<b>Landline phones</b> Most landline phones won't work without power		<b>Hot water boiler</b> You'll have whatever is in your tank
	<b>Heating</b>		<b>Wifi</b> (unless battery powered)		<b>Door entry system</b>

Take a moment to look around your home and consider what will not work without electricity. If you have items such as medical equipment that needs mains power, you may want to consider arranging battery back-up options for essential equipment. You may need to contact your medical provider to discuss this further. It may also be beneficial to contact your energy provider and notify them that you have essential medical equipment in your home, so they are aware who their most vulnerable customers are in the event of a power cut.

## What can I do to prepare?

### **Prepare - Make a plan: know what to do if you have a power cut**

- Keep a torch handy with spare batteries available so you can avoid using candles.
- Have warm clothes and blankets somewhere easily accessible.
- Have food which doesn't need heating accessible. Reminder, if you are in a flat or sheltered housing, paraffin heaters and other heaters with open flames or gas supply are prohibited.
- Keep a charged mobile phone to hand, as many modern telephones, especially digital or cordless ones, won't work without power.
- Write down important phone numbers and contact information. If your numbers are saved to a landline phone or mobile phone that runs out of charge you will not be able to access essential contact information until the power returns.
- If you have electrical appliances with battery back-ups, make sure they have fresh batteries and/or are charged.
- Make sure any medical equipment you have at home has a battery back-up and are kept charged.
- Follow your network operator on social media so you can find local updates. Find them at [www.energynetworks.org/be-winter-ready](http://www.energynetworks.org/be-winter-ready).
- Save 105, the free national power cut emergency number, to your phone.
- Talk to your family/friends or neighbours about a plan in the event of a power cut of how you can help them or let them know you may need help.
- If you are given advanced notice of a 'planned power cut' consider preparing the following:
  - Hot water bottles
  - Thermos flasks for hot water
  - Bottle some cold water
  - Plan your journeys and appointments around a power outage
  - Check you have sufficient medication etc. if you can't go out during the power cut
  - Notify visitors/carers/deliveries as there will be no lift service



## What to do during a power cut?

- Stay Calm.
- Take care when moving around your home as if its dark there will be an increased risk of trips and falls.
- Switch off and unplug heated appliances like fires, ovens, grills, hobs, the clothes iron or any heated hair straighteners or curlers, in case you forget they were on when the power comes back on.
- Use items like torches and battery powered devices to provide extra light but please do not use candles as this presents a fire hazard.
- If you can, try and stay in one room as this will reduce heat loss while the power is off and reduce the risks of tripping over items you can't see in the dark.
- If possible, avoid opening your fridge and freezer to keep the contents cool and preserve your food for longer. If your frozen food defrosts, you'll have to eat it that day or throw it away.
- Leave a light switched on so you know straight away when the power returns.
- If you have a battery powered radio to hand, tune it in to your local radio station for updates on the power cuts and when the power may return.
- Follow your network operator on social media so you can find local updates. Find them at [www.energynetworks.org/be-winter-ready](http://www.energynetworks.org/be-winter-ready).

## Are You Ready?

Thinking ahead and being prepared for a power cut can help to make sure you stay safe, so remember to:

- Make a plan for you and/or your family
- Be prepared
- Make sure important information and documents are together in a known place
- Take necessary measures so you can stay informed for example a fully charged mobile phone/charged laptop/battery radio

# 14 Comments, Compliments and Complaints

## **How to report a problem and who to contact with comments, compliments or complaints about council services.**

The council provides a wide range of services for people who live and work in Tamworth and for visitors to the town. Your feedback is very important to us, it helps us to improve the services we provide to better meet the needs of our customers. As part of this, we encourage feedback when we have done something well, or when you think we have done something wrong.

### **Comments**

We listen and learn from comments and suggestions as well as compliments and complaints. Comments about how we can alter or improve can lead to a change in process, policy, actions, activity, or literature and material. We think we're doing things right, so unless you tell us we may carry on doing the same. What you tell us can really make a difference, we can't change everything, but what we can - we will. Please see our website for details on how to make a comment or suggestion:  
<https://www.tamworth.gov.uk/comments-compliments-complaints>.

### **Compliments**

We aim to provide you with an excellent service. If you have any compliments you wish to make, please use our compliment e-form available on our website via [www.tamworth.gov.uk/comments-compliments-complaints](http://www.tamworth.gov.uk/comments-compliments-complaints). For example your compliment could be about our services, about customer care, about recent events organised by the council, about the Tamworth environment or about council staff.

If you can not access the e-form you can pass your compliment on via:

- Telephone: 01827 709709.
- Email: [information-governance@tamworth.gov.uk](mailto:information-governance@tamworth.gov.uk)
- Write to us at: Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Ask any member of staff to assist.



## Complaints

Many queries can be dealt with without going through the complaints procedure such as general service requests like reporting a street issue. Before making a complaint, have you contacted the service in question to resolve your issue? By using the correct form to contact us, your enquiry will go to the right people, and we'll be able to deal with your concern more efficiently.

### What is a complaint?

A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, and/or the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

### How can you make a complaint?

To make a **complaint** you can:

- Complete an e-form via the My Tamworth customer portal: [mytamworth.tamworth.gov.uk](http://mytamworth.tamworth.gov.uk)
- Telephone: 01827 709709.
- Email: [complaints@tamworth.gov.uk](mailto:complaints@tamworth.gov.uk)
- Write to us at: Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Visit our reception at Marmion House (10am – 2pm Monday, Tuesday, Wednesday, and Friday. 2pm – 6pm Thursday).
- Ask any member of staff to assist.

We accept complaints from third parties who have the customers permission to act on their behalf in making the complaint. (This can be from any person, for example a relative, friend, councillor, MP).

## What happens when I make a complaint?

**Stage 1** - We try to resolve issues quickly and will try to resolve things informally whenever possible. When we receive your complaint we will review, acknowledge, define, and log the complaint within 5 working days.

If the communication received is considered a service request, the IGT will:

- record the details
- advise the customer that their communication is considered a service request and
- pass it to the relevant service area for action through their normal processes.
- Monitor the request through to completion

If the communication received is considered a complaint, the Information Governance team will:

Pass to the designated officer where all the issues raised in the complaint will be addressed and, where considered possible, the designated officer may resolve the complaint by phone or in person promptly in line with policy and the complaint handling codes, which will be followed up in writing. We aim to provide a full response to your complaint within 10 working days.

If they need more information from you, they will contact you to get a clearer understanding of your concerns. We will provide a full response and explain any changes which may result from your complaint. We will also tell you how to take the matter further if you're not happy with our response.

**Stage 2** - If you're unhappy after you've received the full response at stage one, please tell us straight away or within one month.

We'll acknowledge this within 5 working days and the complaint will be directed to someone senior to the officer who responded at stage one. We aim to provide a full response to your complaint within 20 working days.

If you still remain dissatisfied with our response, you can then complain to the Local Government and Social Care Ombudsman or the Housing Ombudsman or may require joint consideration by both Ombudsman. We will inform you which Ombudsman to contact when you receive our final Stage 2 response.

Summaries of the complaints each Ombudsman deal with are found on their webpages:  
[www.lgo.org.uk](http://www.lgo.org.uk)  
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)



## Housing Complaints ONLY

You can contact the Housing Ombudsman Service via [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) at any point during the complaint process. It cannot investigate your complaint whilst your complaint is going through our internal complaints procedure however the Ombudsman may be able to help you and your landlord reach a resolution.

Further detailed information is available in our Corporate Complaints Policy. This policy can be accessed via [www.tamworth.gov.uk/comments-compliments-complaints](http://www.tamworth.gov.uk/comments-compliments-complaints)

The Housing Ombudsman Complaints Handling Code outlines how we, as a social housing landlord, should address complaints from our tenants and leaseholders. The code became statutory on 1 April 2024, meaning that social landlords are obliged by law to follow its requirements .

This Code, periodically reviewed by the Housing Ombudsman, ensures that we handle complaints in a fair, efficient, and effective manner.

### **What does that mean for Tamworth Borough Council?**

As part of the Code, the Council is required to produce and publish an Annual Complaints Performance and Service Improvement Report, which included a self-assessment form against the code.

### **What does this mean for you?**

The Council has reviewed its complaints policy and procedures and where areas of improvement have been recognised, or where current areas can be strengthened, these are being acted upon. The guidance includes an annual self-assessment against the code to ensure complaint handling remains in line with its requirements and the results are published.

The Council's Response to the Annual Complaints Performance and Service Improvement Report and Self-Assessment can be found in the Annual Complaints Performance and Service Improvement Report.

### **Equality and Diversity**

We are committed to ensuring that people are not disadvantaged in accessing our services. We will make reasonable adjustments for those people that need further assistance, depending on the individual's needs, further guidance can be found in our Reasonable Adjustments guidance at [www.tamworth.gov.uk/equality-and-diversity](http://www.tamworth.gov.uk/equality-and-diversity).

**If you require this information in another format or language,  
please call 01827 709709 or email: [enquiries@tamworth.gov.uk](mailto:enquiries@tamworth.gov.uk)**



**[www.tamworth.gov.uk](http://www.tamworth.gov.uk)**

Marmion House, Lichfield Street, Tamworth,  
Staffordshire B79 7BZ. Tel: 01827 709709

Designed and produced by Tamworth Borough Council