

TAMWORTH BOROUGH COUNCIL

# RIVERSIDE

Photo taken by high-rise resident Clive Simkin.

# HIGH-RISE NEWSLETTER

Autumn 2025

## Fibreoptic futureproofing at high-rise blocks

**Openreach has installed high speed fibreoptic cables in all our high-rise blocks.**

This has future proofed them ready for when older broadband services are switched off. The cables have been fitted on every floor and stop just outside every flat in a discrete panel ready for residents to connect to, via their internet providers, when they're ready.

If you want to know more about connecting to fibreoptic contact your broadband provider for more information.



## Temporary accommodation

**From time to time, a small number of flats in the blocks may be used as a temporary accommodation to support people in urgent housing need.**

These arrangements are carefully managed by the temporary accommodation co-ordinator and temporary residents are expected to follow the same rules as all other tenants, including being a considerate neighbour and maintaining communal standards.

If you have concerns related to behaviour or property use of any property please contact 01827 709709. Please provide as much detail as possible in your account. It will be reviewed and appropriate actions taken if needed. We kindly ask that reports are factual, specific and proportionate to ensure fair treatment of all residents.

# Sprinklers

**Sprinklers are fitted throughout each flat and in communal areas of each high rise block.**

These sprinklers are activated by heat, usually around 60 degrees. A small glass bulb in the sprinkler head contains liquid that expands to gas as it heats and eventually shatters the bulb, releasing up to 100 litres of water per minute. The water will come out with extreme speed and force, designed to suffocate a fire as quickly as possible.

Please be careful when working near sprinkler heads such as decorating or doing DIY. A wall paper steamer for example could cause your sprinkler to activate or if the sprinkler head is knocked with something like a paper scraper it could break the bulb.

If there is a fire in your property leave it straight away, and close all the doors behind you as you go if you can.

If you set your sprinkler off accidentally remain calm. Close all internal doors and do not open your front door. If you have a wet room try to direct water to your wet room so it can drain away. If the sprinkler is activated in your lounge or kitchen open your balcony door and direct water outside.

As soon as a sprinkler is activated the emergency services will be alerted and fire service will come over as quickly as possible.

For more information on your sprinklers please refer to your high rise health and safety guide. Or contact the high rise co-ordinator on 01827 709436.



## How to report antisocial behaviour (ASB)

**ASB stands for antisocial behaviour, which refers to actions that cause harm, distress, or nuisance to others in a community.**

Some residents have expressed an uncertainty of how they can report ASB if they witness or experience it. There are a variety of ways you can report it to the council.

### Report it on line:

[www.tamworth.gov.uk/council/do-it-online](http://www.tamworth.gov.uk/council/do-it-online)

### Call Neighbourhood Impact Team on:

01827 709514

### Email:

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

**In person:** Please see the back page of this newsletter for Marmion house opening times

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



# Water disruption response

## To our valued residents at Harcourt House, Stanhope House and Townshend House.

We want to extend our heartfelt thanks to all those affected by the unexpected water supply disruption at the beginning of July.

Your patience and understanding was greatly appreciated.

### What happened

The disruption was caused by a problem with the motor in our mains water pump. Our maintenance partner Equans quickly identified the issue and got to work on repairs.

### How we responded

We're pleased with how quickly we resolved this:

- Immediate response: Equans quickly arrived on site
- Personal support: Our teams and Equans staff knocked on every door to check residents were ok and to keep them informed

- Fast repair: We had water restored within two hours using a temporary fix
- Ongoing care: Equans monitored the repair until we installed the permanent replacement part

We're proud of our quick response and grateful for your cooperation throughout.



■ TBC and Equans onsite.

# Electric car charging ports – we want your opinion!

Our high rise tenant consultant group have highlighted that there may be residents interested in purchasing electric vehicles but are unable to because there is no where in the high rise car parks to charge them.

We're currently exploring options and funding opportunities to install electric charging points in some of the communal car parks.

We would like to know if there is demand for electric charging at the high rise car parks.

Please contact the high rise co-ordinator if this is something you think would benefit the high rise blocks or not.

**Call:** 01827 709436

**Email:** [grace-valente@tamworth.gov.uk](mailto:grace-valente@tamworth.gov.uk)

Please note this is still at early information gathering phase and if any electronic charging points where to be installed it would not be for some time – until funding is available.

# Your council ward councillors:



**Councillor Ben Price**

Ben-price@tamworth.gov.uk



**Councillor Natalie Statham**

Natalie-Statham@tamworth.gov.uk



**Councillor Lee Wood**

Lee-Wood@tamworth.gov.uk

## Identity badges

Please be assured that all Tamworth Borough Council staff and repairs contractors should be wearing an identity badge when they visit your home and if this is not displayed please ask to see this before allowing entry to your property.



## Contact us:

### MyHousing:

Google search,  
my housing Tamworth

### Council website:

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

### Repairs:

0800 183 0044

### Rent or antisocial behaviour queries:

01827 709 514

### General council enquiries:

01827 709 709

### Reception opening hours:

Monday, Tuesday, Wednesday,  
and Friday: 10am - 2pm

Thursday: 2pm - 6pm

## Useful numbers

### Repairs:

0800 183 0044

### Tamworth Borough Council:

01827 709709

### Tenancy Sustainment Team:

01827 709514

### Tamworth CIC:

01827 59646

### Bulky Waste Collection:

0345 002 0022

### High Rise Co-ordinator:

01827 709436

### Non emergency fire:

0800 0241 999

### Non emergency police:

police 101

### Non emergency medical:

111

## Articles and photos wanted!

If you have an idea for a newsletter article or a lovely picture of the blocks or the view from your balcony we want to hear from you! Email [grace-valente@tamworth.gov.uk](mailto:grace-valente@tamworth.gov.uk) or call 01827 709436. All high rise newsletters are reviewed and approved by the high rise tenant consultant group.

**Tamworth**  
Borough Council