

# FIRE SAFETY & PREVENTION.



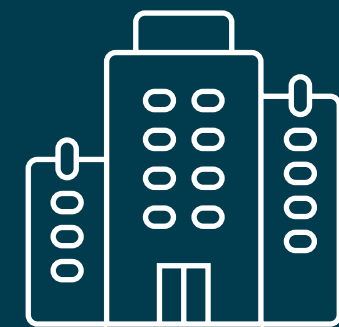


# FIRE SAFETY & PREVENTION SERVICE.

We have proven capability in delivering fire safety compliance solutions to social housing landlords across the country.

With years of technical expertise and experience in removing and replacing cladding and in internal fire compliance measures, our teams ensure installations are of the highest quality with digitalised record keeping that follows golden thread principles and is in line with our customers' requirements.

In 2022, we carried out fire safety and cladding improvements to 138 tower blocks across the UK. Our dangerous structures teams have also completed over 10,000 remediation actions and 50 notice of deficiency projects over the last two years.



Fire safety and cladding improvements to

**138**

tower blocks across the UK



Dangerous structures teams have also completed over

**10,000**

remediation actions



Over the last two years across

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notice of deficiency projects

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Local authorities and housing associations are facing continued urgency in post-Grenfell fire safety compliance investment.

Over the last three years, much of our focus has been on the removal and replacement of cladding and installation of fire compliance measures and this work is understandably sensitive and important. What the social housing sector needs is a maintenance provider able to deliver the highest quality and ensure accurate record keeping, in accordance with building owner requirements.

**SIMON OSBORNE**

Head of SHEQ, Wates Property Services



# SPECIALISTS IN FIRE SAFETY COMPLIANCE FOR SOCIAL HOUSING.

We are a member of the Association for Specialist Fire Protection (ASFP), the UK's leading trade association for the passive fire protection sector, promoting excellence in the design and installation of fire protection.

We specialise in installing and maintaining passive and active fire protection products and systems with BM Trada in-house trained professionals and a highly skilled Fire Accreditation Scheme (FIRAS) supply chain for social housing customers across the UK.

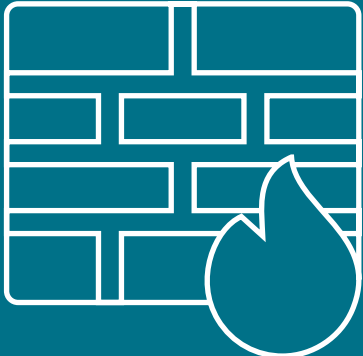





# OUR WORK.

We supply, fit, and maintain a range of preventative fire safety measures, including:

**CLADDING SYSTEMS**



**COMPARTMENTATION TREATMENTS**



**COATINGS (CLASS 0)**



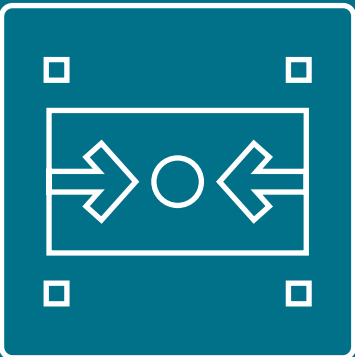
**DRY RISERS AND WET RISERS**



**FIRE DOORS**

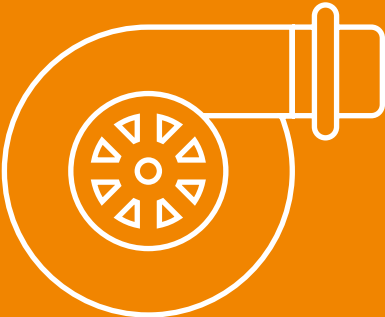


**FIRE SIGNAGE**



We also supply, fit and maintain:

**AOVS (AUTOMATIC OVER-RIDE VENTS)**



**EMERGENCY LIGHTING**



**FIRE ALARMS**



















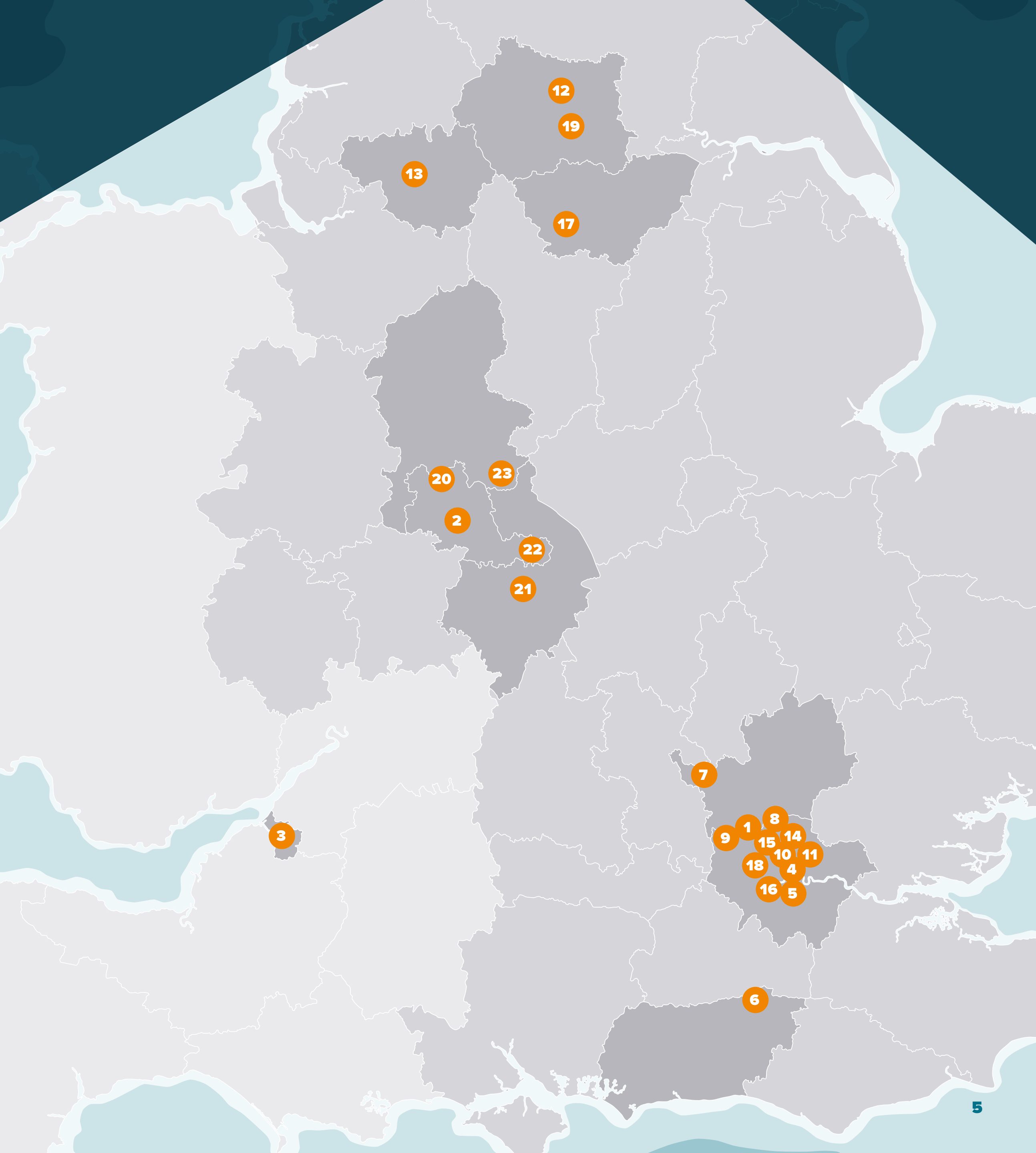
**SPRINKLERS AND WATER MIST SYSTEMS**





# OUR UK CONTRACTS.

1		9		17	
2		10		18	
3		11		19	
4		12		20	
5		13		21	
6		14		22	
7		15		23	
8		16			





# OUR PROCUREMENT ROUTES.

We are active on several procurement frameworks, which offer social housing providers quick and compliant routes to market to deliver quality fire safety programmes.

We work with an extensive network of EU compliant procurement and framework providers including:



**CONSTRUCTION WORKS & IMPROVEMENTS FRAMEWORK**



**PLANNED WORKS FRAMEWORK**



**PROPERTY IMPROVEMENT WORKS FRAMEWORK**



**BUILDING & FIRE SAFETY FRAMEWORK**





# OUR WORK IN PRACTICE.

## CASE STUDY FIRE SAFETY MEASURES INSTALLED FOR NORTHERN HOMES

## CLIENT THE GUINNESS PARTNERSHIP



We work across a framework agreement with The Guinness Partnership, undertaking planned refurbishments for 4,000 homes across the North of England.

Maintenance works include kitchen, bathroom and window replacements, as well as a large portion of these works being dedicated to fire safety measures. We carry out approximately £350k of fire safety works per year through this partnership, with vital customer care forming a key part of this vital work.

### A MULTI-FACETED, FIRE SAFETY SERVICE

The work carried out by our teams ensure The Guinness Partnership's residential homes at India House, St John's Court and various other sites across the North of England are fitted out with trusted fire prevention measures to enhance residents' safety. Alongside planned refurbishments, we are responsible for new fire door installation, prevention measures and immediate emergency support such as sprinklers, smoke and heat detectors

and warden call systems.

As experts in building maintenance and fire safety compliance, we are well equipped and well connected to deliver such works to the highest standards. We also utilise BM Trada Q-mark to provide reassurance on quality, standard and compliance of the doors installed. Each door is fitted with a specific plug to denote its certification status to BM Trada and origin of manufacture.

### A SERVICE BEYOND THE WORKS

The first priority when completing fire maintenance works is always the customers, and ensuring their safety and wellbeing throughout. Before the works began in 2018, our team visited residents on an individual basis to fully understand their needs, build trust and provide reassurance in the works

being completed. In addition to this, we developed a customer care strategy, which included a continuous flow of communication through information newsletters and example installations in communal areas of the building to supplement the engagement strategy and demonstrate the benefits of the fire safety works. This helped our teams to build a deeper rapport with the residents on site and ensure access was achieved with minimal disruption.

Our team has also been involved in the creation of a community garden towards the rear of the building at India House. The space was provided by The Guinness Partnership with our site team contributing donating plants, soil and a hosepipe to help towards the upkeep of the garden.



# OUR WORK IN PRACTICE.

## CASE STUDY ENHANCING FIRE SAFETY AND CUSTOMER CARE IN TAMWORTH

## CLIENT TAMWORTH BOROUGH COUNCIL



We work on behalf of Tamworth Borough Council to deliver a programme of planned works across 4,269 properties, a significant part of which has involved a range of fire precaution works to enhance safety across the property portfolio.

This vital work comprises the replacement of fire doors in six high rise towers as well as a range of additional fire precaution measures for 11 sheltered schemes, including access panels, insertion fire breaks, emergency lighting and new signage.

### ENSURING CUSTOMER WELLBEING

Delivered with a primary objective of enhancing customer safety and wellbeing, the fire precaution works on behalf of Tamworth Borough Council are being carried out while the properties are occupied, some by more vulnerable residents with limited mobility. Enhanced customer care has been vital to the programme. Our dedicated Customer Liaison Officer has engaged closely with customers prior to works being carried out and supported them throughout to avoid uncertainty and disruption. This has been further enhanced by the creation of a respite facility for customers' use. Repurposed from a neighbouring

community centre, this space provides a safe and quiet place where residents can take a break during the work, enjoy refreshments and speak to our team, all of which has resulted in a customer satisfaction rating of 99%.

The team has also designed a new ramp to improve access for mobility scooters across the timber threshold of the new fire doors, ensuring fire safety and compliance has not impacted access and building functionality.

### 100% DEFECT FREE INSTALLATION

As experts in fire safety and compliance, we have extensive experience in delivering and overseeing a range of fire precaution works, a vital part of which is our trusted network of specialist suppliers and subcontractors. Employing a local supply chain where possible, our site team engaged the services of local businesses to supply and maintain the fire doors. Ensuring compliance, the team also

enlisted the services of Dyson Associates, which inspects each door to confirm compliance. This meticulous approach to ensuring high quality installations resulted in a 100% defect free handover in 2021.

### CREATING A 'GOLDEN THREAD' OF ASSET INFORMATION

Forming part of an all encompassing asset management strategy, the fire precaution works on behalf of Tamworth Borough Council has seen our team adopt best practice in tracking and managing assets. The team has used a door tag system, Door Data Systems (DDS), to provide a 'Golden Thread' of information for each installation, linking each door with critical information such as certification, compliance documents and warranties. This provides Tamworth Borough Council with accurate asset data that can inform future fire door installations and maintenance programmes.



# CONTACTS.

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**WATES.CO.UK/FIRE**