

Saffron News

Let us know your thoughts on this newsletter by emailing communications@saffronhousing.co.uk

MAY 2025 ISSUE 5

Welcome to the 5th edition of Saffron's digital news bulletin for tenants and residents. 'Saffron News' is sent as a monthly E-Bulletin, in between issues of Saffron E-News magazine. Included in this edition:

- We discuss fire safety - check out our evacuation procedure for those living in blocks of flats, and watch our video on the importance of fire safety doors.
- When a Saffron tenant emailed to thank us for her recent window installation by contractors Anglian Windows, we felt compelled to share her experience. Read what she had to say opposite.

As ever, we'd love to hear from you! Please let us know your thoughts, opinions and suggestions by emailing us at

communications@saffronhousing.co.uk.

From Saffron Housing Communications Team

NEED HELP?

- Report a repair: **01508 532000**
- Make a complaint:
complaints@saffronhousing.co.uk
- Report anti-social behaviour:
info@saffronhousing.co.uk or call **01508 532000**.
- Update your contact details:
info@saffronhousing.co.uk or call **01508 532000**.



E-NEWS

The April 2025 Saffron E-News was published last month and is available to read by clicking [here](#). If you would like to receive a paper copy, please email communications@saffronhousing.co.uk.



TENANT EXPERIENCE



When a Saffron tenant emailed to thank us for her recent window installation by contractors Anglian Windows, we felt compelled to share her experience. We have been working hard to make sure that we meet tenants' needs and preferences, and this extends to our contractors too.

Having discussed with the tenant, she was happy to share that 'the event itself exceeded all expectations, despite initial anxieties and concerns' – compounded by high-functioning autism and multiple mental health concerns. Understandably, the significance of employing the right contractors, not only for maintaining a good reputation in social housing, but more importantly, for providing reassurance and a level of professionalism that was not only respectful, but considerate to our tenant's needs, was especially valuable.

"The team you sent, possibly unaware of my background, were absolutely amazing. They were professional, hard-working, and polite —qualities that aren't always guaranteed. From the start of their work until completion, they were the most conscientious and meticulous workers I have ever encountered. They built a trusting relationship with me, which allowed me to feel totally at ease with them in my home. That meant everything." Read the full story by clicking on the link [here](#).

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Have You Ever



Made a formal complaint to Saffron between May 2024 - May 2025?

Been through our formal complaints procedure?

And been given a complaints reference number?

If the answer is 'yes'
We want to hear from you!

If you've made a complaint in the last 12 months, we would like to offer you a 1-1 interview to gain an understanding of your experience.

We are offering a £20 voucher as a thank you.

Email getinvolved@saffronhousing.co.uk to express an interest... spaces are limited!

To help us improve our complaints procedure for tenants and residents, we'd like to speak with you (and offer a £20 voucher by way of thanks for your time!)

We'd love to hear from anyone who has been through our formal complaints procedure in the past 12 months and lodged a complaint with us, regardless of the outcome.



Please get in touch with us at getinvolved@saffronhousing.co.uk

FIRE DOORS

All tenants who live in blocks of flats or in our Independent Community Living schemes will have a fire door. They will save lives when there is a fire because they prevent it from spreading quickly. You must never tamper with a fire door, and you must report anything faulty to us immediately by emailing info@saffronhousing.co.uk or calling 01508 532000 so we can arrange repairs and/or inspection as necessary. Watch our video [here](#) - it explains how fire doors work and what you should look out for.



COMMUNAL OPEN SPACES

Our in-house teams are working hard to get the communal grass in your area cut.

We are also concentrating on our priority hedgerows which may block pathways or cause a hazard due to being overgrown.

Please be advised we always carry out a Wildlife Habitat Assessment before any hedges are cut at this time of year.

If you've a query about grass cutting contact our Grounds Maintenance Team on info@saffronhousing.co.uk or call **01508 532000**.

Now our gardens are in bloom following our extremely sunny spring, here's a friendly reminder to give your garden some TLC. This includes reigning in those adventurous climbers like ivy. Letting them grow can play havoc with your homes structure!

Here's the lowdown on why ivy and other climbers can cause such mischief:

- 🌿 Ivy is an adventurous climber with aerial roots, which can get into wall cracks and cause damage.
- 🌿 It's a master of disguise, hide defects in the building fabric and making maintenance challenging.
- 🌿 It loves to trap moisture, making your walls damp and mouldy.

Give ivy the boot with our simple plan:

- 🌿 Chop vines off at the base.
- 🌿 Let the vines dry out for a couple of days, then use a brush or paint scraper to evict any dead hangers-on from the walls.
- 🌿 Throw the plant debris into your green waste bin.

Your garden, and home, will be happier for it!

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Evacuation Procedure in Blocks of Flats

Your block of flats has been designed so that each flat is a fire-resisting box, only in very exceptional circumstances will a fire in one flat affect another. When a fire is in another flat, the safest place for you is to stay in your own home. This is known as a 'Stay Put' procedure and allows the Fire and Rescue Service to safely fight a fire without having corridors and stairs blocked by other residents evacuating.

Where a 'Stay Put' procedure is in place, there will be smoke alarms in your flat, but it is likely that there is not a fire alarm in the communal area as one is not needed unless it is to operate other fire safety features such as automatic opening vents system or automatic opening locks.

What to do if you discover a fire in your own flat

- Do not attempt to tackle the fire.
- If the door is closed to the room where the fire is, do not open it.
- Tell everyone within your home to leave immediately and ensure the door has closed behind you.
- Once out of your flat, if it is safe to do so, call 999 and report the fire, giving the address, your flat number and postcode.
- Leave the building by the nearest emergency exit route and stairs. Remember, this might not be the way that you normally use.
- Do not run or use a lift.
- Everyone should assemble in a safe place, well away from any danger and where someone can meet the fire and rescue service.
- Do not return your flat until you have been told it is safe by the Fire and Rescue Service.

What to do if you suspect a fire somewhere else within the block

Our flat blocks have a STAY PUT procedure.

- If you are in your flat and feel safe, stay put.
- If you feel unsafe or are in a communal area away from your flat, leave the building by the nearest emergency exit route. Remember, this might not be the way that you normally use.
- Do not run or use a lift.
- Call 999 and report the fire, giving the address and postcode and as much information as you know.
- If you need to be evacuated, you will be notified by the Fire and Rescue Service or others dealing with the incident.
- If you have evacuated your flat, do not re-enter it until told it is safe to do so by the Fire and Rescue Service or other person in authority.

Only evacuate the building if:

- You are told to do so by the Fire and Rescue Service or others dealing with the incident.
- You feel unsafe.
- Your home is affected by heat or smoke.
- The fire alarm or evacuation alarm sounds throughout the building.

FIRE SAFETY

Your safety is of utmost concern to us. It's important everyone is aware of the fire safety measures in place in your building or house and you know how to keep you and your neighbours safe in the event of a fire! The Fire Safety in Your Home Leaflet, available on our website [here](#), includes all fire safety information for Saffron tenants and residents.



If you live in a flat, please read the important fire safety information above about emergency evacuation procedures - it could be lifesaving. If anyone requires this information in a different format, please email communications@saffronhousing.co.uk.



What to do if you are asked to evacuate

- If you need to be evacuated, you will be notified by the Fire and Rescue Service or others dealing with the incident.
- Leave the building by the nearest emergency exit route and stairs. Remember, this might not be the way that you normally use.
- Do not run or use a lift.
- Let the Fire and Rescue Service know immediately if someone has not been able to leave your flat.
- Follow further instructions from the Fire and Rescue Service or those dealing with the incident.
- If you have evacuated your flat, do not re-enter it until told it is safe to do so by the Fire and Rescue Service or other person in authority.

What to do if you become trapped and cannot immediately escape your flat

- If you can't get out, get everyone into one room, ideally with a window and a phone.
- Put bedding or other similar items around the bottom of the door to block out the smoke.
- Call 999 then open the window and shout "HELP, FIRE!".
- If you're on the ground or first floor, you may be able to escape through a window.
- Use bedding to cushion your fall and lower yourself down carefully. Don't jump.
- If you can't open the window break the glass in the bottom corner. Make jagged edges safe with a towel or blanket.

Fire doors

Fire doors will help protect you and everyone else in your block of flats should a fire start. Fire doors will be on every flat front door, every corridor door, doors to stores and areas of pipework. They will have self-closers which are vital to keep the door firmly closed automatically.

Please ensure the following:

- Fire doors must not be tampered with.
- Fire door closers must be in working order at all times. We recommend you to visually check weekly.
- Fire doors should close within the frame and create a tight seal using the self-closing device.
- Fire doors should never be wedged open.
- Any faults, damage or issues with fire doors should be reported immediately by emailing info@saffronhousing.co.uk or calling 01508 532000.

Contact us:

✉ info@saffronhousing.co.uk
☎ 01508 532000

We offer INTRAN, a communication service which provides interpreting and translation services for people who are deaf, hard of hearing or do not have English as a first language. If you require support communicating with us, please contact us using one of the above methods so that we can arrange support with INTRAN.

ACCESSIBILITY

This newsletter is available in large print, Braille, or audio format. To request an alternative format, please email us at communications@saffronhousing.co.uk

We are committed to improving the accessibility of all our communication. This means we want to make sure our website is readable and understandable by all. To do this, we have a range of tools available to support you if you have additional needs. On our website we have an accessibility tool which looks like this:



The above tool can be found by clicking the Accessibility button at the top of our website. Clicking on each icon offers a different area of support.