

The Housing Bulletin

The Latest News & Bulletin Updates

Coming up in this issue

Estates Pilots

Find out what we are utilizing your feedback

Annika Guy

E-scooter/ E-bike safety information

The facts behind recent news of device safety

Julian Atkin

Health & Safety Corner

Everything you need to know about Gas safety.

Johanna Batchelor Lamey

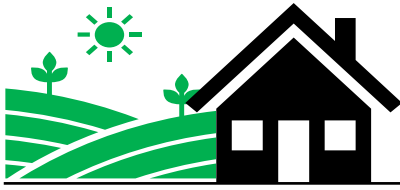
What a difference a day makes

Recently, a team of volunteers from Brentwood Borough Council and Axis came together to support a sheltered housing resident in need.

Nicola Marsh

Axis Call Back System

Julian Atkin



The Housing Bulletin

The Latest News & Bulletin Updates

Estates Pilots *Annika Guy*

The Housing team have been listening to residents' feedback regarding concerns over the appearance of some of our Estates.

We have chosen two areas, one in Hutton and one in Pilgrims Hatch to use as our 'pilot sites'. This will set a standard of what we hope to achieve elsewhere in the borough.

In order to implement this we have been working hard to ensure that Paving has been weeded, hedges cut back to 6 foot, trees trimmed and grass verges cut. The completion of these tasks has improved the appearance of the areas hugely.

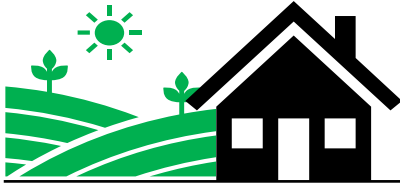


Change is not just happening outside of the two areas, the insides of the blocks will be continued to be cleaned regularly via the caretakers; however we do need your help to keep the areas tidy. Please ensure you are following our Communal Area Policy by leaving communal areas free of any items.

We do often find on inspections that bags, toys and door mats are regularly out. By removing all items from communal areas, it ensures we can keep the grass cut, the corridors swept & mopped, and the whole area a much nicer place to live.

If you have concerns over the area you live, please contact your Housing Officer.

If you see us working in your area, please feel free to come over and have a conversation. We will be happy to assist you.



The Housing Bulletin

The Latest News & Bulletin Updates

E-scooters and E-bike safety *Julian Atkin*

There has been several articles in the news recently regarding possible safety issues concerning E-bikes & E-scooters, these articles can be concerning to residents. It is important that when charging such devices you do so safely to avoid the risk of fire breaking out within your home.

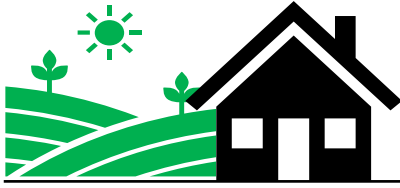
E-bikes, e-scooters and hoverboards are becoming increasingly popular. Most are powered by lithium-ion batteries which can be charged at home which have high energy density and rechargeable capacities. It's important when charging these devices that you do so safely to avoid a fire starting and putting your families and homes at risk. We are seeing an increase in fires involving them and the fire safety concerns relate to their charging and storage. When an e-scooter, e-bike is involved in a fire, it can release large volumes of smoke and fumes, get very hot, and sometimes have a violent reaction leading to a rapidly developing fire.



A tenants E-scooter after a battery explosion

E-scooter safety advise

- Avoid overcharging as it can overheat and in extreme cases catch fire or explode. Once it is fully charges, unplug it and turn off the charger.



The Housing Bulletin

The Latest News & Bulletin Updates

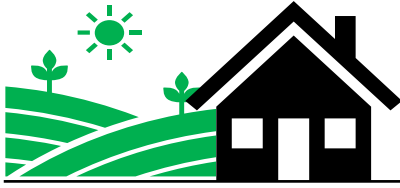
- Avoid charging in extreme conditions such as extremely hot or cold conditions. High temperatures can cause the battery to become unstable while charging in the freezing temperatures can damage the batteries capacity.
- Charging should be done in a controlled environment within the recommended temperature range.
- Avoid physical damage to the battery such as punctures, impact, exposure to water can lead to internal shorts and fires.
- Check your battery regularly, never use damaged batteries and remember batteries degrade over time so older batteries are more prone to failures and fires. Batteries can be damaged by dropping them or crashing e-bikes or e-scooters.
- Purchase from a reputable manufacturer, follow their guidelines, only use provided chargers, inspect for regular signs of damage or swelling and replace if needed, avoid extreme temperatures, and do not tamper or modify the battery or components.

Photo from a council property after a battery explosion.



For more information, visit [Essex Fire](#).

In the event of an E-bike, E-scooter or lithium-ion battery fire do not attempt to extinguish the fire, Call 999 immediately.



The Housing Bulletin

The Latest News & Bulletin Updates

Health & Safety Corner *Gas Safety*

Brentwood Council is responsible for making sure all gas appliances, including the installation of gas pipes or flues, are maintained in a safe condition throughout the entire time the property is occupied, and is a statutory legal requirement to undertake an annual gas safety check carried out on gas appliances and related gas flues which we provide to our residents. Axis Europe will write to you when your annual gas safety check is due to be completed. It is imperative it is completed on time and avoid any delays to ensure the anniversary date does not change and provide reassurance the gas appliances in your home are safe to use.

The gas operatives from Axis Europe are all Gas Safe Registered and will attend your home once a year to carry out the annual landlord gas safety inspection. Once this safety check has been completed, Brentwood Council receives a copy of the Gas Safety Certificate (or LGSR as it is often referred to) from Axis Europe gas team.

A record of the annual safety check will be sent by post to you within 28 days of the check being completed. If you are a new tenant this will be given to you at the start of the tenancy in your sign-up pack.

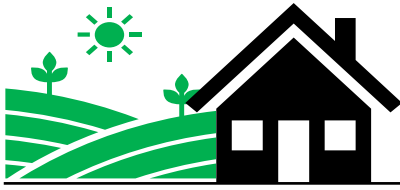
The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 came into force on 1st October 2022, which require landlords to:

1. Ensure a hard-wired carbon monoxide alarm is provided in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).
2. Ensure a hard-wired smoke alarm are fitted in suitable locations, depending on the size of your home, but usually are fitted in the hallway and living areas. If your smoke alarm or carbon monoxide alarms are faulty, please contact the Axis repair helpline, on 01277 312 500, pressing option 2 for housing services, option 2 for housing, option 1 for repairs, to arrange for these to be replaced.

Gas safety tips: 5 important things to remember

Many residents rely on gas appliances to heat homes, provide hot water, and cook food. Following these tips means you can make sure your appliances are in good condition and working safely.





The Housing Bulletin

The Latest News & Bulletin Updates

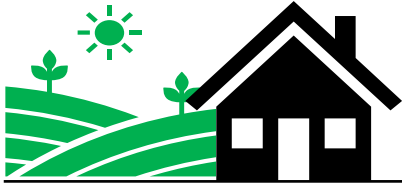
Look out for warning signs that your appliance isn't working correctly and report them through the Axis repair helpline, on 01277 312 500, pressing option 2 for housing services, option 2 for housing, option 1 for the repair line.

Only use appliances for their intended purpose (for example, do not use a cooker to heat a room)

Be aware of the symptoms of carbon monoxide poisoning, such as:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Loss of consciousness
- Ensure there is enough ventilation for gas appliances by ensuring trickle vents on windows are left open, windows are opened when cooking on a gas cooker, which will also help to reduce condensation/moisture build up in the kitchen

If you smell gas, call the National Gas Emergency Service immediately on 0800 111 999 or via textphone (minicom) on 0800 371 787. If you have the SignLive app, you can also use this service to contact the National Gas Emergency Service.



The Housing Bulletin

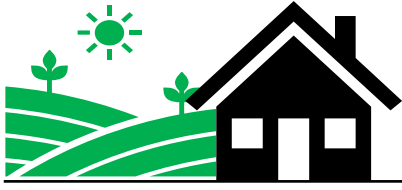
The Latest News & Bulletin Updates

What a difference a day makes *Nicola Marsh*

Due to living alone with ill health, and no family support, the resident had not been able to maintain their garden for some time. This meant that the front and rear gardens were hugely overgrown (weeds grew higher than ground floor windows!) and the much-valued outdoor space was consequently unusable. And so, as part of Axis' community investment programme, a group of volunteers from both organisations worked hard to clear the gardens to help improve the residents' quality of life and make it a suitable and manageable space for them to enjoy again.



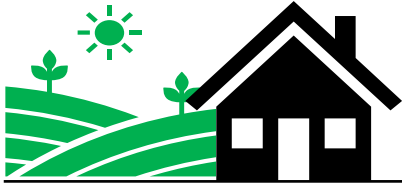
And what a difference it has made! The resident is now able to access their garden via their bedroom door and is no longer house bound.



The Housing Bulletin

The Latest News & Bulletin Updates

Thank you to Raigan Barnes, Debbie Barber, Lucy Gill, Kim Anderson, Paul Glover and the team at Axis for volunteering your time to help, it's great to see staff and partners going above and beyond for our residents, using their volunteering days.



The Housing Bulletin

The Latest News & Bulletin Updates

Axis Call Back System

Please note that Axis who provide our repairs and maintenance service have instigated a call back facility for times when they experience higher levels of phone calls. There is a call back option in which you will be called back when the next available call centre member is free. You will not lose your place in the queue, and this is an automated system.



This service is operational until 4pm weekdays. Please note Axis busiest peak call times are on Monday and Tuesdays from 9-1pm. They take more calls on a Monday morning than the rest of the week combined.

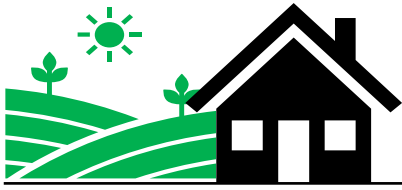
To report a repair, call [01277 312500](tel:01277312500). You will need to select the following options:

- Option 2 for a Council Service
- Option 2 for Housing
- Option 1 for Repairs

This will take you through to Axis to report your repair.

You can also email Axis direct with a repair: BrentwoodRepairs@axiseurope.com

For future information on the repairs service you can access: <https://www.brentwood.gov.uk/-/repairs-and-maintenance#how-to-report-a-repair>



The Housing Bulletin

The Latest News & Bulletin Updates

Useful contact details:

- Resident Involvement, Brentwood Council Email: Housing@brentwood.gov.uk
- Brentwood Borough Council Tel: 01277 312500 or online www.brentwood.gov.uk
- If you are unable to find an email address for a particular service department, or if you are unsure to whom your email should be addressed, then please send your email to our enquiries team at the following address: Email: enquiries@brentwood.gov.uk
- To log general enquiries, use the above contact details. Please ensure you note down your reference number for each enquiry, if they are ongoing cases ensure you quote your reference when contacting customer services.
- Tenancy & Estate Management Email: estates.management@brentwood.gov.uk
- Repairs Axis Europe Tel: 01277 312500 Option 2 > Option 2 > Option 1 Email: brentwoodrepairs@axiseurope.com
- Essex Country Council www.essex.gov.uk
- Essex Police <https://www.essex.police.uk/Non-Emergency> 101
- Mental health crisis team NHS Tel: 111, option 2.

Get Involved!
Have your say!

Report a repair
01277 312500
Option 2 > Option 2
> Option 1

[Report ASB in a](#)
[Council property](#)