

be treated will depend on the type, amount and location.

As yet, window replacement surveys have not begun so don't be surprised when Hefza or Heera contact you to arrange these.

And, of course, when all the works have been completed, there will be a final inspection/survey visit. To try to ensure this does not raise any issues needing more work and more disruption, it is vitally important when contractors are in your home you speak to them or Heera or Hefza or myself about anything you see or hear and are concerned about. If we don't know, we can't assess, verify and/or take action to support you.

If you haven't been able to go along to any of the 3x Open Forums so far, there is another one on **Monday, 3rd August 2026 between 11am - 1pm** in **Flat 3, Kinton House**. The project team will be there to answer any questions or anxieties you may have.

In the meantime, if you want to come along to the office (23 Southam House) to see the new kitchen and bathroom installation, please do. It's not finished yet, but it will give you an idea of what to expect. As with many things in life, theory and practice do not always go hand-in-hand. In using the office as a pilot, the contractors and the Council have learned quite a lot about the materials used back in the 1950's to build the blocks. They've also had an opportunity to review some of the planned work to determine if more, less or alternative approaches would produce a better outcome for residents. And, just to set the record straight, no additional sewage pipe has been found in the office ☺



Please try not to use washing machines after 11pm.

Spin cycles are noisy and noise travels. ☹



Repairs Reporting

Remember to report all repairs as soon as you notice them.



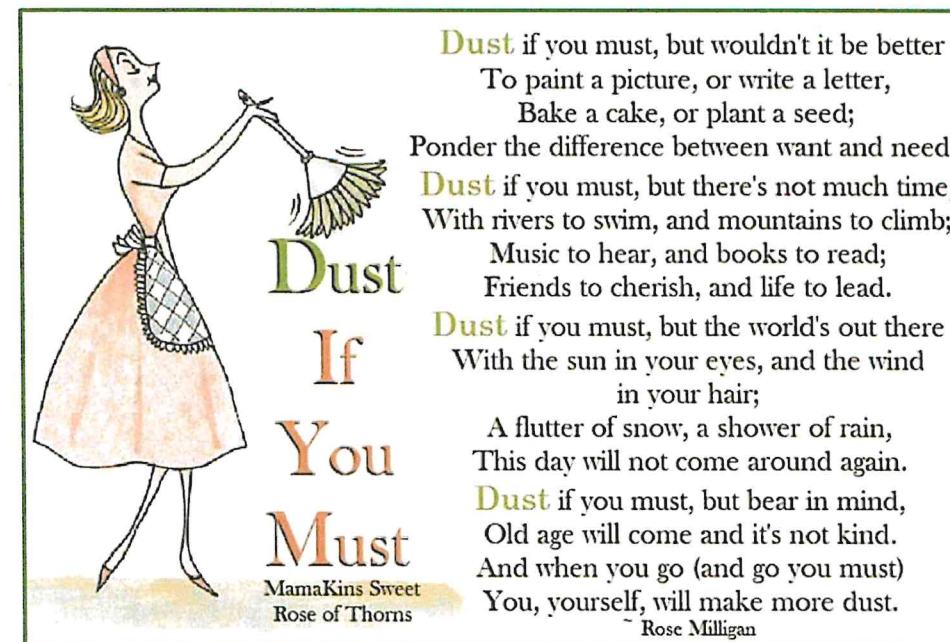
Don't let a little niggle, become a big one !!!

To the office: 9am - 5pm Mon
To the office: 9am - 1pm Tuesd - Fri
Via telephone: 0121 441 1195
Via mobile: 07563 807 844
Via WhatsApp
Via email: hollyrise@outlook.com
Via website: hollyrisehousingco-opltd.co.uk

Alternatively, please speak to a member of the resident management committee.

Urgent "Out of Hours" repairs should always be reported directly to Birmingham City Council on 0121 216 3330 i.e. Saturday, Sunday, Bank Holiday, or after 5pm and before 9am in the morning.

Donations of used stamps, glasses, contact lens containers, baby clothes/toys, costume/broken jewellery, etc. can still be made at the office.



Whilst most of us would rather follow Rose Milligan's advice, excessive dust will be one of the more negative, tangible side effects of the retrofit works.

Unfortunately, dust can aggravate respiratory conditions so it's vital it's kept under control.

Here are some practical tips to help minimise its impact:

- ✓ Don't let dust build up as the more dust the longer it will eventually take to clean it away
- ✓ Always clean from the top to the bottom (ceiling to floor) as dust particles are heavier than air and will fall down
- ✓ Use a vacuum cleaner (hoover), NOT a brush, to trap the dust
- ✓ Vacuum soft furnishings such as chairs, sofas, curtains before carpets, rugs or floors
(Remember to wash vacuum attachments and empty bags/cylinders frequently.)
- ✓ Use a slightly damp mop to wipe down lino, cushion flooring and tiled floors
- ✓ Keep surfaces free from clutter to stop dust settling in hard to reach places
- ✓ Wash ceramic pots and ornaments often
- ✓ Dust will stick to a slightly damp cloth so always wipe down shelves, table tops, work surfaces, blinds, etc. with a damp cloth,

preferably a microfibre one

- ✓ If the surface needs to be polished, spray the polish on to the cloth and then wipe
- ✓ Wash bedding, throws, cushion covers and towels in hot water weekly to kill dust mite and allergens
- ✓ Keep windows open to naturally ventilate rooms, unless the pollen count is high
- ✓ If you have an extractor

fan, make sure it's clean before you switch it on

- ✓ Groom pets regularly to remove excess hair and fur
- ✓ Place a rubber backed doormat at the front door to trap dirt and grime off outdoor shoes
- ✓ Get into the habit of changing into indoor slippers/shoes and leaving outdoor footwear near the door
- ✓ Whilst dusting, wear a disposable face mask similar to the ones worn during COVID if you have a respiratory condition

If there is something you are unhappy about, do you make an official complaint, moan to anyone who will listen or do you stay quietly frustrated and resentful?



If it's the latter, you could be negatively impacting on your mental and physical health. It's always best to try to take control of the situation.

For example, if somebody keeps blocking your vehicle, try to speak to the driver directly. Explain how their actions negatively impact on your life e.g. *couldn't go to work so didn't get paid*. Often this type of issue is just thoughtlessness and once somebody is aware of how their action has impacted you, they are more likely to consider their actions in future and be more socially aware and present.

If addressing the issue directly does not have the desired outcome, then escalate appropriately e.g. the TMO, Council, contractor or service provider.