

Customer Engagement Strategy for Building Safety at **Thorngrove House**

Last updated: July 2025

This document will be reviewed quarterly by the Regional Manager to ensure it's up to date and the last updated section will reflect this.

Keeping you safe at Thorngrove House

We want to ensure that each and everyone of you has a safe place to call home, and that includes your home, your building and every one.

However, it's important that you feel comfortable in telling us if you have safety concerns and that you can do it in a way that suits you. It's important that you as a resident can be involved as little or as much as you like when it comes to shaping our services and plans, and that we're there when you need us.

How to talk to us

We have a number of ways you can get involved, and get in touch.

High-Rise Safety & Repairs Day

We hold these at all of our high-rise buildings once a year, and they're an opportunity to look at, and ask questions about the safety of your building, get quick-fix repairs completed, and book in others.

Tuesday 20 January 2026

Housing Surgery	10am until 11am
Repairs Session	10am until 1pm
Building Safety Drop-In	11am until 12pm
Site Safety Walk	12pm until 1pm

Events

High-Rise Forum

Thursday 17 July 2025, Youggle House,
Warrington

Thursday 6 November 2025
Faulkner Court, Manchester

If you're interested in joining us at a particular event, please email Yourvoice@yourhousinggroup.co.uk to confirm your attendance.

Feedback opportunities - details coming soon!

- Tenant Perception survey
- Customer Satisfaction surveys
- Customer Connect visits

Got a safety concern?

- Call Your Response on 0345 345 0272
- Log into Your Home Hub and select 'Report a safety concern'.
- Email the Building Safety Team at: BuildingSafety@yourhousinggroup.co.uk

Find out more on our website

yourhousinggroup.co.uk/highrisesafetydays

Meet our colleagues and teams

Building Safety Team



Building Safety Manager,
Neil Carroll

Neil.Carroll@yourhousinggroup.co.uk



Assistant Building Safety Manager,
Adele Duffy

Adele.Duffy@yourhousinggroup.co.uk

If you have any queries or concerns about building safety, please get in touch.

Community Investment Team



Customer Engagement Officer
(Building Safety),
James Coates

James.Coates@yourhousinggroup.co.uk

Don't hesitate to contact James if you want to know more about, or would like to get involved in, our building safety engagement activities.

Housing Management Team



Compliance & Facilities
Agent,
Neil Barker

Neil.Barker@yourhousinggroup.co.uk



Regional Housing
Manager,
Pete Hornsby

Pete.Hornsby@yourhousinggroup.co.uk



Tenancy Management
Officer,
Amy Whadock

Amy.Whadock@yourhousinggroup.co.uk

For all general housing and tenancy-related queries, please contact the team.