

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

**Last updated: January 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**

<b>Repairs Session</b>	10am until 1pm
<b>Building Safety Drop-In</b>	11am until 12pm
<b>Site Safety Walk</b>	12pm until 1pm

## Events

### High-Rise Forum

Thursday 3 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](mailto: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](mailto:BuildingSafety@yourhousinggroup.co.uk)

### Find out more on our website

**[yourhousinggroup.co.uk/highrisesafetydays](https://yourhousinggroup.co.uk/highrisesafetydays)**

# Meet our colleagues and teams

## Building Safety Team



Building Safety Manager,  
**Neil Carroll**

[Neil.Carroll@yourhousinggroup.co.uk](mailto:Neil.Carroll@yourhousinggroup.co.uk)



Assistant Building Safety Manager,  
**Adele Duffy**

[Adele.Duffy@yourhousinggroup.co.uk](mailto:Adele.Duffy@yourhousinggroup.co.uk)

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

## Community Investment Team



Community Investment Officer,  
**James Coates**

[James.Coates@yourhousinggroup.co.uk](mailto: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](mailto:Neil.Barker@yourhousinggroup.co.uk)



Regional Housing  
Manager,  
**Pete Hornsby**

[Pete.Hornsby@yourhousinggroup.co.uk](mailto:Pete.Hornsby@yourhousinggroup.co.uk)



Tenancy Management  
Officer,  
**Leboh Banyatsi**

[Leboh.Banyatsi@yourhousinggroup.co.uk](mailto:Leboh.Banyatsi@yourhousinggroup.co.uk)

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