

# Your new front door

## Resident information leaflet





## Dear resident

We announced in November that we would be replacing thousands of front entrance doors to flats across the borough. This is to ensure all our homes have doors that meet the best possible standards of fire safety, while also ensuring they are as secure as, or even better than those we currently use.

The Government has been testing various types of front doors for smoke and fire resistance. We have also carried out our own tests. We are undertaking the door replacements based on those results.

We are replacing all the front doors of flats in blocks that are 10 storeys and higher first, of which your home is one, with the project expected to take around a year.

### This leaflet explains:

- Why we are doing this work
- A summary of the door design
- What you can choose
- How the door meets fire, security and other standards
- How and when it will be replaced
- Notes for leaseholders
- Frequently asked questions
- Contact details.

## Why are we doing this work?

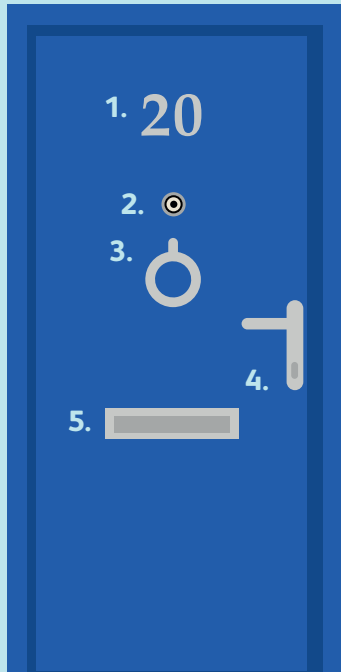
Testing undertaken by both us and the Government showed that most front entrance doors, made by a number of different manufacturers, do not comply with all current fire regulations.

We understand that you may feel anxious but the advice from the London Fire Brigade, which we endorse, is that residents are at no immediate risk and current doors still provide protection and valuable escape time in the event of a fire. The new doors will make homes even safer.

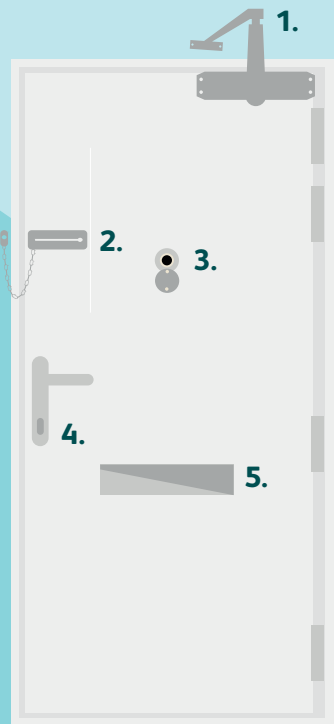
In addition, the testing involved extreme temperatures and were undertaken in conditions that are unlikely to unfold in real-life. The evacuation advice ('stay put' or 'get out') that is displayed in your block remains the same.

## Design features and resident options

### Door features:



Outside view



Inside view

1. Door number
2. Spy hole
3. Door knocker
4. Handle lock with single turnkey operation
5. Letterbox

1. Door closer
2. Security chain
3. Spy hole
4. Handle/lock
5. Security cowl (letterbox cover) restricts access

## Fire resistance:

We specially commissioned the manufacture of the new door. We have set strict test performance requirements for the door, based on the lessons of our tests and Government tests. This includes showing the door can withstand 30 minutes of intense fire and smoke (the current standard).

- The door is self-closing, which enhances fire safety because, in the event of a fire, someone escaping can't accidentally leave a door open.
- Any windows in the door are double-glazed and fire-resistant.
- The letterbox is fire-tested and has a heavy-duty internal hood for improved security.

## Security:

These doors are as or more secure than all current doors installed.

- It is certified 'secured by design', which means it is a preferred safety option by the police.
- It has a multi-point lock system, which is certified thief-resistant.
- It has anti-lockpicking technology.
- It has a spy-hole with a high-resolution, 180 degree view.
- The heavy internal letterbox hood helps prevent burglary.

<b>Door feature</b>	<b>Detail and resident options</b>
<b>Glazed panel</b>	You can opt to have a square glazed panel in the door.
<b>Mouldings</b>	You can opt to have surface mouldings applied to the door, this will give it a similar look to a traditional panel door.
<b>Colour</b>	You will be given a choice of four colours for the outside.
<b>Material</b>	Standard – solid timber with a laminated core and tested to the most up-to-date fire resistance and smoke control British Standards.
<b>Ironmongery</b>	Standard – steel material with a chrome finish applied to door number, spy hole, knocker, letterbox and internal security chain.
<b>Lock</b>	Standard – a multi-point locking system, with a key that can be cut at any locksmiths.
<b>Side and/or top windows</b> (where appropriate)	<p>If your front entrance door has a side or top glazed panel, these will be replaced. You can opt to have the panels glazed or solid. We can also widen the door and narrow the window for improved wheelchair access.</p> <p>Please be aware, we can't add panels if you don't have them already.</p>
<b>Draught and sound proofing</b>	The complete door set is draught and sound proofed to meet all current requirements for building control regulations.

A more detailed specification is available upon request.

## Installation

The first phase of work includes about 3,500 properties and will last about a year. The contractor will be one of three: Engie, Mulalley or Wates.

When they are preparing to start work at your block, we will write to you to confirm which contractor will do the work and then they will contact you to arrange surveys. Surveys to the first blocks will start in the next month or two.



## Leaseholder issues

The terms of the leases vary, which means some homeowners are responsible for their front door, and some may be charged for their new door. If this is the case, we will be in touch directly with more information.

Please contact the Leasehold Services Team if you have any questions: [service.charges@hackney.gov.uk](mailto:service.charges@hackney.gov.uk)





## Frequently asked questions

### Can I keep my security gate?

Yes if it's not fixed to the door frame, and if it does not impede the fire escape path of you or your neighbours (for example, if it opens outwards into a communal hallway, and is going to cause an obstruction in the event of an fire, then it will be removed).

### Will my hall flooring be affected by this work?

No, it shouldn't be, but if any damage is caused we will pay to put it right.

### Will my walls be affected by this work?

In some cases, plasterwork around the door may be damaged on removal of the existing door. If that happens, we will repair it.

## General home safety

We would like to remind you about the importance of personal and shared responsibility when it comes to minimising fire risk in your home and in communal areas.

### Please remember:

- Always have a working smoke or fire alarm in your home, and ensure you test it once a month.
- Never use a barbecue indoors, on a balcony or roof space.
- Do not store combustible materials, such as clothing or plastic bags, on balconies.
- Dispose of cigarette butts and ash safely and responsibly by using an ashtray. Do not store and remove any objects, such as bicycles, prams, rubbish or old furniture, from communal areas, stairs and from in front of fire doors.
- Check all electrical goods to ensure they are in good working order and unplugged when not in use.

### Contact details:



If you have any queries or questions, please contact Maria Collins, Hackney Council Client Officer:

**020 8356 4940** or **07814 149300**

**[maria.collins@hackney.gov.uk](mailto:maria.collins@hackney.gov.uk)**



