

07/05/2025



**Line 2**  
**Line 3**  
**Postcode**

Building 800  
Guillat Avenue  
Kent Science Park  
Sittingbourne  
Kent ME9 8GU

Dear resident,

**IMPORTANT: Notification of Building safety surveys at your building**

We're writing to let you know that we'll be carrying out building and fire safety risk surveys at your building.

The safety of our residents is our top priority. As part of our ongoing commitment to your safety, we're launching a building safety survey programme, focussed on our high-rise buildings (HRB).

**When will the surveys begin?**

Visual surveys will take place from **May to July 2025** and intrusive surveys are planned to take place from **July to November 2025**.

The surveys will include internal and external communal areas, as well as a selection of homes. We'll get in touch if we need to access your home and if there are changes to survey dates.

**Why are we delivering the programme?**

These surveys are essential for us to comply with building and fire legislation. It's important we ensure all our buildings continue to meet the highest building and fire safety standards.

The surveys will be carried out by our specialist consultants, Ridge & Partners (fire structural engineers) and Tersus, (asbestos contractor). They may be accompanied by a Southern Housing member of staff. Both teams will always carry identification.

**What will the survey involve?**

Our specialist contractor will visit your building to visually inspect the communal areas and a selection of homes.

Depending on what the visual survey identifies, further investigations may require samples of walls, ceilings and floor materials to be tested. Rest assured, any

disrupted areas will be made good, and decorated, as required to restore to the previous standard.



### **Further information**

We know you may have questions about the survey, so we've set up a web page at [www.southernhousing.org.uk/bssp](http://www.southernhousing.org.uk/bssp). Here you'll find answers to some frequently asked questions and some further details on the programme. If you've any questions, or you need any support during the survey process, please contact Southern Housing Customer Service Centre on 01403 220440 or email [service.centre@southernhousing.org.uk](mailto:service.centre@southernhousing.org.uk)

Yours sincerely,

**Kumari Mensah-Dapaah**  
**Head of Regulatory Change**



## Frequently asked questions (FAQs)

### What is the survey and why is it taking place?

The survey is a detailed inspection used to identify potentially hidden risks within our HRB, specifically focussing on fire and structural risks.

Unlike a standard risk assessment, this survey involves physically accessing concealed areas (e.g. behind walls, or within ceiling gaps) to detect potential hazards such as asbestos, structural defects or fire risks.

### Which buildings are being surveyed?

Our programme is focussed on all our HRBs. You can see a list of all buildings that will be surveyed on our web page.

### Will you need to access my home?

Our consultant will identify 10-20% of homes within the building which they'll need to access as part of the survey. Accessing a cross section of homes will help them understand the building's design. This will give us a broader understanding and help us mitigate building safety risks to keep you safe.

### What if I need support to allow access to my home?

If we need to access your home and you need support to enable us to do so, please contact Southern Housing Customer Service Centre on 01403 220440 or email [servicecentre@southernhousing.org.uk](mailto:servicecentre@southernhousing.org.uk) and we'll do what we can to help.

### Will I receive a copy of the findings?

Once we've completed our review of your survey findings, we'll share a summary report with residents, in line with our resident building safety engagement strategy.

