

# Your fire and building safety newsletter

## Lambton, Londonderry and Lumley Towers (3Ls)

On 5 August we wrote to you with an important update following the recent consultation we carried out with customers living in Lambton, Londonderry and Lumley Towers.

This consultation was about the future of these buildings and specifically about whether we would make the decision to demolish these buildings and help all customers living in the buildings to find new homes.

Of the 158 eligible flats, 129 customers responded and 29 did not respond. The majority of comments from customers were supportive of the proposal, but a smaller number of customers were still concerned. Thank you for taking the time to share your thoughts and views with us.

We really appreciated your openness, and we used every single comment to help us come to a final recommendation to our board and our customer committee.

After carefully considering all feedback and reviewing the significant investment, fire safety, and structural needs of the buildings, we have made the difficult decision to move forward with the demolition of the 3Ls.

We did not make this decision about your home lightly. We are aware that this decision will have a big impact on you, and your life, and we are here to support your move every step of the way.

### Key things you need to know:

- **A decision:** After listening to your feedback, we've made the very difficult decision to demolish Lambton, Londonderry and Lumley Towers.
- **We're here to support you:** We know this is your home, and we're committed to supporting you **every step of the way**.
- **What happens next:**
  - **A dedicated housing team** are based in Londonderry Tower Cafe.
  - **We're holding weekly drop-in sessions every Wednesday between 1pm and 4pm** if you'd like to talk or need help.
- We've started housing needs conversations to understand your needs and find a new home that's right for you.
- **We're here for you:** If you have any questions or just want to talk, please call us on **0191 525 5051** or visit the **customer portal** at <https://www.genttogroup.com/the-3ls-customer-portal/>



# Customer engagement strategy update



We've updated your customer engagement strategy for building safety in high-rise residential buildings.

Earlier last year, we asked customers who live in our high-rise residential buildings to have their say on our

new building safety engagement strategy. This feedback was incorporated into the final version which was published in August 2024.

We have recently reviewed the strategy and updated some sections. We have taken this review as an opportunity to look at how we will consult with you on planned building safety work and included more detail in this section.

We are again, asking for your say on our proposed changes to the strategy. This strategy allows you to play a vital role in making sure that your building is safe, your building remains safe and you and your neighbours feel safe living there.

The consultation is running for three weeks and in this time, we want to hear from you about what you think of our strategy and any changes you would like to see on it.

You can read the full strategy here: [bit.ly/building-safety-strategy](https://bit.ly/building-safety-strategy)



Please give us your feedback by 17 October 2025 using this short survey: <https://forms.office.com/e/6Bqd80H2Wv>



If you would prefer a copy of this strategy posted to you, please contact the **Fire and Building Safety Team** on 0191 525 5050 or [fireandbuildingsafety@gentoogroup.com](mailto:fireandbuildingsafety@gentoogroup.com).



# Get involved with our Building Safety Customer Group



The group work with Gentoo and challenge decisions that affect building safety and how effective our communication is. We are accountable to this group.

The group meet every two months in one of our high-rise residential buildings or a Gentoo office. The group often take part in practical activities, meet Gentoo contractors and explore other buildings.

Any customer who lives in one of our high-rise residential buildings is welcome to join the group.

Our Building Safety Customer Group discusses and consults on building safety matters in our high-rise residential buildings.

It is a voluntary group, made up of customers who live in our buildings or their nominated representatives.

If you would like to get involved, you can email [fireandbuildingsafety@gentoogroup.com](mailto:fireandbuildingsafety@gentoogroup.com) or speak to **Stacey Thwaites, Building Safety Project Lead – Customer and Stakeholder Engagement** directly on **07801 532 594** or **0191 525 5050**.

## Free e-vehicle health checks

We have joined forces with Tyne and Wear Fire and Rescue Service (TWFRS) and Mobility Care Solutions to provide vital e-vehicle health checks for our customers to ensure they are safe in their homes. This includes e-bikes, e-scooters and mobility scooters.

Health checks for e-bikes, e-scooters and mobility scooters are free of charge and carried out in your home. As part of the 15 minute appointment, the team will visually check the vehicle including its mechanical and electrical components and provide you with advice on safe storage and charging.

Most electric vehicles are powered by lithium-ion batteries, which can be charged at home. These batteries can start a fire and burn at extremely high temperatures.

These checks will help us spot any issues with electric vehicles before they become a potential fire hazard.

To help us keep your building safe, it's important you tell us if you have an e-bike, e-scooter or mobility scooter so we can arrange to give it a health check.

If we have already health checked your vehicle in the last 12 months, you do not need to contact us again.

To book your free check please contact the Fire and Building Safety Team on 0191 525 5050 or [fireandbuildingsafety@gentoogroup.com](mailto:fireandbuildingsafety@gentoogroup.com).

