

Buxton House - Building Safety Resident Engagement Strategy

1.0 Introduction

This strategy outlines Homes and Neighbourhoods (HN), acting on behalf of Kirklees' Council, approach to Resident Engagement on Building Safety at Buxton House, Huddersfield, HD1 2PJ.

Tenants and Leaseholders who need to report building safety concerns should do so by contacting Homes and Neighbourhoods by telephone on 01484 414886 or emailing housing@kirklees.gov.uk in an out of hours emergency call 01484 414800.

Building Safety incorporates the building design, safety measures in place, the programme of repair and maintenance and management of the building to keep tenants, leaseholders, their families and visitors safe.

This strategy takes into account:

- Building Safety Act 2022
- Regulator for Social Housing Consumer Standards
- HN Tenant Involvement Strategy
- HN Fire Safety Management Plan
- HN Complaints Policy
- HN Compliance Policies - Fire, Gas, Electrical, Water, Lifts and Lifting Equipment and Asbestos
- HN Communal Areas Policy
- HN Buxton House Remodelling Communications Plan

2.0 Consultation and Distribution of this Strategy

This draft strategy will be shared with individuals identified in section 7.0. On sign off, a copy of the strategy will be provided to all tenants and leaseholders residing in Buxton House.

3.0 Objectives

Tenants and Leaseholders:

- Feel safe living in Buxton House.
- Understand Homes and Neighbourhoods responsibilities to keep them safe.
- Understand the decision-making framework overseeing building safety.
- Understand how to raise building safety concerns.
- Understand their responsibilities to keep themselves, their families, and neighbours safe.

This strategy has been developed using the principles set out in the HN Tenant Involvement Strategy. HN will:

- Listen to what tenants and leaseholders are telling us.
- Put in place the right support for tenants and leaseholders to develop their confidence, skills and knowledge so they are empowered to engage effectively with HN on behalf of themselves, their families and the wider community.
- Ensure all tenants have a strong voice and can influence key decisions relating to building safety, service improvements and performance.
- Make sure engagement is planned, monitored and measurable with clear outcomes.
- Use a wide and flexible range of involvement tools and opportunities to promote fairness and inclusion, recognising that one size does not fit all.
- Give clear feedback on how HN has acted upon what tenants tell us and what difference their contribution has made.

4.0 Buxton House – Building Safety

Buxton House comprises of 57 flats. At the time of writing, the block contains 29 Tenanted flats and 3 leaseholder flats.

In February 2021 tenants and leaseholders were asked if they would prefer the block to be improved or demolished. The result of the consultation was that 66% of tenants and leaseholders voted to improve the block. In July 2021 Kirklees Council's Cabinet gave approval for Buxton House to be remodelled.

Tenant and Leaseholder safety is paramount and improvements to building safety at Buxton House have recently been delivered. These improvements include the installation of new fire doors to flats and communal spaces and the installation of Automatic Opening Vents (AOV's).

5.0 What Tenants and Leaseholders need to do in the event of a fire in the building.

Tenants and Leaseholders will need to find the nearest safe exit and wait at the assembly point located at Albion Street across the road from the flats by the Civic Centre 1 Car Park.

5.1 Buxton House Construction

- Purpose built block of flats with commercial units on the ground and first floor.
- Bin chute is in place and can be used via one of the two stairwells.
- Has level access at the entrance points.
- Residential flats have communal access and two separate stairwells.
- The building does not have cladding.
- There are 2 passenger lifts in the building.

5.2 Fire Risk Assessment Actions

- New flat and communal fire doors have been installed.
- Compartmentation to ensure a fire can be contained and cannot spread through the building will be undertaken through remodelling work.
- Inspections will be carried out regularly to ensure fire safety measures remain adequate.
- A waking watch is present in the building to ensure that any building safety emergencies are dealt with promptly and to give tenants and leaseholder increased reassurance.
- Automatic Opening Vents will be installed to help clear smoke in the event of a fire. These are expected to be installed by end of May 2024.

5.3 Service and Maintenance

- Fire risk assessment: The annual fire risk assessment is carried out in November. An overview of the risk assessment can be viewed on our website or obtained by contacting resident.firesafety@kirklees.gov.uk
- Lifts: There are two lifts in the building which are inspected every six months.
- Electrical test and installation: Communal electrical installations such as wiring, sockets and lights will be tested every five years.
- Dry riser: We inspect the dry riser in the block every six months.
- Fire detection system: Fire detection systems can include fire alarms, sprinkler systems, heat detectors, smoke detectors and carbon monoxide detectors. We check them at regular routine intervals to meet statutory requirements.
- Emergency lighting: Emergency lighting (or escape lighting) lights up a safe exit route if the mains power fails. We will inspect the emergency lighting in the building every twelve months.
- Communal fire doors: Will be inspected every 3 months.
- Flat entrance doors: Will be inspected every 12 months.
- Communal cleaning and estate caretaking services will ensure that areas are well maintained and free from hazards.

6.0 Current Building Safety Issues

There are known issues within the block with fire compartmentation.

Fire compartmentation involves dividing a structure into distinct compartments using fire-resistant barriers such as walls, floors, and doors. The aim is to confine the spread of fire and smoke within limited areas, thereby mitigating the risk of rapid-fire propagation throughout the building.

Acknowledging the known issues within the block concerning fire compartmentation, efforts have been made to address these concerns. Works such as the installation of new fire doors, planned works for installation of automatic opening vents, transitioning from a "stay put" to a total evacuation policy, and the establishment of a round-the-clock waking watch have all contributed to mitigating the associated risks.

7.0 How we manage Building Safety – Roles and Responsibilities

TABLE 1 - HOW WE MANAGE BUILDING SAFETY – ROLES AND RESPONSIBILITIES

Role	Responsibilities	Frequency
Kirklees Council	<ul style="list-style-type: none"> • They are the responsible legal entity and must oversee the discharge of the required standards. • They function as Duty Holders and are accountable for ensuring the implementation of this Strategy and associated policies. • They will receive assurance through regular performance reports that the strategy is being implemented and that the regulations are being fully complied with. • In doing so they will ensure the safety of tenants and leaseholders, staff, contractors and any other parties and the wider public has not been compromised. • They will also ensure that appropriate governance arrangements are in place to keep internal stakeholders, and other interested 3rd parties, informed of the regulatory landlord compliance position. • The Council will be responsible for ensuring that any necessary remedial action, arising from performance reports, are undertaken to comply with the policy and ensure that a regulatory landlord compliant position is maintained. • Agree and set budgets that are sufficient to meet the compliance requirements. 	Ongoing
Strategic Director Growth and Regeneration	<ul style="list-style-type: none"> • They shall appoint /nominate sufficient resources to fulfil the Responsible Person(s) roles for all building safety requirements and use this strategy to define their duties. • Ensure appropriate governance is in place for works to be delivered in-house or procured externally. • Seek assurance that the Regulations are being adhered to and regularly review internal service and contractor operational practices and performance. • Ensure that the conditions of all contracts are being fulfilled either by internal service or contractors. 	Ongoing
Service Director Homes and Neighbourhoods	<ul style="list-style-type: none"> • Will provide an effective performance management framework that will strengthen risk control and provide greater levels of assurance. 	Ongoing

Role	Responsibilities	Frequency
	<ul style="list-style-type: none"> • Will implement Data Governance protocols. • Will manage the availability of accurate stock data and landlord compliance data subsets against which to prepare work programmes and contracts. • Will oversee the preparation of the performance reports. • Will assist the implementation of strategy through monitoring implementation. • Will receive audit feedback and act upon the findings. • Seek assurance that the Regulations are being adhered to and regularly review internal service and contractor operational practices and performance. • Will ensure that Resident Engagement Strategies are in place and guide the approach to engagement. • 	
Head of Assets and Development	<ul style="list-style-type: none"> • Will manage the implementation of this strategy and ensure compliance with all regulations. • Will ensure the operational delivery of this strategy and compliance with the Regulations. • Will formulate programmes of work consistent with the delivery of this strategy. • Will instruct /consult with internal operational managers and contractors in respect to the operational delivery of this management plan. • Will consult and engage with Housing Management and Partnerships (HMP) and tenants and leaseholders to explain the importance of landlord compliance and the need to achieve access to complete safety checks and works. • Managing resident feedback (enquiries, complaints, and compliments) handling and progress in liaison with Customer Experience Team. • Liaise with Technical Officers within the Compliance Team and ensure data is updated accurately and in time. • Liaise with Building Safety Team, IT service, Asset data Team Leader and ensure system(s) and interfaces operate effectively. • Inform the Service Director Homes and Neighbourhoods of any performance issues. 	Ongoing

Role	Responsibilities	Frequency
	<ul style="list-style-type: none"> • Receive feedback from 3rd Party External Validation Consultants and consult with Technical Officers and Contractors to address any delivery shortfalls. • Monitor the quality and correct storage of all certifications and documents required to demonstrate landlord compliance. 	
Technical Officers	<ul style="list-style-type: none"> • Development of fire safety cyclical maintenance programmes arising from the risk assessments and tailored to the needs of each building (Fire Alarms, sprinklers, AOVs, emergency lighting etc. • Review property addresses and reconcile with contractor databases to ensure the programme remains accurate. • Responsible for the development and implementation of all required policies and procedures in relation to building safety ensuring compliance with all legislative requirements. • Ensure that all relevant information is captured and uploaded into the Compliance Risk Database. • Manage and undertake Fire Risk Assessment (FRA) inspections and programme, including risk management of assets. • Responsible for identifying the technical solutions for fire safety works and supporting investment teams in the delivery of major schemes, repair teams and contractors in the delivery of minor works. • Responsible for consulting with other professional bodies including Building Control and the Fire Service. • Conduct all necessary non-domestic surveys such as asbestos inspections. • Assist the Building Safety Team in monitoring that remedial actions identified through assessments are being delivered within a timely manner. • Undertake 10% audit of all FRA's and a further 10% where the outcomes of the initial audit are of concern. 	
Homes and Neighbourhoods Improvement Board (HNIB)	<ul style="list-style-type: none"> • Will, on behalf of Cabinet, ensure ongoing compliance with all relevant fire safety and building safety legislation. • Will keep under review the effective management of building safety across KC 	Ongoing

Role	Responsibilities	Frequency
	<p>with the objective of always promoting building safety.</p> <ul style="list-style-type: none"> • Ensuring that the building safety policies are communicated to all employees in the business. • Personally, encouraging a positive building safety culture, leading by example, and taking visible actions. • Monitoring building safety performance monthly. 	
Tenants Led Panel (TVP)	<p>Providing regular input and resident perspectives on Building Safety performance and compliance. Reviewing proposals for remedial works and programmes; providing advice on resident concerns and engagement approaches and connecting this to wider tenant involvement work.</p>	Ongoing
Building Safety Assurance Board (BSAB)	<ul style="list-style-type: none"> • Will receive monthly performance reports and commentary on building safety compliance performance. • They will receive Internal Audit reports and monitor the delivery of manager's actions arising through to successful completion. • They will draw any concerns they may have arising from such reports to the attention of the council Committee responsible. 	Monthly
Responsible Person(s)	<ul style="list-style-type: none"> • To be appointed as required by the Strategic Director Growth and Regeneration in consultation with the HNIB. 	
Assets Team and Housing Management and Partnerships	<p>Implementation of remedial works arising from building safety assessments.</p>	
Tenants and Leaseholders	<ul style="list-style-type: none"> • Agreeing to and keeping appointments to provide access. • Informing Homes and Neighbourhoods staff of any poor service, failure to attend/poor repair etc. • Provide customer satisfaction information. • Take note of and comply with advice provided and follow the appropriate procedures in respect to seeking authorisation for any alteration work. <p>Follow instructions to ensure that building safety measures are not damaged and kept in good working order. E.g. tampering with fire detection devices and fire doors.</p>	Ongoing

8.0 Tenant and Leaseholder Engagement

Homes and Neighbourhoods continue to engage and consult with tenants and leaseholders in a “working with” approach that is inclusive and focuses on engaging with **all** residents of the block. Building on the Tenant Involvement Strategy, this Building Safety Strategy uses the principles of listening to tenants and leaseholders, acting on their views and then demonstrating that we have acted. We do this through several ways including:

TABLE 2 - TENANT AND LEASEHOLDER ENGAGEMENT

Channels	Function
Notice Boards (signage & leaflets)	To offer paper format of building safety information and engagement information in communal areas and display further up-to-date communications.
High Rise Newsletter	To include engagement information and offer a local and national perspective on high rise buildings. This is sent bi-monthly or dependant on available content and with consideration of other communications being distributed.
High Rise Annual Report	To provide assurance and information on H&N’s high building safety performance.
Emails & Post & Text	As requested by residents, for those with specific engagement needs, or for updated, urgent, or supplementary building safety information. This includes letters to alert tenants and leaseholders to work in the building and in relation to the remodelling of Buxton House.
H&N Website	To offer a comprehensive toolkit on fire safety information including videos and articles with advice and training on fire safety and engagement and FRAs for every High-Risk Residential Building (HRRB).
Estate & Communal Inspections	To provide a visible presence and contact for residents to facilitate and capture ‘conversations’, discussions and where concerns by residents can be raised.
Fire Safety Champions	Residents who are trained in basic aspects of fire safety, who can speak with neighbours about fire safety, attend inspections and report fire safety concerns to HN.
TRAs and Community Voices (part of The Tenant Involvement Strategy) and individual residents	Where present in blocks to act as a recruitment pool for Fire Safety Champions and work alongside Champions to deliver building safety messages.
Grant Scheme (part of TIS)	To support residents to deliver fire safety activities such as partnerships initiatives with WYFRS, schools, and to

Channels	Function
	promote good neighbourliness so that vulnerable individuals are 'looked after'
Every Contact Counts	<i>This includes as described above, face to face contacts e.g. repairs service, tenancy visits, operatives, cleaning staff, sign ups, daily and weekly fire safety checks etc.</i> In addition, and as required, HN will seek to target those residents with special requirements, complex needs and vulnerabilities through home visits, large text, newsletters, the Annual Report and other building safety or engagement information and audio-based training etc.
Person Centred Fire Risk Assessments	To support tenants and leaseholders to respond in the event of a fire (including enhancements to fire detection and alerts where required) and the mitigation of any risks relating to health or lifestyle e.g. smoking
Leaseholder Engagement	Specific leaseholder engagement to ensure that leaseholders are aware of their responsibilities in keep themselves and their neighbours safe.
Complaints	Ensure building safety related complaints are escalated to the appropriate responsible person.

9.0 Performance Monitoring

Building safety compliance for Buxton House will be monitored against the Regulator for Social Housing (RSH)'s Tenant Satisfaction Measures namely:

TABLE 3 - PERFORMANCE MONITORING

TP05	Satisfaction that the home is safe	Via Tenant Perception Survey
BS02	Fire safety checks	Via Management Information
BS03	Asbestos safety checks	Management Information
BS04	Water safety checks	Management Information
BS05	Lift safety checks	Management Information

In addition, we will carry out a 6 monthly survey of all tenants and leaseholders that be used to understand the following:

1. Satisfaction levels with their ability to raise concern on building safety.
2. Understanding of their fire safety responsibilities.
3. Satisfaction with how well they are kept informed about building safety.

10.0 Current levels of satisfaction

Building Safety conversations with tenants and leaseholders of Buxton House began in earnest February 2021. Through the methods of engaging with tenants, Building Safety in terms of systems and fabric of the building has not been raised as a concern. This is supported by tenant satisfaction results that describe:

- The majority of the residents of Buxton House are pleased about the remodelling and proposed plans.
- This project either provides an opportunity to be able to relocate from the block permanently, for which it is the desire of several tenants, or provides them with the opportunity to have a remodelled and vastly improved tower block and be able to return.
- All the tenants surveyed were concerned about the speed with which the remodelling project would be undertaken and were very thankful to find out that they would be provided with support to relocate over the next 18 to 24 months.
- 81% of residents completed the consultation survey.

11.0 Remodelling

Working closely with appointed architects and contractors, HN will:

- Consult with all tenants on design proposals in particular the elements to improve building safety, clearly explaining why these are required.
- Use a mix of engagement methods to include face to face conversations through door knocking and drop-in sessions and remote engagement through online surveys/telephone conversations.
- Giving choice where we are able to do so.
- Have specific engagement with leaseholders on impact of works and associated costs.
- Provide feedback from consultation demonstrating views have been considered and in circumstances where HN have not been able to act on views, clearly state why.

For more information, refer to the Buxton House Remodelling Communication Plan.

12.0 Key Contacts

Antony Dyson – Housing Management Officer
Jonnie Smith – Housing Manager
Hannah Elliott – Head of Assets & Development

General Enquiries
Telephone: 01484 414886
Email: housing@kirklees.gov.uk

Fire Safety Resident Engagement
Telephone: 01484 414886
Email: resident.firesafety@kirklees.gov.uk

Complaints – Customer Experience Team
Telephone : 01484 414886
Email: customer.services@kirklees.gov.uk
Web: [Homes and Neighbourhoods complaints and compliments](#)

Tenant Involvement
Telephone: 01484 414886
Email: get.involved@kirklees.gov.uk

13.0 Glossary of Terms

FRA – Fire Risk Assessment
AOV – Automatic Opening Vents