

# **Building Safety Resident Engagement Strategy**

**For High Rise Residential Buildings**

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# 1 Introduction

This strategy outlines Homes and Neighbourhoods' (HN), acting on behalf of Kirklees Council, approach to Resident Engagement on Building Safety in High-Rise Residential Buildings (HRRBs). A HHRB is typically defined as a residential building with at least 7 floors or more including the ground floor.

Building Safety incorporates the building structure and fire safety measures in place to keep residents (including leaseholders), their families and visitors safe from fire and structural safety risks within these buildings.

## 2 Consultation and distribution of this strategy

HN will:

- consult on the strategy the first time it is issued and when there are any changes.
- consult all residents over the age of 16, leaseholders and accountable persons.
- hold a consultation to hear from residents, for a minimum of three weeks.
- carefully consider any feedback and, if necessary, update this strategy.
- provide the latest version of the strategy to each accountable person, resident and leaseholder.
- review the strategy:
  - at least every two years;
  - after every consultation of the strategy;
  - after a mandatory occurrence report;
  - after the completion of significant material alterations to the building.

Copies of the strategy will be provided in a variety of methods, based on the needs and requirements of the individuals who will be receiving the strategy. This can include electronic formats, written formats, social media, braille and in different languages.

## 3 Objectives of this strategy

For residents to:

- feel safe living in High-Rise residential buildings.
- understand how to raise Building Safety concerns in either their home or a communal area.
- have a clear understanding of landlord responsibilities in relation to engaging with residents about Building Safety decisions, to ensure their homes remain safe.

- be aware of the ways in which they can get involved and influence Building Safety.
- know how HN will respond to resident's feedback provided in surveys relating to Building Safety.
- be communicated with on Building Safety in a way residents find accessible and easy to understand.
- know how to make a complaint if they feel their concerns about Building Safety are not being listened to.

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

- listen to what residents and leaseholders are telling us about Building Safety concerns and act upon those concerns.
- put in place the right support for residents 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 in relation to Building Safety.
- ensure all residents have a strong voice and can influence key decisions relating to Building Safety.
- make sure Building Safety 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 residents tell us and what difference their contribution has made.

## 4 Strategy overview

### 4.1 Information provision

- We will keep residents and leaseholders informed about Building Safety decisions, including the nature of the work, the timeline, and the contractors completing the work.
- Information will vary depending on the type of decision and level of impact to residents, however examples include safety updates, maintenance and repair, fire risk assessment, building structure, evacuation policy, construction and development news.
- Information will be circulated through website, social media, email, post and notice boards in communal areas. The format of the information provided will depend on the type of work being undertaken.

### 4.2 Resident opinions

- Where decisions are to be made that directly impact residents, we will seek your opinion. This will be done through a variety of formats including email, post, social media, resident meetings, surveys.
- Special attention will be given to the timing of maintenance or safety work to minimise disruption.

## 5 Resident and leaseholder engagement

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

Table 1: Engagement channels

Channel	Function
Notice Boards (signage & leaflets)	To offer paper format of Building Safety information and engagement information including easy to read fire risk assessments 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 6 monthly or dependant on available content and with consideration of other communications being distributed.
High Rise Annual Report	To provide assurance and information on HN’s high-rise 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.
HN 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-Rise Residential Building (HRRB). <a href="#">Fire safety webpage</a> .
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.
Tenant & Resident Associations (TRAs) and Street 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.

Channel	Function
New Tenant Sign Ups, New Tenancy Visits and Home Visits	Residents and leaseholders will be provided with information to ensure that they are aware of their responsibilities to keep themselves and their neighbours safe.
Person Centred Fire Risk Assessments	To support residents 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 to keep themselves and their neighbours safe.
Complaints	Ensure Building Safety related complaints are escalated to the appropriate responsible person in line with Kirklees complaints procedure.

## 6 Performance monitoring

Building Safety compliance for high rise residential buildings will be monitored against the Regulator for Social Housing (RSH)'s Tenant Satisfaction Measures namely:

Table 2: Tenant Satisfaction Measures for building safety

TSM code	TSM description	How it is measured
TP05	Satisfaction that the home is safe	Via Tenant Perception Survey
BS01	Gas safety checks	Via Management Information
BS02	Fire safety checks	Via Management Information
BS03	Asbestos safety checks	Via Management Information
BS04	Water safety checks	Via Management Information
BS05	Lift safety checks	Via Management Information

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

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

## 7 Key contacts

**Main contact for Homes & Neighbourhoods** (for all Housing Enquires)

Telephone: 01484 414886

Email: [housing@kirklees.gov.uk](mailto:housing@kirklees.gov.uk)

### **Fire / Building Safety**

You can email any fire / building safety questions or concerns directly to the Fire Safety Resident Engagement Team, alternatively you can call the main number above.

Email: [resident.firesafety@kirklees.gov.uk](mailto:resident.firesafety@kirklees.gov.uk)

### **Complaints**

You can email any new or ongoing complaints directly to the Customer Experience Team, alternatively you can call the main number above.

Email: [customer.services@kirklees.gov.uk](mailto:customer.services@kirklees.gov.uk)

Web: [Compliments and complaints](#)

### **Get Involved with Homes & Neighbourhoods**

If you are interested in getting involved with Homes & Neighbourhoods, you can email the Tenant Involvement Team directly, alternatively you can call the main number above.

Email: [get.involved@kirklees.gov.uk](mailto:get.involved@kirklees.gov.uk)

### **Fire & Rescue Service**

If you feel like you want some fire safety advice about your home from someone outside of Kirklees, you can contact West Yorkshire Fire & Rescue Service.

Telephone: 0800 5874536

Web: <https://www.westyorksfire.gov.uk/>

### **Building Safety Regulator**

You can also contact the Building Safety Regulator if you have a fire or structural safety concern within your building.

Web: <https://www.gov.uk/guidance/contact-the-building-safety-regulator>

## **8 Glossary of terms**

Table 3: Glossary of terms

<b>Term</b>	<b>Meaning / Example</b>
HRRBs	High-Rise Residential Buildings
HN	Homes and Neighbourhoods
Accountable Person	Is an organisation or individual who owns or has a legal obligation to repair any common parts of the building. Common parts are used by residents, such as: the structure and exterior of the building, corridors, stairwells.

Term	Meaning / Example
Mandatory Occurrence	A legally reportable occurrence that is either: <ul style="list-style-type: none"> <li>• death or serious injury to a significant number of people.</li> <li>• structural failure of the building</li> <li>• spread of fire in the building</li> </ul>
Significant Material Alteration	Some examples of this are - structural changes, changes in fire safety equipment, major building refurbishment.
Building Safety	Major safety hazards that have the potential to cause multiple casualties. This is principally fire and structural safety of a building.