

Portsmouth City Council Building Safety - Resident Engagement Strategy 2024

1.0 Introduction

Buildings are at their safest when everyone including Landlord, Residents and others work together to maintain safety, security, and cleanliness of the block. The Building Safety Act 2022 (BSA) places an obligation on us (Portsmouth City Council) as Principal Accountable Person (PAP) and your landlord to produce a resident engagement strategy for all residential high-rise buildings. A high-rise building is a building 18m or above, or that have seven storeys or more.

Building Safety relates to fire safety and structural safety of a building.

1.1 Strategy Aims

This strategy document explains our approach to ensure how you, as a Portsmouth City Council (PCC) resident are included in building safety.

The aims are to ensure that you as residents:

- Feel safe in the building that you live in.
- Know what information you will be provided with about your building.
- Know how to report any issues about your home and block related to building safety.
- Know how you can get involved and influence building safety.
- Know what you will be consulted on.
- Know how your views will be sought.
- Know what we are doing in response to your feedback.
- Know how the effectiveness of the strategy will be measured.
- Know how to make a complaint if you feel your concerns are not being listened to.

2.0 Our High-Rise Buildings

PCC (Portsmouth City Council) is responsible for managing and maintaining 22 high-rise blocks of flats, containing a total of 2055 individual homes, including flats and maisonettes.

One block is solely an over 55s sheltered accommodation and eight blocks are a mixture of general needs accommodation and sheltered properties. Where there is sheltered accommodation sheltered scheme managers provide assistance to residents in the scheme. The remaining thirteen blocks are general needs accommodation.

There are a total of 35 leaseholders within our high-rise buildings.

The blocks house a diverse range of residents located in a variety of neighbourhoods across the city. Each block has a named Housing Officer with some blocks having additional on-site sheltered team members. All blocks are visited Mon-Fri by our Estate Services teams.

Block name	Number of properties	Sheltered / general needs	No of leaseholders	Area
Ladywood House	136	Sheltered Scheme Cat 1	0	Somerstown
Sarah Robinson House	120	General Needs	0	Portsea
Mill Gate House	76	Sheltered Scheme Cat 1 / General Needs	0	Portsea
Tipton House	136	Sheltered Scheme Cat 1 / General Needs	1	Somerstown
Edgbaston House	136	Sheltered Scheme Cat 1 / General Needs	1	Somerstown
Barkis House	136	Sheltered Scheme Cat 1 / General Needs	0	Buckland
Nickleby House	136	Sheltered Scheme Cat 1 / General Needs	0	Buckland
Handsworth House	153	Sheltered Scheme Cat 1 / General Needs	0	Somerstown
Pickwick House	88	Sheltered Scheme Cat 1 / General Needs	0	Buckland
Copperfield House	88	Sheltered Scheme Cat 1 / General Needs	0	Buckland
Wilmcote House	111	General Needs	0	Somerstown
Omega House	80	General Needs	2	Somerstown
Grenville House	30	General Needs	3	Portsea
Darwin House	43	General Needs	4	Landport
Brisbane House	30	General Needs	3	Buckland
Grosvenor House	54	General Needs	0	Somerstown
Blackwood House	26	General Needs	2	Buckland
Roslyn House	54	General Needs	17	Somerstown
Estella Road	189	General Needs	0	Buckland
Grafton Street	119	General Needs	1	Buckland
Westminster Place	78	General Needs	0	Buckland
Wingfield Street	36	General Needs	2	Buckland

Table 1 - Block Information

We are dedicated to improving the building safety of our stock, taking steps to ensure that our buildings remain safe for our residents.

To date we have reviewed whether our blocks have cladding which is considered to be dangerous. We have deconstructed two of our high-rise buildings, removed cladding from three blocks and have plans in place to undertake cladding replacement to a further three blocks, which remain safe for occupation in the interim period. We have installed a retrofitted sprinkler system and evacuation alert system within one block and have plans to increase this. Current Fire Risk Assessments (FRAs) are in place, and we have a robust system in place to ensure properties are regularly inspected and health and safety actions are completed. In addition, we also undertake regular servicing and compliance tasks for example gas and electrical checks across our buildings and have developed clear signage and notices for blocks.

3.0 How was this Strategy Created?

We have worked with staff, councillors, and you our residents to develop the foundation of this overarching strategy. Between December 2022 and February 2024, we asked you, our residents of our high-rise buildings via various means including surveys and in-person meetings how you felt about the safety and maintenance of your homes, what information you would like about fire and building safety, and how you would like to be communicated with regarding building safety. This was to ensure that the engagement strategy is meaningful for the residents living within the buildings. We want to make sure it meets residents needs and requirements.

Of the 364 high rise tenants that responded to our tenant satisfaction survey in 2023/24, 81% feel their home is well maintained. 8% are dissatisfied. 77% feel safe in their home. 10% are dissatisfied.

When thinking about the fire and building safety of their home, around a tenth of respondents felt they have all the information they need or do not need any further information. 54% were unable to suggest what information they would want however other respondents would like information on the fire protocol and safety measures in place, including any fire hazards, or would like information on how safe the building is. Respondents would also like more information on how regularly the building is checked, and any changes to fire protocol or the building.

Respondents would most like to find information about fire and building safety in their block (44%) or through their door - in the House Talk magazine (40%) or a letter (38%). Respondents would also be interested in finding information online through Portsmouth City Council web pages (29%) or on a website designed specifically for tenants and leaseholders (27%).

A follow-up building safety survey, was carried out in each building, found in Appendix 1.

This building safety survey was available in both hardcopy and electronic format and covered:

- Which safety messages were already understood through our existing strategy
- What information residents would like to know about their specific building.
- How they would like to be communicated with in the future.
- How often or when they would like to be communicated with.

Following the responses from yourselves as residents we are creating for each of our high-rise buildings a document titled "Information about your building". This sets out:

- Relevant information about your building.
- How you want to be communicated with, decided as a block.
- How to report different concerns.
- Sign points to this overall resident engagement strategy.

This document will be provided to all residents aged 16 years and over within our high-rise buildings, to ensure that they are clear in how we intend to keep them informed about the safety of the building, including any building safety risks.

The key aims of our consultation and subsequent communication is to:

- Identify the building safety information you as residents wish to be provided with and how this information should be provided.
- Establish our base level of engagement so that we can improve the way we engage with residents in relation to the safety of their home.
- Engage staff with regards to residents' rights to have a say in relation to their homes.

- Ensure you as residents are empowered to play an effective role in ensuring their building is, and continues to be, safe.
- Set out the ways you as residents can get involved and the benefits of participating in engagement on building safety.
- Clarify our responsibilities and residents' responsibilities to ensure homes remain safe.

The two main strands to our strategy

There are two main strands to how we will engage with residents around building safety:

- Information, understanding and involvement.
- Resident and landlords' responsibilities

4.0 Information, Understanding and Involvement

4.1 The Information we will provide.

We will proactively provide you with the information you need to help you understand the measures that are in place to keep you safe in the building, and what you can do to make sure your actions do not put anyone at risk. Leaseholders will receive the same information using the same methods as tenants.

We will make sure the information provided is relevant and in a format that can be understood by residents. We aim to provide this information in different formats on request, for example, for residents who have a physical or visual impairment, have other disabilities or who do not speak English. For vulnerable residents we can share building safety information with their relatives if they request us to.

Building Safety information will be provided when residents move in, and annually after that. At the start of every tenancy or lease we will provide the safety information within the sign-up pack or welcome pack. Thereafter we will use a range of ways to communicate and engage with residents.

Examples of the way in which we can communicate with residents may include but is not limited to:

- At sign up- in-person
- Tenant Update Visits
- Website
- Notice boards/Digital Notice Boards
- Text Message
- Email
- Letter / Leaflets / Newsletters
- Pop up sessions / meetings to talk about building safety
- Video

As standard practice we will provide:

- Information about your building.
- The measures we have in place to mitigate potential fire and building safety risks within your building, e.g., fire precautions, fire protection measures in place, e.g., sprinklers, fire extinguishers.
- How assets in the building are managed, e.g., frequency of lift maintenance.
- Information of your responsibilities as resident, for example how to reduce the risk of fire in individual dwellings. e.g., by not storing flammable materials.
- Procedures to follow where a fire occurs in the building.
- A process for reporting building safety concerns, including fire safety and structural safety.

You can request further and more detailed information about the safety measures in your building if you wish and such information may include (but is not limited to):

- Current and historical fire risk assessments.
- Outcome of building safety inspection checks where available.
- The fire strategy for the building.
- Structural assessments, where available.
- Information on planned maintenance and repairs schedules.
- Information on planned and historical changes to the building.
- Compliance reports

HNBS (Housing, Neighbourhood and Building Services) carry out building safety compliance activities and compile reports on compliance. Below is an example of the types of compliance information you might want sight of and the recommended time frames for compliance activity.

Service	Frequency
Gas Safety	Annual Inspection
Electrical Safety (EICR)	Every 5 Years
Communal fire alert system	Weekly Test
Automatic Opening Vents	Weekly Test
Dry Risers	6 monthly and annual pressure test
Sprinklers	Annual Inspection
Emergency Lighting	Monthly
Fire Risk Assessments	Annually
Fire Fighting Equipment	Monthly
Communal Fire Doors	Quarterly Inspection
Property Front Doors	Annual Inspection
Premises Information Box / Secure Information Box	Monthly
Legionella Risk Assessments	Up to 5 years, depending on risk
Water Hygiene e.g. Water Outlet Temperature	Monthly

Table 2 - Compliance Activities

We will not release draft reports, which are likely to be subject to change but will aim to release information as quickly as possible and subject to the legal framework. We will follow the legal framework through FOI (Freedom of Information) and DPA to deal with requests for information about building safety.

4.1.1 Building Safety Issues

Where we identify a serious issue with a building affecting the safety of all residents, we will update residents regularly about any interim safety measures we have put in place, remedial works and further investigations that are required.

4.1.2 Works to Your Building

We will provide you with information about works planned to be undertaken to your home, including who will be undertaking the work, any timelines and key PCC contact information, so that they have a chance to talk to us about the works in advance, and throughout the project. Residents will be kept regularly updated and given points of contact to report any issues as they arise.

Following works to buildings we will invite residents to feedback on their experience, with a view to continual learning and improvement.

The strategy for communicating about works will be determined on a case-by-case basis, utilising the preferred communication methods for each block as well as the complexity of the works. The form used when considering the communication strategy for work is set out in Appendix 2.

4.2 What we will ask you about

We will work in partnership with residents to ensure that you are involved in decisions about your building's safety. Leaseholders will receive the same opportunity as PCC tenants.

We will ensure that where residents preferred options are possible, we will include them in decision making. Decisions we will ask for opinions on may include:

- Who may be disrupted by the works?
- When would be the best time to undertake works within your property?
- How could disruption be kept to a minimum?

The strategy for any consultation on choices will be determined on a case-by-case basis, utilising the preferred communication methods for each block as well as the complexity of the decision. For example, if work is needed to repair a faulty fire door, asking residents about the work may not be necessary. However, we may ask those that are disrupted by the work when would be the best time to do the repair, and how else disruption could be kept to a minimum. The form used when considering the communication strategy for work is set out in Appendix 2.

If any resident feels their concerns have not been addressed, they can follow our formal complaints process to escalate the issue, as detailed in section 9.2 below.

4.3 Wider decision-making and scrutiny.

We encourage all residents, tenants, and leaseholders, to get involved in making decisions relating to our general policies and working practices, which includes consideration of our overall approach to the safety of their buildings and scrutiny of performance. If residents would like to get involved in more strategic building safety matters, join a residents panel, or attend resident consortium meetings, they can contact the Resident Engagement team who will welcome your input.

Resident Engagement can be contacted directly at housing.engagement@portsmouthcc.gov.uk

4.4 Our commitments

We will:

- Continue to consult with residents to better understand their communication requirements and preferences, including what information they want to receive, in what way and how often. This information will be used to tailor our approach to our communications with our residents. This will be done at maximum 2-year intervals.
- Use all feedback mechanisms including Customer Complaints and satisfaction surveys to listen to the views of the residents, and make sure that we act and improve our services accordingly.
- Provide easy to understand, transparent and accessible information.
- Provide residents with safety information, including the fire procedure for the building.
- Promote and enforce compliance with our stance on maintaining clear communal areas.
- Better understand individual support needs and to deliver involvement opportunities that are open and accessible for everyone.
- Communicate all important updates and information with all residents and leaseholders, including notifying of any changes or delays to planned works.
- Keep Councillors informed of relevant matters concerning high rise buildings within their wards and respond to Councillor's enquiries promptly and in detail in line with our corporate approach.
- Empower and support any Building Safety Residents Forum that is set up in the future, should residents show an interest, with any specific training to better equip and prepare them to consult and engage on matters relating to safety in their homes.

- Make sure that when undertaking major works in high-rise buildings that all relevant health and safety aspects are given the highest priority and that residents are aware of any safety issues that relate to the work concerned.

5.0 Responsibilities

Building safety is something that all residents and landlords must work on together. Everyone in the building can have a positive impact on the safety of their household and neighbours, and it is all our responsibility to do what we can to keep the building and its occupants safe. That includes letting us know of any safety concerns residents may have, understanding building safety messaging and taking responsibility for the safety of each home.

5.1 What we do to keep you safe

We are committed to undertaking building safety action so that people will be, and will feel, safe in their homes.

We currently:

- Have strategic groups to review the safety of all our high-rise buildings.
- Have a Building Safety Team, with a named Building Safety Manager for our high-rises.
- Review our Fire Risk Assessments for all our blocks and manage any actions identified.
- Work with Hampshire Isle of Wight Fire and Rescue Service (HIOWFRS) to ensure they are onboard with the works, plans etc to our high-rise buildings.
- Allow HIOWFRS to carry out training days within our blocks and familiarisation visits
- Have commissioned further detailed intrusive fire surveys by fire engineers across all our high-rise buildings to inform our long-term strategy.
- carried out training days with Hampshire Fire and Rescue Service
- Have offered to create a building safety resident forum consisting of high-rise block champions and other involved residents to work with HNB to raise and action their concerns, issues, and feedback in relation to the safety of their building, however, there has been no demand for this from residents at this time. We will continue to promote the opportunity.
- Provide you with fire safety information and how to keep safe in your property.
- Undertake different building safety inspections and compliance activities.

We will:

- Fully comply with building safety and fire safety legislation
- Seek to meet obligations in advance of statutory requirements where possible and always promote a culture of safety
- Continue to produce, review and update Building Safety Cases for each of our tall buildings.
- Produce and review Resident Engagement Strategies for all high-risk buildings at least every 2 years.
- Carry out annual high-rise tenancy update visits during which building safety is discussed with you.
- Continue to produce and review Personal Emergency Evacuation Plans for residents who may not be able to evacuate safely without assistance.
- Strive for 100% compliance with electrical safety.

- Strive for 100% compliance with hard wired smoke alarms and carbon monoxide alarms.
- Strive for 100% gas safety certification.
- Keep all fire risk assessments for multi-occupancy blocks up to date and publicly available.
- Maintain building safety policies and procedures rigorously.
- Monitor and report on compliance with fire, gas, water, electric, asbestos and lifts, with periodic audit
- Prioritise any customer contact or complaints which may have a building safety implication.

5.2 Residents' part to play.

5.2.1 Your Responsibilities

The Building Safety Act sets out statutory duties on residents and flat owners to cooperate and residents and flat owners have legal responsibilities to not:

- Do anything that creates a significant risk to your building's structural safety.
- Do anything that creates a significant risk of causing or spreading fire in your building.
- Damage or remove any of your building's fire safety measures, such as smoke detectors, fire alarms, fire doors, and fire extinguishers.

We will ensure that residents are empowered to play an effective role in making sure that their building is, and remains, safe. You are expected to identify and report hazards that may impact on the safety of the building and meeting your responsibilities to ensure your own safety and that of your neighbours.

You are as a resident expected to give access to your home for us to inspect and carry out different types of safety inspections (such as fitting fire alarms) or undertake fire and structural safety-related maintenance in accordance with your tenancy and leasehold agreements. We will consider taking legal action where tenants and leaseholders do not provide access and seek to recover the costs of such legal action directly from the resident and leaseholder.

Individual properties should be looked after and kept clear of clutter, with repairs raised in good time. Residents should be mindful of any actions that increase the risk of fire, for example ensuring that electrical items are switched off when not in use decreases the risk of overheating, and by not bringing banned items into the block, such as gas bottles or petrol.

We have fire safety guidance for each high-rise, with specific details for what you need to do in the event of a fire. You need to ensure you understand this information, so you are aware of what to do in the event of an emergency. This guidance is available communal hallways in every building and provided to you on an annual basis.

Residents should think about the needs of their household and any members of their family who may be vulnerable (such as young children or someone with a disability). Where you consider there to be a vulnerable person or someone who would not be able to evacuate, please do let us know.

It is important that you do not damage or remove any fire safety measures that have been installed in the building or your home as they are there for your safety. This includes your

property front door and any fire doors within your home. It is also important that the escape routes within your property and communal areas are free from any obstructions.

Residents are encouraged to consider the wellbeing of their neighbours in the building and recognise that their actions may put the lives of others at risk. For example, you should ensure they do not prop open any communal fire doors and they do not store items in the communal hallway which may block an escape route in the event of an emergency. Due to the risk posed when evacuating in the event of a fire or other emergency, we have a zero-tolerance policy for residents leaving any possessions, including mobility scooters, in communal areas. We will need residents' help to achieve this.

Residents must seek permission if they wish to make any changes to your door or within your property.

If you or anyone in your family smokes, you should do so in a safe place and fully extinguish their cigarettes afterwards.

Barbecues and patio heaters should never be used inside buildings or on balconies.

5.2.2 Contravention Notices

Where a resident is not complying with their duty to cooperate and is not responding to attempts to engage, we have the option to issue a contravention notice. The notice must comply with specific requirements; for example, it must specify the alleged contravention, any steps that should be taken to remedy the contravention and a reasonable timeframe to complete them, and how to avoid further contraventions and the action that may be taken if not complied with.

If a resident does not comply with a contravention notice, it can be escalated to the courts to determine whether it should be enforced. We expect that in most cases where issues are identified, we will be able to resolve the issues by speaking to you as residents directly. Our first action will always be to work with residents to resolve the issue in a partnership.

5.2.3 Working together to support vulnerable residents.

Within our sheltered schemes we follow specialised housing guidance and undertake people-centred risk assessments to evaluate the needs of individual residents where necessary. These are also done where a vulnerable resident is established in general needs, where any household member is unable to self-evacuate. We need residents to work with us to achieve this. This means we can evaluate your situations and/or disabilities, minimise risks and put in place specific measures accordingly (an example of this is to use visual fire alarms for residents who are hearing impaired), and create personal evacuation plans.

Within all our high-rise buildings we will identify any specific vulnerabilities for residents using a combination of data held on internal systems and questionnaires completed by each household. This information is held on site in a premise's information box which the fire brigade has access to in case of an emergency. We cannot keep track of who is moving in or out of residents' homes or new vulnerabilities, that affect a person's ability to self-rescue to a place of safety, that may develop over time without your help. For this reason, it is residents' responsibility to inform us of their household composition, and if they, or a member of their household, has vulnerabilities that may affect their ability to evacuate.

Where residents see one of their neighbours acting in a way that suggests they have not understood or remembered the building safety information they can remind them of it. An example of this could be neighbours who are storing items in the communal hallway, or neighbours who may be considered vulnerable. If residents are not comfortable discussing this with their neighbours, they should report it as a building safety concern to us.

6.0 Reporting issues of concern

As a resident if you have a concern about building safety, whether that is concern about the building, the condition of fire safety equipment, items in communal areas or concern about another resident can contact us through multiple contact points:

- To report a repair: Repairs Support Team on 023 9284 1311
- To report issues within the communal area: Estate Services on 023 9268 8444
- To report a concern related to Building Safety: BuildingSafety@portsmouthcc.gov.uk
- To report an issue with a neighbour: Your Housing Officer or Sheltered Scheme Manager
- To report an issue to us out of hours: 023 9282 4244

In addition to raising concerns, you are also able to request a block walkabout with key representatives from the service so that you can highlight any issues that you are concerned about or ask any questions you may have about the safety of the building.

Residents can raise an issue for consideration by the Fire Safety Group and High-Rise Group who meet on a quarterly basis, who, if there are significant concerns, will arrange to visit a block to provide reassurance and an opportunity for residents to raise any concerns they may have around safety. Any issues you wish to raise should be sent to the Building Safety Manager.

Any resident who is not happy with the outcome of communication with us through our various contact points and wishes to escalate the issue is entitled to submit a complaint as detailed in section 9.2.

7.0 Monitoring the effectiveness of our strategy

We will assess and review the methods we use to encourage involvement in building safety decisions regularly, recording the results of our review and re-visiting our engagement strategy over time.

We will:

- Monitor the overall satisfaction that we keep residents safe in their home.
- Record how many responses we get when we ask about a building safety decision.
- Record how many people engage with us at meetings and visits.
- Use surveys and focus groups to understand if our approach is working.
- Monitor the number of incidents responded to by our Estates Services Team e.g., non-compliance with clear communal areas / mobility scooters / fire door removal etc.
- Monitor the number of issues flagged to the Building Safety Team around building safety.
- Monitor the number of complaints received about building safety and the number upheld.

8.0 Reviewing the strategy

This overall strategy will be reviewed:

- at least every 2 years
- after every consultation of the strategy
- after a mandatory occurrence report
- after the completion of significant material alterations to a building

This strategy will be consulted on at the point any changes are made to it. We will consult all:

- residents over the age of 16 and anyone who owns a residential unit.
- accountable persons for the building

Our consultation period is a minimum of 4 weeks.

9.0 What to do if you are not happy?

9.1 This Strategy

We will review and consider any opinions we receive from residents and owners of residential units about our strategy; however, we will not change it if we think it is not appropriate to do so.

Residents and owners of residential units can make a complaint about the strategy to us and if dissatisfied with the outcome of the complaint, can escalate the complaint to the Building Safety Regulator. Details of how to escalate your complaint and the contact details for the Regulator will be clearly explained in any response.

9.2 Complaints

Where a resident is not happy with how we have dealt with a concern, a complaint should be raised and will be dealt with in line with the Building Safety complaints procedure. This mirrors the Housing Neighbourhood and Building Services Complaints process however in addition:

- any immediate safety concerns will be flagged to the Building Safety Manager
- The Fire Safety Group / High-Rise Group may be consulted with in providing a response at Stage One
- The HNBS (Housing, Neighbourhood and Building Services) Safety Buildings Group may be consulted with in providing a response at Stage Two

Appendix 1 - Building Safety Survey

Portsmouth City Council - Building Safety Engagement Strategy Consultation

Block name:

We are consulting with residents in order to create a resident engagement strategy for your building. We want to ensure that we keep you informed and consult you on the things that matter to you relating to the safety of your building. We want to make sure that you are confident that you will be listened to if you have any concerns and understand from you how and if you want to get more involved in building safety matters.

Name:
Flat no:
Date:

Information sharing

What information would you want to be provided with in relation to your building?	Please tick
Information on the building - how it is built, number of properties etc.	
Explanation of the landlord's responsibilities for the block	
Explanation of my responsibilities as a resident in the block	
Details of the fire evacuation procedure	
Dates of safety inspections for my block	
Servicing certificates for my block e.g. lift checks / water checks etc.	
Safety compliance information e.g. number of electrical checks / gas safety checks outstanding in the block	
The Fire Risk Assessment for the building	Full assessment or summary document (with full report available on request)
The Building Safety Case for the building	Full assessment or summary document (with full report available on request)
Information on works being carried out in the building	
Information of who is carrying out works to the building	
Details of who to raise building safety concerns to	
Other (please state)	

When and how should we let you know information about building safety?	Please tick
At the point that you sign up for a property	

At a new tenancy visit (about a month after you have moved into your property)	
At a yearly tenancy visit	
Through the PCC website	
Through posters and newsletters on noticeboards in the block	
Through letters / newsletters posted through my door	
Through Housetalk magazine	
In-person sessions in my block about my block	
In-person meetings centrally for all tall building residents	
At an on-line meeting	
Through information videos online	
Other (please suggest)	
How often do you feel we need to communicate with you on building safety issues?	
6-monthly	Please tick
Yearly	
When something changes within the block	
When something happens that affects you directly	
Never	
Would you require our communication to be in an accessible format?	
Translation - Language (please specify)	Please tick
Braille	
Recording	
Large Font	
Other (please specify)	

Consultation

We:	
should consult with you where there is a choice/options around works so that you are given the chance to give your view	Agree / Disagree
should take the majority view where a decision affects multiple residents	Agree / Disagree
should capture your feedback on works that are undertaken by our contractors, during and after works	Agree / Disagree
Should take action on the back of your experiences. Your feedback should positively impact future decision making	Agree / Disagree
Do you have any other comments / suggestions about how we should include residents in decision-making?	

--

Capturing residents' voice

We currently review all requests for repairs and block concerns and complaints to see if there is an issue / theme in particular buildings/areas so that we can take appropriate action. Are you satisfied with this approach?	Please circle Yes/No
If we were to create a high-rise resident forum, would you be interested in being a member of the forum?	Please circle Yes/No
Would you want to come along to any of our block inspections?	Please circle Yes/No
Would you want to know the dates of our building safety meetings so that you can raise any concerns for the agenda?	Please circle Yes/No
Do you have any other comments / suggestions about how we should listen to residents? (please complete below)	

Your current knowledge

Do you know your responsibilities for building safety?	Please circle Yes/No
Do you know what to do in an event of a fire?	Please circle Yes/No
Do you know why fire doors are important?	Please circle Yes/No
Do you know what items are hazardous and should not be stored within your block / property?	Please circle Yes/No
Do you know how to report repairs or any concerns about the building?	Please circle Yes/No

Do you have any other comments about our approach to building safety / how residents should get involved?

Tenant Satisfaction Measures

Would you be happy for us to contact you again to ask you a few questions about tenants' satisfaction?	Please circle Yes/No
Are you interested in getting more involved in giving feedback about our wider housing and local neighbourhood services? If yes, we will contact you to explain more.	Please circle Yes/No

Please bring along to the event or return to the area housing office by

Appendix 2 - Resident Engagement Project form

Project -	
REO -	
Project officer -	
Brief explanation of works	
What elements of the project / works can residents influence?	
How many residents are affected?	
Who is in the block? / Are there any EDI specific needs?	
How are you going to engage?	
Key Dates inc stakeholder meeting	No of attendees
Progress form	
Dates	Notes
Total number of residents who engaged?	
What worked well with this engagement strategy?	
Is there anything you would change?	
Stakeholder perspective including residents - What did they like / changes?	
What difference did resident engagement make to the project?	
Share success - brief story for media, inc. photos and consent	