

William Martin 

Mandatory Occurrence Reporting and Resident Engagement

Part 2 – Example Resident Engagement Strategy



Briefing Note – April 2024

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Example

1 – Introduction

XXXX owns / manages a number of high-rise residential buildings and places the safety of residents at the centre of all of its building management operations. Building safety refers to the measures that are in place to protect residents in buildings, for example, measures to reduce and mitigate risks, such as the spreading of a fire, structural failures and gas and electric hazards. The building safety measures aim to reduce the seriousness of an incident if one occurs.

As a resident in a high-rise building, you have a say in building safety decisions and this strategy sets out how we will involve you in these building safety decisions.

Buildings are at their safest when we as a landlord, residents and others all play their part in maintaining the safety and security of all high-rise buildings. Therefore, this building safety resident engagement strategy is important, as it explains our approach to ensure all residents are aware of key building safety messages and know how they can raise building safety issues with us.

(Refer also to the separate William Martin Briefing Note – Mandatory Occurrence Reporting and Resident Engagement – Part 1 – Mandatory Occurrence Reporting).

2– Aims and supporting principles

Aims

The resident engagement strategy aims to make sure you:

- Feel safe in your own home.
- Know how to easily report any problems about your home or any part of the building which may impact on you or your neighbour's safety.
- Know what to do in the event of an incident in the block where you live.
- Have a clear understanding of our responsibilities as a landlord, and your responsibilities to ensure your home remains safe.
- Are aware of the ways in which you can get involved and influence building safety and the services to high-rise buildings we provide.
- Know what we are doing in response to your feedback.
- Are effectively communicated with in a way that you find accessible and easy to understand.
- Know how to make a complaint if you feel your concerns are not being listened to.

Supporting principles

In delivering this strategy we will commit to:

- Being open, honest and transparent in what we do to build resident trust.
- Understand as far as possible your communication needs and preferences.
- Produce communications that are clear and accessible, using appropriate channels and methods that are timely and consistent.
- Listening to you, effectively responding to your concerns, acting and learning from complaints.
- Undertake meaningful engagement - whether on a local individual building issue, or a more common issue for all high-rise buildings, so that you are clear on how you can influence the safety of your building, where we are in the decision-making process and how your feedback is being used.
- Effective engagement with all residents.

3 – Information we will share

We will provide key information that you need to know about building safety.

We will continue to:

- Share information on building safety in the Residents' Handbook located on XXXX.
- Provide information about vulnerable residents in high-rise buildings to the fire service to ensure they are supported during a building safety incident. (Please inform us if you have a vulnerability so we can make sure to provide you with the right level of support).
- Publish key information about building safety on our website, social media and XXXX. You can access XXXX by logging in to XXXX.
- Send letters or emails to inform you about building safety measures, and ways to further reduce risks.
- Set out a process for reporting a fire risk and/or raising any other safety concerns.
- Update you regularly if a serious issue within a building has been identified.
- Inform you about any interim safety measures put in place, remedial works and further investigations that are required.
- Hold periodic meetings with you to share important information.
- Share information discussed at meetings with each resident. This may be shared via our website, email, or letters.
- Update you if there are any significant changes to the strategy.
- Promptly answer any queries you may have.

We will specifically give practical fire safety advice and support to raise awareness of building safety, by continuing to:

- Provide fire safety information to you at the commencement of every lease, including “Fire Safety” “Dos & Dont’s” and any other building specific information.
- Prepare Personal Emergency Evacuation Plans (PEEPs) to any vulnerable residents who request them.
- Display fire action notices within communal areas which explains what steps to take in the event of a fire.
- Communicate with residents in a variety of ways to ensure support (and access) for flat entrance door inspections.
- Promote key messages about safety, waste removal, repairs, and who to contact, on building noticeboards.
- Make sure that when undertaking any major works all relevant health and safety aspects are prioritised and that residents are aware of any safety issues that relate to the work concerned.
- Provide general fire safety advice via our website.

More information can be requested. This includes:

- Fire risk assessment summary information.
- Outcomes of building safety inspection checks where available.
- How assets in the building are managed, e.g. frequency of lift maintenance.
- Details of preventive measures, e.g. smoke alarms.
- Fire protection measures in place, e.g. sprinklers.
- Information available on the maintenance of fire safety systems.
- Structural assessments, where available.

4 – Requesting a communication method

We want to make sure that this information is easily accessible to all residents. You can request different formats from us, and we will try to provide information in a more accessible way. If you need more information on different formats like an accessible pdf, easy to read, or Braille, please contact us on XXXX.

If you need information in a different language, you can translate our strategy into different languages using various website translation apps.

5 – Information we may seek

We want to hear your views about how we can keep you safe in your building. To help us make building safety decisions, we may ask you the following questions:

- Do you feel safe in your building?
- What information or measures would you like us to provide to help you feel safe?
- Do you know how to report issues and raise building safety concerns?
- Is this easy for you to do?
- Do you want to be involved in building safety decisions?
- Do you have the confidence that we listen to your views and respond to your concerns?

6 – How we will listen and learn

We want to make sure we engage with you about building safety decisions in a way that suits you best. During consultation, we will identify how you would like us to engage. Some of the ways we can engage with you about building safety include:

- Letters or surveys by post.
- Online surveys.
- Our website.
- Targeted emails.
- Social media posts.
- Leaseholder meetings or events.
- Other ad hoc focus groups.
- Building notice boards.
- Engagement with Property Management staff.
- Newsletters.

7 – Consultation process

When we draft or renew a resident engagement strategy, we will consult with you. During this process, we will:

- Produce a consultation questionnaire (online / paper version). This may be shared with you on our website, social media or in focus groups.
- Provide you with adequate time (at least three weeks) to share your feedback.
- Review and carefully consider your feedback.
- Make any necessary amendments based on the responses.
- Share the changes we have made based on the feedback. This may be in a “you said, we did” table format.
- Ensure that any personal data we gather is handled in accordance with the Data Protection Act 2018, and meets our contractual, statutory, and administrative obligations.

Contact us

To input into building safety decisions, you can contact us directly either by:

Email: XXXX

Phone: XXXX

8 – Raising a concern

- For a concern about any building safety issues, such as obstructions in communal areas, you can contact the XXXX.

- For concerns with a flat entrance door or a fire door in a communal area, you can report this to the XXXX
- For general fire safety queries, you can email: XXXX
- To raise a complaint, you can follow the instructions:
 - XXXX
 - XXXX

If you are not satisfied with how a concern or an issue has been dealt with, you can escalate the issue by submitting a complaint.

9 – How we will measure participation

We will regularly monitor and review how we engage with you about building safety decisions. We may ask you about our engagement methods during engagement sessions, events or in a survey. If there is a lack of satisfaction and participation, we will look to improve our engagement methods.

Some of the ways we will measure our engagement methods are by recording and monitoring:

- The number of consultation responses of the resident engagement strategy.
- Whether you feel safe in your building.
- Whether you feel that you can easily share your views on how to improve the safety in your building.
- The effectiveness of our engagement methods by asking you questions in a survey.
- The number of social media posts we make and the number of views on our social media posts regarding the building safety.
- The number of issues raised by residents regarding the safety of their building.

We will review this data to understand our successes and what we need to improve to engage effectively with you. We will report the progress to our Health and Safety Committee Meetings on a XXXX monthly basis.

10 – Governance

Implementing, monitoring and updating the strategy.

We will:

- Consult on the strategy the first time it is issued and when there is any change to it.
- Consult all residents over the age of 16, anyone who owns a flat, and accountable persons for the building.
- Hold a public consultation to hear from residents, for a period of at least three weeks.
- Carefully consider any feedback and, if necessary, update our strategy.
- Provide the latest version of the strategy to each accountable person, resident, and owner of a flat.
- Review the strategy:
 - At least every XX years.
 - After every consultation of the strategy.
 - After a mandatory occurrence report.
 - After the completion of significant material alterations to the building.

Appendices

Appendix 1 – Legislative context and other documents

Building Safety Act 2022

An accountable person is an organisation or individual who owns or has a legal obligation to repair any common parts of the building (i.e. structure, staircases, corridors). Each high-rise building has an identifiable accountable person, known as the principal accountable person. XXXX is the principal accountable person your high-rise buildings. According to the Building Safety Act 2022, XXXX must:

- Prepare a resident engagement strategy.
- Act by the strategy.
- Review and revise the strategy and keep a record of the reviews.
- Provide the latest version to each accountable person.
- When necessary, consult residents, owners of residential units, and accountable persons about the strategy and take their opinions into account.
- Distribute the strategy to all residents over the age of 16 and owners of units in the parts of the building that they are responsible for.
- Provide copies of the strategy in a way that considers the needs of the residents. For example, some may prefer a paper copy and others may prefer email.
- Take all reasonable steps to know who lives in their part of the building and understand their needs. This can include accessibility needs and communication needs, such as language spoken.

Consultation requirements

- Consult on the strategy the first time it is issued and if there are any changes to it.
- Consult all residents over the age of 16, anyone who owns a residential unit and accountable persons for the buildings.
- Consult for at least three weeks and include the consultation length in the strategy.
- After the consultation, all feedback must be considered. The strategy does not need to be reconsidered if major changes occur because of the consultation.

Mandatory Occurrence Reporting – residents in high-rise buildings

Under certain circumstances, XXXX is required to submit mandatory occurrence notices and reports to the Building Safety Regulator. This must be submitted when a safety occurrence has caused or is likely to cause the death of a significant number of people or serious injury of a significant number of people. The residents affected will be informed if we do this and the reasons behind why we have done this.

Appendix 2 – Definitions

Term	Definition
Accountable person	An accountable person is an organisation or individual who owns or has a legal obligation to repair any common parts of the building.

<p>Principal accountable person</p>	<p>Each building must have one clearly identifiable accountable person, known as the principal accountable person. The principal accountable person is usually an organisation, like a commonhold association, local authority or social housing provider. The principal accountable person owns or is legally responsible for the repair of the exterior and structure of the building</p>
<p>Building safety decision</p>	<p>Any decision made by an accountable person about the management of the building, the management of building safety risks or any other decision connected to the duties of an accountable person.</p>
<p>'Stay put unless' strategy</p>	<p>A 'stay put unless' strategy means the building is safe for residents to remain in their home whilst a fire is being investigated. Residents can choose to leave their flat if they feel unsafe or see fire and smoke.</p>
<p>Full evacuation strategy</p>	<p>An evacuation strategy requires residents to leave their flats immediately in the event of a fire and go to an assembly point.</p>
<p>Mandatory occurrence report</p>	<p>An accountable person or principal accountable person must submit a mandatory occurrence notice as soon as you can when a safety occurrence is identified. They must then submit a report identifying the safety occurrence.</p>
<p>High-risk building</p>	<p>A higher-rise building has at least:</p> <ul style="list-style-type: none"> • Seven storeys or at least 18 metres high • Two residential units or is a hospital or a care home



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