

# Building Safety Resident Engagement Strategy

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[alliancehomes.org.uk](https://alliancehomes.org.uk)

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# 1. Introduction

**At Alliance Homes, the safety of our residents is our top priority. This strategy sets out the steps we're taking to involve residents in building safety decisions, putting your experiences of living in an Alliance Homes building at the centre of our decision-making process.**

Following the tragic Grenfell Tower fire in June 2017, the government carried out an inquiry which was followed by the introduction of the Building Safety Act 2022. This legislation requires building owners to establish clear ways to resolve safety concerns and issues raised by residents. It also requires us to enable residents to take part in decisions about the building they live in, and have access to key building safety information.

This Strategy is for all tenants and leaseholders living in Alliance Homes 'high-rise residential buildings', as defined by the Building Safety Act 2022.



## Alliance Homes high-rise residential buildings

The Act defines high-rise residential structures as buildings reaching over 18 metres in height or standing at 7 storeys or higher. Alliance Homes owns and manages three high-rise buildings. All three are in Weston-super-Mare, North Somerset:



**Bruton House**  
**8 storeys (18.16 metres)**

Monkton Avenue, Oldmixon,  
Weston-super-Mare  
BS24 9DE



**Hillsborough House**  
**7 storeys (15.8 metres)**

Selworthy Road,  
Weston-super-Mare  
BS23 3SY



**Alexandra House**  
**7 storeys (15.8 metres)**

Lonsdale Avenue,  
Weston-super-Mare  
BS23 3SQ

## What does this strategy mean for you?

You have a greater voice in how your building is kept safe. You can raise concerns directly with nominated persons at Alliance Homes who have a duty to listen.

This strategy highlights our commitment to creating strong relationships with residents living in our buildings. We want to make it easy for you to engage with us by keeping you informed and creating opportunities for you to scrutinise and challenge decisions and join in discussions about the building you live in.

We will consult residents living in our high rise buildings about this strategy, and create tailored engagement plans for each of our blocks.

## 2. Purpose of this strategy

### Resident empowerment and participation

- Use clear and transparent communication and set out easily accessible channels for residents to feel empowered to raise concerns and play an active role in keeping their building safe
- Set out the ways residents can get involved and participate in building safety initiatives

### Responsibilities

- Clarify the responsibilities of both Alliance Homes and residents in keeping your building safe
- Provide detailed information on building evacuation policies, plans and procedures

### Communication preferences

- Identify how residents prefer to receive information
- Establish methods for engaging with residents about the safety of their home



### 3. Our approach

This strategy details what Alliance Homes will do to make sure residents and leaseholders of our high-rise buildings have easy and effective ways to stay informed and engaged about the safety of their living environment.

We will work with customers to develop a process for putting this strategy into action; as well as establish ways to measure the success of the strategy and resident satisfaction.



## 4. Building safety roles and responsibilities

The Building Safety Act 2022 has introduced the role of the Principal Accountable Person (PAP) for higher risk residential buildings. The PAP is responsible for ensuring that building safety risks, like fires or structural issues, are managed appropriately and all the requirements of the Act are met.

The legislation has also created the Building Safety Regulator, whose role is to oversee the safety and standards of all buildings and implement the new regulatory framework for higher-risk residential buildings.

Residents can escalate concerns to the Building Safety Regulator, if they believe these are not dealt with effectively by Alliance Homes.

If you're concerned about the safety of your building, contact Alliance Homes using the details below.

### Principal Accountable Person

**NSAH (Alliance Homes) Limited**

**Named Person for high-rise buildings**

**Andrew Williams**

**Head of Compliance and Safety Servicing**



40 Martingale Way  
Portishead  
Somerset  
BS20 7AW



[buildingsafety@alliancehomes.org.uk](mailto:buildingsafety@alliancehomes.org.uk)

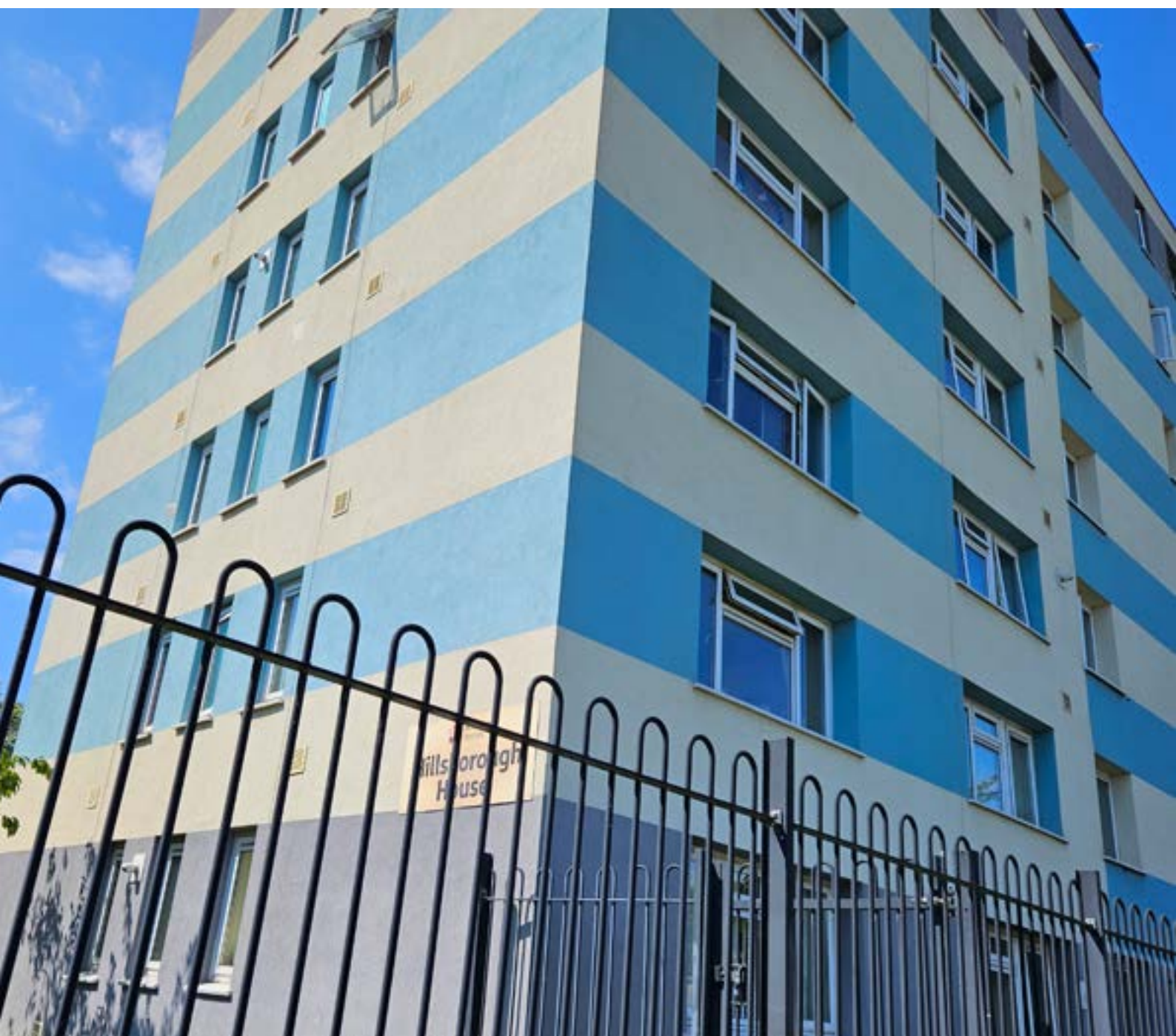


T: 03000 120 120

## 5. Resident responsibilities

Everyone has a role to play in keeping your building safe, including residents and leaseholders. Your full tenant or leaseholder obligations are set out in the tenancy and leasehold agreements. You must:

- Not damage, remove or tamper with safety equipment like fire doors and signage/ notices, smoke alarms or sprinklers
- Not do things that could increase fire risks or structural issues, for example – unauthorised building work that could increase building safety risks.





## 6. Keeping residents informed, involved and engaged

### Tailored engagement plans for each high-rise building

We will work with residents to develop a tailored engagement plan for each of our high-rise buildings. We will carry out a consultation with engagement sessions and surveys to ask residents about how they want us to engage with them on building safety matters, and how often. Our aim is to ensure that residents are actively involved in decisions about their building's safety and know how and where to raise concerns.

The plans will provide residents with:



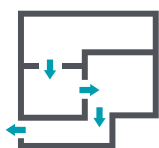
**Key contact details for your building, such as the Alliance Homes Named Person/Accountable Person, your fire safety manager and engagement officer**

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**Key information about your building, such as the construction type and the measures we have in place to minimise potential fire and building safety risks**

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**What to do in the event of a fire**

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**How to report a fire or building safety concern**

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**Residents' responsibilities to minimise fire and building safety risks**



Outline of type and frequency of routine inspections we carry out in your building,

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Any planned maintenance and building safety work

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How we will communicate and engage with you, and how we will help you get involved on building safety matters, based on what you tell us during the consultation

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How to make a building safety complaint to Alliance Homes if you're dissatisfied with how your concerns have been handled, and how to escalate your complaint with the Building Safety Regulator

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How to request additional building safety information from Alliance Homes, including:

- Fire risk assessment for the building
- The Safety Case Report for the building
- Fire strategy for the building
- A summary of outcomes of any building safety checks that have been carried out for the building

We will regularly review the engagement plans with residents to make sure they are still effective and make any necessary changes and adjustments. We will do this following any fire or building safety incident or if we carry out any significant works and refurbishment to the building.

Consultations with residents will last at least three weeks.

Copies of the engagement plans and this Building Safety Engagement Strategy will be distributed to all residents and leaseholders living in our high-rise buildings. They will also be accessible on our website, and residents will be able to ask for a hard copy or alternative formats through the Alliance Contact team at 03000 120 120.



# Ways we will communicate, involve and engage with you

## Communication channels

We will strive to adapt our communication with residents and leaseholders so that the information is clear and accessible. We'll listen to what you tell us about how you like to receive information, but we may also use additional means and channels to ensure important building safety information is effectively communicated. The following channels can we used to communicate with customers:

- At sign up
- Alliance Homes website
- Alliance Homes customer portal (Connect)
- Social media – for example, for fire/building safety campaigns
- Notice boards/posters/building notices
- Letters
- Emails
- E-newsletters
- Engagement sessions



## In person engagement

Our face-to-face sessions will give residents the opportunity for meaningful engagement. We'll strive to organise a variety of sessions, to cater for different schedules, obligations and work patterns. These will include:

- Planned quarterly/bi-annually meetings with residents
- Help with setting up Residents' Associations/Committees – Alliance Homes will support the creation of a residents' group and work with them to effectively share building safety information and gain insights
- Task and Finish groups/workshops on specific activities and planned work regarding building safety
- Door-to-door ad-hoc information gathering and sharing – opportunities for open, frank and friendly conversations where Alliance Homes colleagues can communicate information and gather insights from customers directly.

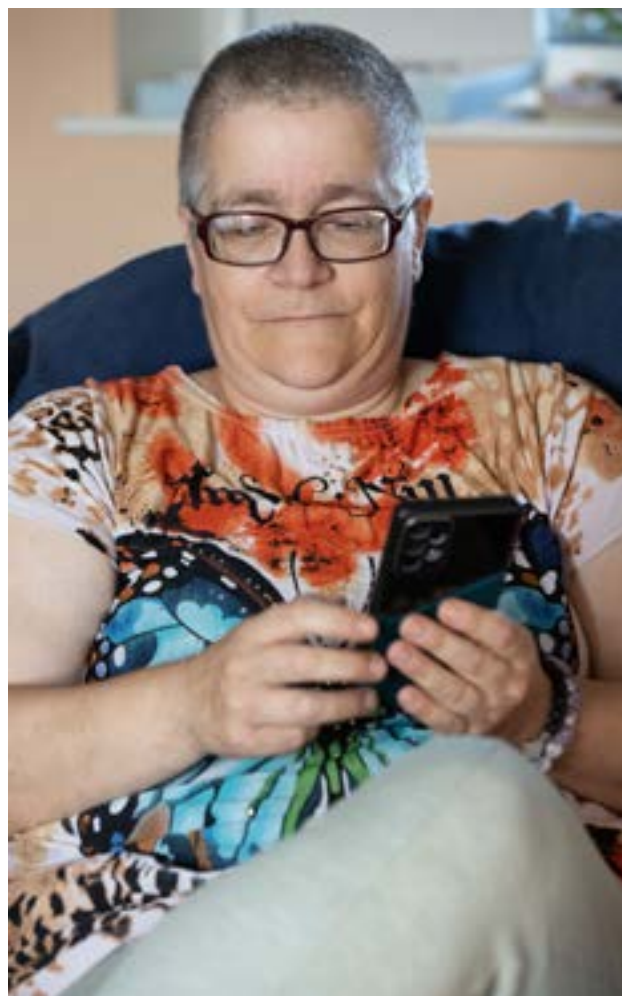


## **HIVE – Alliance Homes’ online customer community**

We will encourage residents of high-rise buildings to join our online community, HIVE – where customers can get involved, give feedback, influence and shape the future of Alliance Homes.

HIVE makes it possible for us to engage and consult with residents based on specific information, such as age group, address etc. This means we can ask residents living in our high-rise buildings for opinions, feedback and ideas about building safety. HIVE can:

- Provide a safe space for residents to offer anonymous feedback
- Enable residents to engage at a time and pace that suits them



## **Surveys**

We will carry out postal, verbal and digital surveys to gather feedback and suggestions about things like planned building safety work. For example, this could be to understand how the residents would like to be kept informed about the works and how often.

## **Suggestion boxes**

We will install suggestion boxes at each of our high-rise buildings, where residents can post suggestions and questions about building safety. We will endeavour to respond to these directly (if contact details are provided), or via our ‘you said, we did’ process explained below.

## **You said, we did**

We will regularly update residents on the actions we take in response to their feedback. This could be through a flyer posted through your letterbox, during one of our face-to-face engagement sessions, e-newsletter etc.

## 7. Consulting residents about building safety works

We're committed to keeping residents informed and involved in improving building safety and minimising risks. We want to make sure residents are well-informed and feel confident in their understanding of building safety, so they can actively participate in discussions about their homes and building.

Before carrying out building safety work, we will consult with you on:

- The reasons for the works
- The planned schedule and duration of works
- The parts of the building that will be affected
- The colleagues and contractors responsible for the work
- The best time for works to be carried out to minimise disruption
- Other proposed measures to minimise disruption



## 8. Keeping your home and building safe

We will promote fire and building safety messages proactively to our residents through things like:

- Running regular campaigns on social media and In Touch, our customer e-newsletter
- Reminding residents of fire safety measures through an annual communication campaign via e-mails/letters
- Organising annual events for residents to refresh fire safety information specific to their building





## 9. How to request building safety information

You can request building safety information specific to your block using the details below:

**03000 120 120**

**[buildingsafety@alliancehomes.org.uk](mailto:buildingsafety@alliancehomes.org.uk)**

We aim to provide the information within 28 days of your request and send through your preferred method.

If we can't provide the information requested, for example, due to privacy concerns, we will contact you to explain why.

If we can't provide the information within the 28-day timeframe, we will get in touch to tell you when we'll be able to do so.



## 10. Where to report building safety concerns

Please let us know straight away if you have any safety concerns about your building using the details below:

Alliance Homes  
40 Martingale Way  
Portishead  
Somerset  
BS20 7AW

[buildingsafety@alliancehomes.org.uk](mailto:buildingsafety@alliancehomes.org.uk)

03000 120 120



# 11. How to make a building safety complaint

The Building safety Act 2022 states that building safety complaints can be made about a risk to a specific building and/or the way an Accountable Person is carrying out their duties under the Act.

At Alliance Homes, we have a formal Complaints Policy and Complaints Procedure, both available on our website and as hard copies or alternative format on request.

These documents outline how we manage our complaints process and are available to anyone who is dissatisfied with Alliance Homes and our services.

Complaints about building safety will go through Alliance Homes' two-stage process, enabling residents to give feedback about the way their complaint has been handled. Our policy sets out our timeframe for responding and details about how we manage complaints.

If you want to make a formal building safety complaint, you can do so using the details below:

[buildingsafety@alliancehomes.org.uk](mailto:buildingsafety@alliancehomes.org.uk)  
**03000 120 120**

You can also fill in the 'contact us' form on our website: [Alliance Homes: Contact Us](#)

Or you can visit us at

[Alliance Homes](#)

40 Martingale Way

Portishead

Somerset

BS20 7AW



## 12. How to escalate your complaint

If you're not satisfied with how your complaint has been handled, you can escalate it to the Building Safety Regulator:

**0300 790 6787**

Monday to Friday, 8:30am to 5pm (except Wednesdays when they are open from 10am to 5pm, and public holidays when they're closed).

You can also fill in the form on their website: **Complain about a building safety risk in a high-rise building - GOV.UK ([www.gov.uk](http://www.gov.uk))**



## 13. Reviewing and updating the Building Safety Residents Engagement Strategy

We will regularly review this strategy to make sure it meets residents' needs and remains effective. We will monitor resident participation in our engagement initiatives and ask for feedback and suggestions for improvement to increase resident involvement. We'll implement any changes in consultation with residents.



40 Martingale Way, Portishead, BS20 7AW

03000 120 120

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