

Building Safety Resident Engagement Strategy

Version 3: November 2024

alliancehomes.org.uk

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1. Introduction

At Alliance Homes, the safety of our residents is our top priority. This document explains how we're involving residents in building safety decisions. We want your experiences of living in an Alliance Homes building to be 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 us to have a clear process for resolving residents' safety concerns and issues. It also requires us to involve residents in decisions about the building they live in and give them access to important building safety information.

This document 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 document mean for you?

You have a stronger 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 document shows our promise to build strong relationships with residents living in our high-rise buildings. We want to make it easy for you to stay informed, challenge decisions and have a say in how we keep your building safe.

2. Purpose of this strategy

Empowering and involving residents

- Use clear and transparent communication
- Give residents easy ways to raise concerns and play an active role in keeping their building safe
- Explain how residents can get involved 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

- Find out how residents prefer to receive information
- Put in place ways to engage with residents about the safety of their home.



3. Our approach

This document explains what Alliance Homes will do to keep residents informed and involved in building safety decisions.

We will work with customers to create a clear plan to put this strategy into action; we'll also find ways to measure its success and resident satisfaction.



4. Building safety roles and responsibilities

The Building Safety Act 2022 introduced the role of the Principal Accountable Person (PAP) for higher risk residential buildings. The PAP is responsible for making sure 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.

If you think Alliance Homes isn't handling safety concerns properly, you can escalate issues to the Building Safety Regulator.

If you're concerned about the safety of your building, contact Alliance Homes at:

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

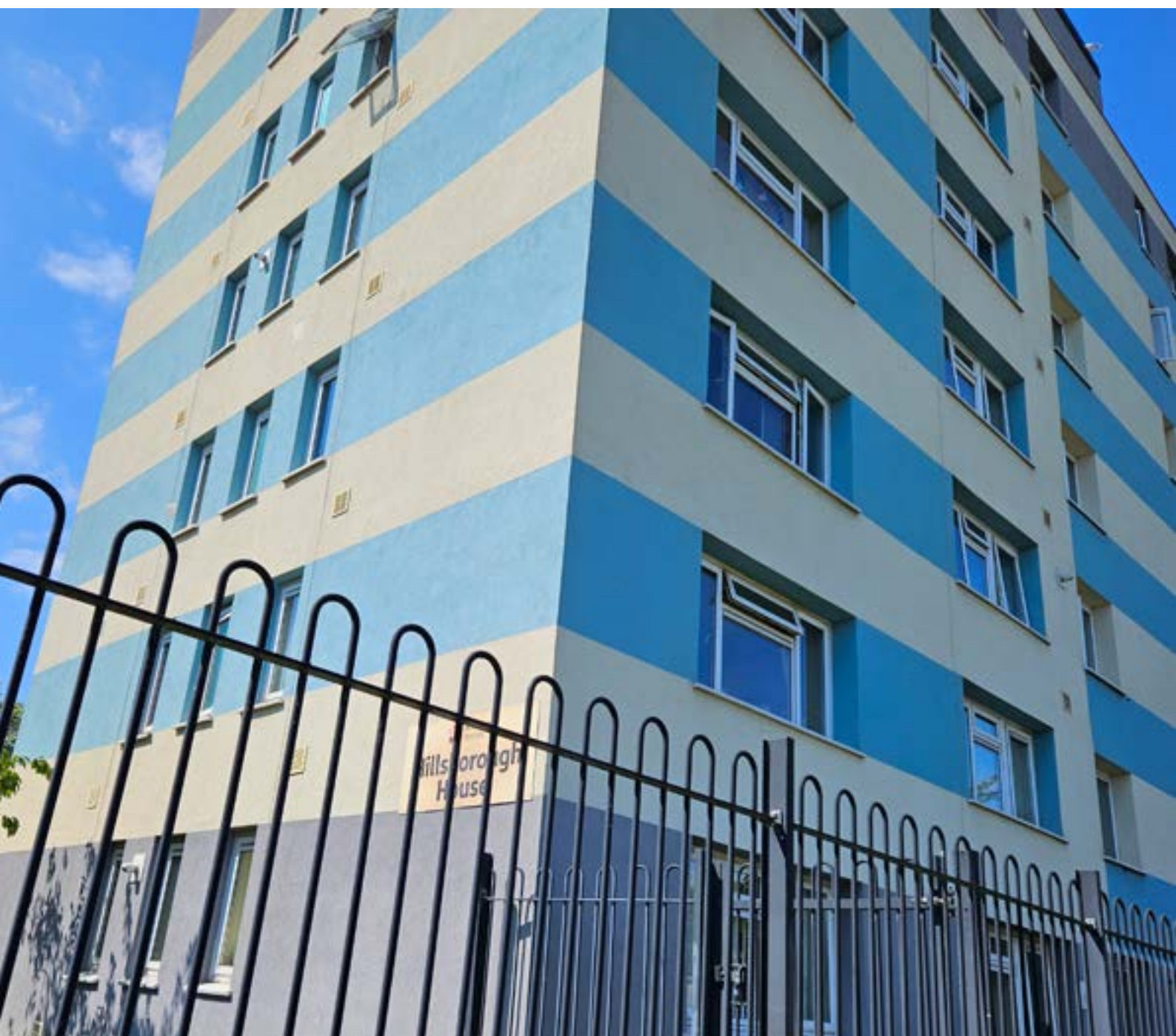


T: 03000 120 120

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 create tailored engagement plans for each high-rise building. 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.

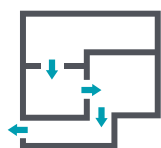
The plans will include:



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



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



What to do in the event of a fire



How to report a fire or building safety concern



Residents' responsibilities to minimise fire and building safety risks



Details about routine building inspections, such as fire alarm testing, communal fire door inspections, and lift checks



Details about any planned maintenance and building safety work



How we will communicate with and involve you in building safety matters, based on what you tell us during the consultation



How you can 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



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

- Fire Risk Assessment (FRA) 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.

We'll give a copy of the engagement plans, and this Building Safety Engagement Strategy 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'll adapt how we share information to meet residents' needs. We'll listen to what you tell us about how you like to receive information, but we may also use other means and channels to make sure you know about important building safety information. These channels may include:

- 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

We'll hold regular face-to-face sessions in different formats to make sure everyone has the opportunity to participate. These will include:

- Planned quarterly/bi-annually meetings with residents
- Help with setting up Residents' Associations/Committees – Alliance Homes will support setting up residents' groups to share building safety information and gather feedback
- 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.

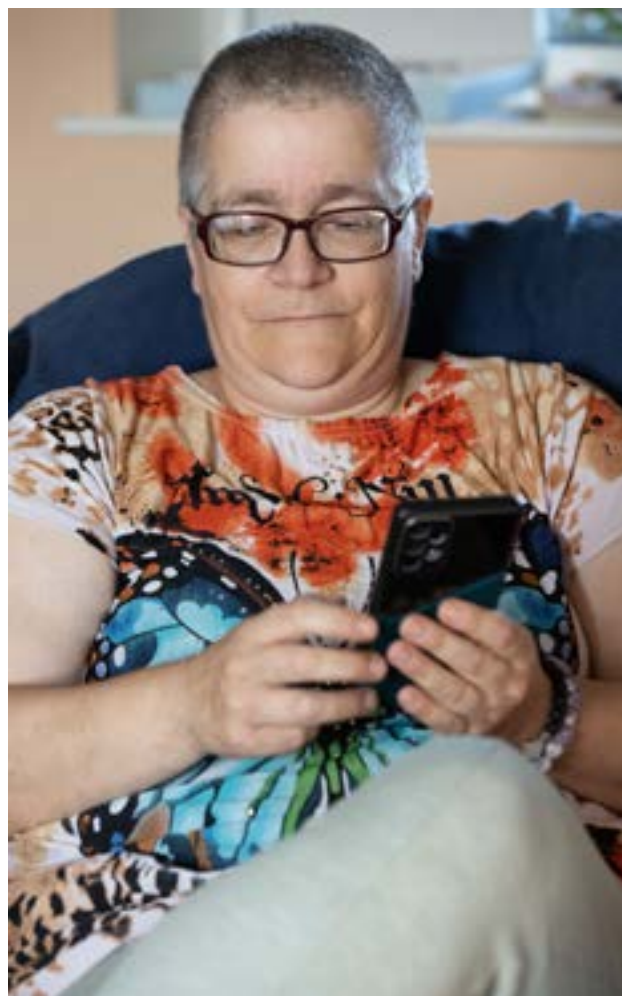


HIVE – Alliance Homes’ online customer community

We will encourage residents of high-rise buildings to join our online community, HIVE – where customers can give feedback and share ideas online, at their own pace.

HIVE makes it possible for us to engage and consult with residents based on specific information, such as age group and address. 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'll use postal, verbal and digital surveys to gather feedback and suggestions about things like planned building safety work.

Suggestion boxes

Suggestion boxes are available in each high-rise building; residents can use them to post suggestions and questions about building safety.

You said, we did

We will regularly update residents on actions we've taken in response to their feedback through letters, newsletters, flyers, or meetings.

7. Supporting residents with additional needs

We'll make sure that residents with additional communication or accessibility needs can receive important building safety information and share their views. We'll adapt how we communicate and gather feedback to meet individual needs.

In line with our Reasonable Adjustments Policy (August 2024), we offer:

- Alternative formats, such as large print, braille, easy-read versions, or translations
- Access to translators, interpreters, and one-on-one discussions
- The option for residents to nominate someone to speak on their behalf.

Residents can tell us about their needs by contacting our customer contact team or speaking to their tenancy officer.

We're also committed to identifying additional needs during tenancy reviews, building safety visits, and through direct feedback from residents.

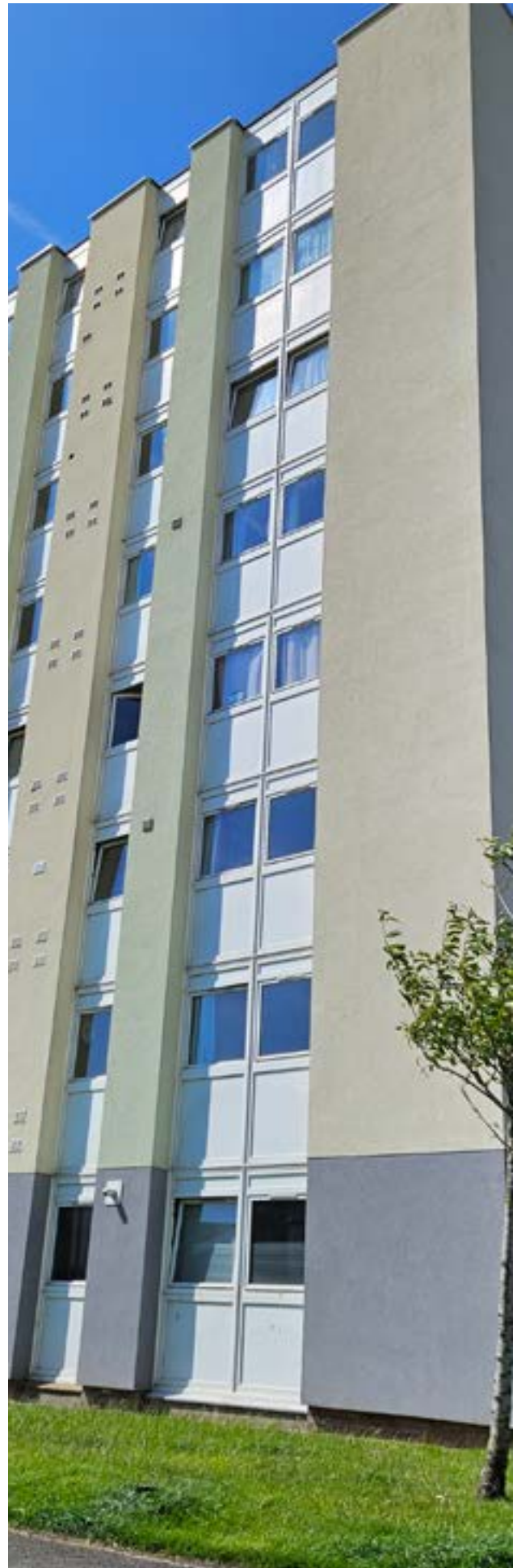


8. Consulting residents about building safety works

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:

- Why the work is needed and how long it will take
- Which parts of the building will be affected
- The colleagues and contractors responsible for the work
- How we'll minimise disruption.



9. How we will encourage resident participation in consultations

We will promote participation in consultations through a variety of channels and methods, to encourage as many residents as possible to get involved.

Multi-channel communication – we'll use emails, letters, text messages, door-knocking and posters in the communal areas of our high-rise buildings and in public spaces (such as nearby community hubs, convenience stores etc.) to let residents know about upcoming consultations.

Accessible and flexible options – we'll make sure our consultations are easy to access, with different times and formats available, including hosting in-person events in the evening, online surveys and freepost questionnaires; this will help us cover a variety of needs and schedules.

Incentives and collaboration – whenever possible, we'll team up with other Alliance Homes departments to host in-person events, to give residents more reasons to attend (for example, by offering the option to log a repair on the spot). We may offer residents incentives such as free community activities or refreshments to encourage attendance to consultation events. We may also offer prize draws (such as shopping vouchers) to encourage residents to fill in surveys/forms.



10. Measuring and reviewing resident participation in the consultation process

We'll track resident participation by number of responses and, where possible, attendance at in-person events. We will compare participation rates to previous consultations to see if engagement is improving and understand what methods are working best.

To make sure our engagement methods remain effective, we will regularly ask residents how they prefer to be kept informed and involved. We'll use their feedback to adjust our approach and make sure our engagement methods are still meeting the needs of our residents.

We may also compare across different formats, such as online surveys and door-knocking, to understand which methods are most effective.

11. Consulting residents on urgent building safety decisions

In urgent situations, we'll use direct methods like door-knocking or phone calls to share important safety information quickly and gather any resident feedback in a timely manner.

While the usual consultation timeframes will not apply in these situations, residents will still have the opportunity to express their views and concerns before decisions are finalised.

12. 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

13. How to request building safety information

You can request building safety information specific to your block by contacting us:

03000 120 120

buildingsafety@alliancehomes.org.uk

We'll provide the information within 28 days of your request, or let you know if there's a delay.

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



14. Where to report building safety concerns

Please let us know straight away if you have any safety concerns about your building.

Contact us at:

Alliance Homes

40 Martingale Way

Portishead

Somerset

BS20 7AW

buildingsafety@alliancehomes.org.uk

03000 120 120



15. 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 by contacting us:

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



16. 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)**



17. Reviewing and updating the Building Safety Residents Engagement Strategy

We'll review this document every two years or sooner if there are major changes in building safety regulations or based on resident feedback; we'll do this to make sure it continues to be effective and meet residents' needs. The next review is scheduled for the end of 2026.



18. Document version history

| Version | Review and amendments | Date |
|---------|---|---------------|
| 1 | First version issue | July 2024 |
| 2 | Customer Feedback Panel consultation (August 2024); HRB resident consultation (September – October 2024) | October 2024 |
| 3 | Updated to include a section on how we communicate and engage with residents who have additional needs; simplified language and added a 'definitions' section | November 2024 |

19. Definitions

| Term | Definition |
|---|--|
| Building Safety Act 2022 | Legislation aimed at making buildings across the country safer, as well as giving residents and homeowners more rights, powers, and protections. |
| Building Safety Regulator (BSR) | Independent body within the Health and Safety Executive (HSE) whose role is to ensure the safety of all buildings, with additional responsibilities for Higher-Risk Residential Buildings. |
| Principal Accountable Person (PAP) | Usually an organisation, such as a housing association, responsible for ensuring the safety of a Higher-Risk Residential Building |
| Named Person (or Accountable Person) | A named individual responsible for managing fire and structural safety risks for the whole building. |
| Higher-Risk Residential Building (HRRB) | High-rise buildings with residential dwellings are known as Higher-Risk Residential Buildings under the Building safety Act 2022. These are buildings with at least two homes that are at least 18 metres in height or have at least seven storeys. |
| Safety Case Report | A document summarising the safety case for a Higher-Risk Residential Building. It identifies building safety risks and explains how they are being managed. |
| Fire Risk Assessment (FRA) | Housing associations are required by law to carry out regular fire risk assessments for residential buildings. These checks look at issues that may affect the safety of the building. If any actions are needed, these must be carried out by the building owner. |
| Fire strategy | A plan that explains how fire safety is managed in a building, including evacuation procedures, fire detection systems, and other preventative measures. |
| Engagement plan | A tailored plan created for each Alliance Homes Higher-Risk Residential Building to ensure residents are informed and involved in decisions about building safety. |

40 Martingale Way, Portishead, BS20 7AW

03000 120 120

alliancehomes.org.uk

