

# London Borough of Enfield

## BUILDING SAFETY - RESIDENT ENGAGEMENT STRATEGY

	Name	Signature	Date
Prepared by:	Bini Shah	<i>B Shah</i>	26 Sept 2024
Reviewed by:	Andrew Cotton	<i>A Cotton</i>	27 Sept 2024
Approved by:	Joanne Drew	<i>Joanne Drew</i>	30 Sept 2024
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**This document will be amended according to changes in legislation or good practice as and when required**

**Owner: Service Director Housing (Homes)**

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## Introduction

Building Safety is about managing and controlling risks that may result in the spread of fire or risks that could result in structural failure, that may pose a risk to the lives of anyone who either lives in or visits one of our high-rise residential buildings.

The Building Safety Act 2022 sets out the requirements for building owners to demonstrate that they have effective measures in place to identify and manage safety risks. The Act also enables residents in higher risk buildings to have a say in the management of their building.

It is clear within the Building Safety Act that residents should be at the forefront of all decisions made within their buildings. This strategy has been designed to ensure that we are engaging meaningfully with our residents about their safety and the safety of their homes.

This strategy will be reviewed and updated as and when required, for example, when new legislation or regulation comes into force, in response to priorities identified by the Building Safety Regulator and residents.

## The Building Safety Team

The Building Safety Managers will be the point of contact for residents to liaise with on building safety concerns. Any concerns residents may have can be raised to our Building Safety Managers who will take this forward to address and resolve. Building Safety Managers duties are:

- The named person appointed to assist in the management of building safety on a day-to-day basis.
- To manage the building in accordance with the Building Safety Case Report.
- To carry out regular inspections and report defects and issues.

## Aims

Our Resident Engagement Strategy aims to empower those residents who live in our high-rise buildings. It allows residents to play a vital role in making sure that:

- Residents feel safe in their own home.
- We inform them about the building safety information.
- They know who they can raise a building safety concern and complaint to
- We clarify our responsibilities as well as their responsibilities in keeping their building safe.
- They understand what we may ask you about building safety.
- They know how we will contact them and use their feedback to influence decisions.
- They understand how we will measure and review our engagement methods.

## Our High-Rise Buildings

In line with the Building Safety Act, this strategy currently relates exclusively to all our high-rise buildings (HRB) that are at least 18metres in height or have at least 7 storeys and have at least two residential units. These are:

<b>Brimsdown Ward</b>	<b>Bullsmoor Ward</b>
Alma House (1-13), Alma House (14-26), Alma House (17-45), Ashcombe House, Honiton House, Newton House, Tiverton House Guernsey House Jersey House Herm House	Brookbank House
<b>Carterhatch Ward</b>	<b>Edmonton Green</b>
Hastings House	Cheshire House Chiltern House Hereford House Leicester House Shropshire House
<b>Enfield Lock</b>	<b>Haselbury Ward</b>
Dorset House Keys House Welch House Woolpack House	Walmer House
<b>Lower Edmonton</b>	<b>New Southgate</b>
Cumberland House Graham House Walbrook House	Jackson House Swinson House
<b>Ponders End</b>	<b>Southbury Ward</b>
Ambrose Court Buzzard Court Harrier Court Hawk Court Peregrine Point (97-122) Peregrine Point (123-162) Sark House	Bonington House Gainsborough House

Town	Upper Edmonton	Southbury Ward
Brittany House	Boundary Court Bridport House Dover House Gilpin Crescent Isis House Joyce Avenue (2-90) Joyce Avenue (128-216) Joyce Avenue (254-342) Regan House Scott House Wadham House Pipistrelle House	Bliss House Burgandy House Normandy House Picardy House Purcell House

## Building Safety Sub-Group & Champions

A Building Safety Sub-Group has been set up, to meet the stipulations of The Building Safety Act 2022 stating that landlords of high-rise buildings should do more to engage with residents. The first meeting was held in May 2023 and so far, the group has discussed:

- how building safety concerns or enquiries can be raised.
- how we can better communicate with residents especially the elderly.
- general processes around fire risk assessments, evacuation plans, building inspections, the Building Safety Case Reports

The remit of the sub-group is:

- Ensure a fit for purpose system is in place so resident safety concerns are listened to and responded quickly.
- Develop standards for communicating critical building safety information to residents, their households and visitors including those with diverse needs.
- Agree a process to ensure residents can access more detailed building safety information
- Exploring options as to how they can be made aware of their role in ensuring their safety
- Help shape Building Safety policies and processes

Residents will be invited to become the Building Safety Champion for their block. They will act as a key point of contact for the Council, and will be supported to delivery effectively, for example through shadowing Council Officers or through training.

## Understanding How Residents Want to be Communicated With

This is where we seek to ensure that residents can access and understand key messages.

Examples of communication methods we use or how to communicate and engage with residents to get their opinion may include, but not be limited to:

- Information we currently hold to identify things such as preferred language.
- At Tenancy sign up we meet new residents so they can tell us their preferred method of communication and share the Resident Engagement Strategy
- We will promote the single points of contact for Building Safety concerns so that residents can speak to someone directly.
- In person drop in sessions
- Share the most up to date Building Safety information with residents.
- To ensure key messages are clear and accessible to all - translation of key information if required.
- Supporting vulnerable residents – for example a Housing Officer may liaise with social family carers etc.
- Clear pictorial signage easily recognisable diagrams may be easier to understand for some with limited literacy or levels of written English.
- Details of the Principal Accountable Person under the Building Safety Act and the Responsible Person under the Fire Safety Order including contact details

Other ways to communicate to ensure there are plenty of opportunities for genuine engagement are:

- Letters
- Text messages
- Email
- Surveys
- Newsletters
- Website updates
- Regular drop-in sessions with the Building Safety Manager
- Community Event days
- Estate walkabouts
- Door knocking
- Regular forums – tenant and leaseholder forums
- Councillor surgeries

There are also numerous corporate communications used to enable us to communicate key messages to residents:

- Housing News
- Digital Newsletter
- Enfield Council online
- Have your say pages online.
- Customer Voice
- Enfield 500
- Social Media (Twitter and Facebook)
- Physical and Digital Noticeboards

We will also inform residents of:

- The Fire Risk Assessment for the building
- List the fire and smoke control equipment for the building and instructions of how to use these.
- Location of fire escape routes
- Procedures to follow where a fire occurs in the building, including evacuation.
- How they can reduce the risk of a fire
- The process for reporting a fire risk or other building safety concerns – mandatory occurrence reporting.
- A description of the steps taken or planned to manage any identified building safety risks.
- The building safety complaints procedure

## **Residents at Greater Risk of Fire**

We recognise that some residents may be at greater risk than others of having a fire start in their property or being able to safely exit in an emergency. The Neighbourhood Team have been actively door knocking to understand each resident's risk in the event of a fire. All residents are encouraged to contact us to discuss arrangements or advise if the following applies:

- A disability, impairment or health condition that could adversely affect a safe exit from the building if required in an emergency.
- Advise and assistance for dealing with clutter and hoarding.
- Other reasons or combination of reasons that could increase a risk from fire.

We encourage our tenants and leaseholders to book a Home Fire Safety Visit with the London Fire Brigade: <https://www.london-fire.gov.uk/safety/the-home/book-a-home-firesafety-visit/>.

We carry out a Person-Centred Fire Risk Assessment which will recommend additional fire safety provisions and with your permission share your location with the London Fire Brigade,

allowing them to make informed decisions and prioritise and plan your evacuation or rescue in the event of a fire.

## **Consultation on Building Safety Works**

We will communicate with residents throughout all stages of any required building safety works specifically:

- Why works are happening.
- Where and when it will be happening
- How long the works will last.
- Areas of the building that will be impacted by the works.
- Who will be carrying out the works?

A 'Meet the Contractor' event will be held to give you the opportunity to meet the contractors carrying out the works and ask any questions. Where works are chargeable to leaseholders, we will consult with them in line with Section 20 legislation.

There are some scenarios where we will not consult residents such as a change of evacuation strategy in the case of some emergency works or a risk that cannot be mitigated quickly or emergency works if a building safety risk or risk to life is identified. We will however communicate with you before starting the works.

## **Resident and Landlord Duties**

We will work with residents to ensure they understand their responsibilities and our's as the Landlord in keeping the building safe. One example is ensuring access requirements are understood and observed, so that we can carry our fire safety works or inspections on Front Entrance Doors. We have programmes of testing to ensure the building stays safe and we require you to cooperate with us to enable us to complete these checks.

Leaseholders who let out a property to another party take on landlord responsibilities regarding their tenants which includes:

- Arranging for the required safety checks
- Ensuring any furnishings are compliant.
- Compliance with Smoke and Carbon Monoxide Alarm (England) Regulations 2015
- Conveying key safety messages and ensuring their tenants understand this information.



## Raising Building Safety Enquiries/Concerns

Residents can raise their concerns by contacting the Building Safety Managers, or any Council Officer, who will pass on their concerns. The Building Safety Manager will investigate and resolve, feeding back and recording the outcome.

The Council's Complaints Process is available if a resident would like to raise a formal Building Safety Complaint:

- Relating to the spread of fire or structural safety
- Performance by us as the Principal Accountable Person in relation to our duties

We will aim to formally reply within 10 working days of receiving this complaint. If we cannot reply within 10 working days, we will agree a date with the resident. If the resident is still unhappy with the outcome of the complaint they can escalate this complaint directly to the Building Safety Regulator via [www.gov.uk/guidance/contact-the-building-safety-regulator](http://www.gov.uk/guidance/contact-the-building-safety-regulator) or on 0300 790 6787.

## Mandatory Occurrence Reporting

The Building Safety Act requires the Principle Accountable Person (PAP) to establish a mandatory Occurrence reporting system (MOR) to report building safety risks on higher-risk buildings, to the Regulator. A 'mandatory occurrence reporting system' is a means of giving information to the AP and the Building Safety Regulator (BSR).

The Council has adopted a Policy and Procedure for this, which is available on the Council's website: [www.enfield.gov.uk/buildingsafety](http://www.enfield.gov.uk/buildingsafety)

## Resident Satisfaction

We will work with the residents to measure satisfaction with the engagement work and the function of the named Building Safety Manager. This strategy will be reviewed when engagement is considered low. Residents will be asked for feedback on what changes they would like to be made to the strategy. We will review feedback from our residents to ensure we continuously improve the service we provide and ensure the strategy remains effective. It will be reviewed every 2 years unless required by one of the following triggers:

- Within a reasonable period after a mandatory occurrence report is submitted to the regulator
- Within a reasonable period after the completion of significant material alterations to the building such as work that:
  - increase the height or width of the building,

- changes the number of residential units within the building,
- changes the number of storeys to the building.
- changes the number or width of the staircases or escape routes.
- changes the external wall of the building.
- changes the internal layout of the building.

We will take all reasonable steps to make sure the residents are aware in advance of the review taking place via the various forms of communication listed in this strategy. The results of the consultation will be communicated in writing and will include due considerations to responses received.

## **Related documents**

- Fire Safety Strategy
- Mandatory Occurrence Reporting Policy and Procedure