

Resident Engagement in Building Safety Strategy (REIBSS)

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1.0 Introduction

- 1.1 Any reference in this policy to 'the Council', 'organisation', 'we', 'our' and 'us' refers to Nottingham City Council, unless otherwise stated.
- 1.2 Nottingham City Council Housing Services (NCCHS) sits within the Growth and City Development directorate of Nottingham City Council, following the move back in-house of Nottingham's social housing function in 2023. Since 2005, Nottingham's council homes were managed by Nottingham City Homes (NCH), a wholly owned arm's length subsidiary of the council, which was established for the purpose of managing the stock. NCH has retained a small number of properties purchased or built under its own ownership and management, which deliver some services for the Council including temporary accommodation.
- 1.3 NCCHS has a duty to ensure that all its 24,557 social housing properties (2023) and a further 10,450 provided by other Registered Providers (RPs) are managed in a safe, secure way.
- 1.4 This Resident Engagement in Building Safety Strategy (REIBSS) applies to Nottingham City Council's high-rise buildings, this means buildings that are 7 stories or over 18 meters in height, of which we have 13. NCCHS operate from our head office at Loxley House, Nottingham, as well as other premises such as Harvey Road, across the city.
- 1.5 The safety and well-being of residents living in our high-rise buildings are of the upmost concern for Nottingham City Council Housing Services. Since the tragedy of the fire at Grenfell Tower in June 2017, national attention has rightly been focused on improvements to safety in high-rise buildings.
- 1.6 Regulatory changes were introduced with the Building Safety Act 2022, the Social Housing (Regulatory) Act 2023 and guidance notes from previously published Green and White Papers. In April 2024, the new Consumer Standards came into force along with a Code of Practice to support housing authorities, including criteria with which they need to be compliant.
- 1.7 There is now a strengthened Regulator of Social Housing and Housing Ombudsman to review adherence to safety and a commitment to a set of 22 Tenant Satisfaction Measures (TSM's) against which all social landlords must report on.
- 1.8 This strategy will outline how we will address resident concerns effectively by listening and acting to ensure safety is always maintained and by improving communication and evaluation to ensure all our residents feel and are safely living in their homes.

2.0 Scope

- 2.1 We will engage with residents with the objective of making sure that:
 - people feel safe in the buildings in which they live
 - people have access to as much information as necessary to support their knowledge of building safety matters
 - people know how to report problems in their flat or in communal areas which lead to safety concerns
 - people are aware of different ways to engage with us
 - people know exactly what to do in the event of a serious incident in the block in which they live
 - people know who to contact with regards to various concerns
 - language isn't a barrier to understanding safety

- 2.2 The strategy sets out our approach to meaningful resident engagement relating to the safety of their homes. The strategy's three themed objectives are to:
- **Communicate and Listen** – Facilitating meaningful and transparent dialogue between our residents and ourselves so concerns and priorities raised are addressed.
 - **Involve** – Empowering residents to actively participate in decisions regarding their accommodation so that all residents feel safe and are safe in their homes.
 - **Evaluate** – Making sure partnerships between all parties that support residents in high-rise buildings are strong and all work together towards achieving a safety-first approach.
- 2.3 The Nottingham City Council Resident Engagement in Building Safety Strategy applies in conjunction with the following documents:
- Nottingham's Housing Strategy 2024 – 2028
 - Nottingham City's Council Plan 2025 – 2029
 - NCCHS Tenant and Leaseholder Involvement (TLI) Strategy and Action Plan 2024
 - Tenant and Leaseholder Engagement Strategy 2022 – 2025
 - New charter for social housing tenants and White Paper
 - Building Safety Compliance Policy
 - Housing Allocations Policy 2020
- 2.4 This policy is developed alongside other Council policies and strategies, and is aligned with the Council Plan, the Housing Services Divisional Business Plan, and the Medium-Term Financial Plan. The policy will be subject to refresh in 2027, or sooner if any changes in legislation or financial arrangements make earlier reviewal necessary.

3.0 Corporate Context

- 3.1 Nottingham City Council's Council Plan 2025 – 2029 commits to "Address housing needs by expanding affordable, high-quality homes and ensuring that all neighbourhoods are safe, vibrant, and supportive places to live."
- 3.2 The Council's Housing Strategy 2024 – 2028 also commits to both improving the condition and safety of homes, as well as improved resident engagement, with a range of measures including the following:
- Plan our route to achieve a better performance in the new Tenant Satisfaction Measures (TSM's).
 - Make sure the Council's new governance structure gives residents a key role in service design and scrutiny of service performance.
 - Ensure learning from residents makes a difference in how services are delivered.
 - Continue to give advice and support to tenants to develop their understanding of their rights, responsibilities, and expectations, empowering them to act where necessary.
- 3.3 NCCHS has 13 buildings 18 meters or above and 9 buildings over 11 meters high, mid-rises, and numerous low-rise buildings for our residents to reside in. Our high-rise buildings currently have the following flats:

Block - High Rise	NCC Stock	Leasehold	Total	Ward
Ash View	98	7	105	Radford
Bentinck Court	87	3	90	Dales
Colwick Woods Court	86	4	90	Dales
Elm View	14	2	16	Radford
Kingston Court	90	0	90	Dales
Manvers Court	88	2	90	Dales
Oak View	88	5	93	Radford
Pine View	117	12	129	Radford
Southchurch Court	123	7	130	Clifton East
Victoria Centre	423	41	464	St Ann's
Willow View	28	4	32	Radford
Winchester Court	90	0	90	Sherwood
Woodthorpe Court	90	0	90	Sherwood
Total	1,422	87	1,509	

- 3.4 Our high-rise blocks are in a variety of neighbourhoods across the city, Sneinton, Radford, Clifton, Sherwood and the City Centre, hosting a combination of general needs and older independent living accommodation.
- 3.5 We have an Allocations Policy which allocates flats to single people, couples, or those with access to children. However, the makeup of households will change over time, and we do not play a role in who lives in leasehold flats, some of which we are aware are run as Airbnb's.
- 3.6 We have several involved residents living in our high-rise blocks who are signed up to a database called Your Voice Your Choice (YVYC), these are residents who wish to take a more proactive role in helping ensure our services are the best they can be.
- 3.7 We also have several Neighbourhood Representatives (formally Street and Block Champions) who are volunteers that support an area to improve in various ways.
- 3.8 Three of our high-rises are Independent Living Schemes, for over 60s (or over 55 and on certain benefits) which have an allocated Independent Living Co-ordinator (ILC) managing them. The general needs high-rise buildings are managed by our Housing Patch Managers (HPMs) who support with the management of tenancies.
- 3.9 NCCHS has various teams that support with the safety of residents living in the blocks, and high-rise blocks have an additional level of importance due to the nature of the location. Our tenancy management teams support residents with ongoing support for issues such as ASB, security and breaches of tenancy; there is also a renewed neighbourhood safety structure that supports communities and works in partnership with all stakeholders around ASB, drug use, fires etc. We have caretakers in each of our high-rise blocks who manage the site through most of the working week, planned and responsive repair teams, through to involvement managers and a health and safety team.
- 3.10 There is also a building safety team that supports this strategy and has an officer allocated to each of our high and mid-rise blocks. They support residents by completing regular inspections and assessments to ensure all safety features remain in good working order and fire and building protection is prioritised.

- 3.11 There is also an internal building safety group (BSG) that meets monthly to discuss safety concerns from a range of service areas. Matters are raised and actioned, and a balanced scorecard is used to record safety targets and achievements.
- 3.12 All our high-rise blocks have:
- Addressable fire detection systems, Fire Alarms
 - Automatic sprinkler systems, both inside homes and in the communal areas
 - Fire resisting doors in communal areas and escape routes
 - Dry risers / Wet risers
 - AOVs (automatic opening vents) or natural ventilation
 - A public address system, both within the flats and communal areas
 - Emergency lighting in all escape routes
 - Fire and Wayfinding signage
- 3.13 None of our blocks have ACM (Aluminium Composite Material) cladding.

4.0 Legislative Basis

- 4.1 This Resident Engagement in Building Safety Strategy and the way in which services are delivered comply with the requirements of the following standards and legislation:
- Social Housing (Regulation) Act 2023, including secondary legislation regarding “Awaab’s Law”
 - Supported Housing (Regulatory Oversight) Act 2023
 - Housing Act 1985
 - Housing Act 1996
 - Housing Act 2004
 - Building Safety Act 2022
 - Local Government (Miscellaneous Provisions) Act 1982
 - Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended 2018
 - Data Protection Act 2018 and General Data Protection Regulation (GDPR)
 - Equalities Act 2010
 - Renters’ Reform Bill
 - Localism Act 2011
- 4.2 According to the Building Safety Act 2022, the Council 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 (AP)
 - 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 to all accountable persons (AP) 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 considering the language spoken or written.

5.0 Policy

- 5.1 We are committed to improving the safety of our buildings and making visual and environmental improvements to our blocks, both inside and out. There is a programme of re-design being rolled out which includes modernisation features such as relaying flooring, lighting and decoration improvements, as well as improving features such as roofing, windows and balconies.
- 5.2 Our approach to resident engagement is directed by the following principles:
- **Empowerment** – Empowering residents by providing them with knowledge and support and removing any barriers to accessing information and engaging in various ways to enable residents' voices to be heard.
 - **Accountability** – Holding ourselves accountable to our residents by seeking feedback in many ways to ensure we can hear what is being said by the many not just the few.
 - **Transparency** – Communicating openly, honestly, and clearly with residents regarding safety features and specifics relevant to their own blocks.
 - **Inclusivity** – Making sure that all sectors of society have equitable and equal opportunities to participate in involvement occurrences.
- 5.3 We have engaged with residents throughout consultation of this strategy to design a set of objectives to enable effective monitoring of our approach. These are defined below.

Objective 1: Communicate and Listen

- 5.4 Our engagement strategies include, but are not limited to:
- Using tailored and generic information which is emailed, phoned, texted, or posted out.
 - Use of posters and flyers delivered through resident doors.
 - Social media and webpages with links to other information pages, discussions and advice being provided.
 - Engaging in community events or meetings with residents and community groups.
 - Utilising accessible noticeboards and digital screens located in all high-rise blocks.
 - Involving internal and external stakeholders and partners to be involved with surgeries, events, or meetings at all high-rises.
 - Holding formal and informal meetings, at various locations, to promote accessibility to all.
 - Training with the Tenant Academy being available face-to-face and online.
 - Undertaking questionnaires, surveys, conversations, and polls to find out residents' views.
- 5.5 We will:
- Create an annual building and fire safety communication plan to highlight different key messages across the year.
 - Ensure we hold relevant, accurate and up to date data about tenants and leaseholders that reside in our high-rise blocks and what their needs are, to support residents' safety living there.
 - Communicate with and provide information for residents in a way that meets their needs, ensuring that every resident living in our high-rise blocks has access to information they can understand.
 - Ensure new tenants or leaseholders are given/directed to information on building safety that can be easily understood.
 - Ensure all high-rise residents are aware of how to report building safety concerns, including those found in communal areas.
 - Ensure that our Mandatory Occurrence Reporting (MOR) system raises issues as emergencies and processes are followed to include all those who need to be involved.
 - Ensure all signage displayed in our buildings considers the needs of all residents residing there, ensuring more pictorial signs are put up to support communication and aid understanding.

- Make sure that safety information regarding the building and its details are published in various ways to ensure residents understand what they need to know.
- Engage with residents to better understand communication requirements and preferences, and how safe residents feel, living in their home.
- Improve information residents receive about the management of high-rise buildings in line with feedback from ongoing legal and management updates and annual updates to residents.
- Publicise and promote the roles and responsibilities of the people involved in maintaining the safety of our buildings, including our organisation, staff, partners, residents, and contractors, plus ways to contact them.

Objective 2: Involve

- 5.6 We will make information accessible and transparent. We will produce clearly written, non-jargoned communication to all residents, support with various needs such as translation or large print, to ensure information has been received and is understood.
- 5.7 Training and information will be offered to residents in various formats; from our Tenant Academy courses, to online meetings, getting involved with an inspection or attending an information discussion group, we want to involve as many people as possible in ways that support their needs.
- 5.8 We will:
- Work with community groups and Tenant and Residents Associations to develop new, specific, and inclusive opportunities for residents to be able to make a difference with services provided by NCCHS and in their community and locality.
 - Promote the role of Neighbourhood Representatives, supporting with knowledge to report and signpost concerns.
 - Provide training and capacity building opportunities for all residents, to enhance their capabilities in building safety, advocacy, and emergency response.
 - Ensure concerns are reported appropriately when there are ASB issues in the blocks so they can be dealt with.
 - Ensure that when major and minor works are considered and ongoing at a high-rise block, regular communication is given at each stage to ensure residents are aware of what is happening, health and safety is prioritised, and residents can have a strong voice in communicating concerns or queries.
 - Continue to work collaboratively with TPAS (Tenant Participation and Advisory Service) and external stakeholders such as NFRS (Nottinghamshire Fire and Rescue Service), Nottinghamshire Police, ambulance services, contractors, and others to improve collaboration opportunities, knowledge and to adopt any new or emerging best practice.
 - Make sure that the resident's voice is heard at every level, with representation from both tenants and leaseholders holding our services to account. This includes the creation of a Housing Assurance Board (HAB) which consists of tenants and leaseholders, set up to challenge and scrutinise policies and decision making. The board will provide assurances that housing service standards are being met.
 - Develop 'task and finish' style meetings (which involve reviewing a specific issue in depth), to discuss and debate fire and building safety matters, be updated with current information and legislation, and promote initiatives and campaigns in building safety, including involving key partners and stakeholders.
 - Advise residents on the importance of reducing the risk of fires and what actions can be taken to mitigate fire spread and structural failure. This includes explaining fire escape routes and any evacuation procedures, fire prevention, what to do in the event of a fire or alarm sounding, keeping communal areas clear and well maintained, and supporting with block security issues such as tailgating and rough sleepers.
 - Publish key information which shows the progress of building safety-related communal repairs, information on fire, gas, water, electricity, asbestos, and lifts to all residents, clearly and transparently. Also known as the golden thread of information. Encourage residents to use all reporting methods available and use a mandatory reporting system to identify repairs.

- Encourage participation of all involved residents of high-rises, inviting them to attend our building safety online and in-person events and meetings, communicating the strength we place on the importance of resident involvement.

Objective 3: Evaluate

- 5.9 We will regularly monitor and evaluate the effectiveness of our engagement efforts in building safety, identify and respond to matters as necessary and identify areas for improvement.
- 5.10 We will analyse results from Tenant Satisfaction Measures, questionnaires, meetings, task and finish consultations and discussions, complaints, and feedback from other stakeholders and partners to ensure that we have looked at service improvements that could be made.
- 5.11 We developed a Housing Assurance Board which is tenant and leaseholder-led, so that policies and services are scrutinised, and our organisation is reshaped by a need-led structure.
- 5.12 We will:
- Analyse TSM (Tenant Satisfaction Measures), and any comments made. Reviewing improvements which can be made.
 - Monitor and aim to improve tenant satisfaction levels within high-rise buildings for the following key performance indicators:
 - Overall tenant satisfaction
 - Tenant has a safe home
 - Keeps tenants informed
 - Treats tenants fairly and with respect
 - Tenant satisfaction that their landlord listens to their views and acts upon them.
 - Regularly check we are achieving against new consumer standards and legislation specified by the housing and building regulator.
 - Evaluate our fair and equitable engagement opportunities, and how these support residents to have a voice in decision making, and service provision.
 - Ensure tenant and leaseholder influence on building and fire safety matters are considered at all levels of our organisation.
 - Encourage attendance from all residents in scrutinising services to ensure we deliver services that residents want and need.
 - Ensure that when our 'task and finish' style groups make decisions, and/or recommendations that these are fed back to appropriate service areas, the Building Safety Group and any relevant internal or external stakeholder or partner to inform and influence decision making around the safety of the building.
 - Evaluate information received from resident comments, complaints, satisfaction surveys and other primary feedback to make sure we listen to the views of residents, address safety-related matters that emerge from these as a priority and improve services accordingly.
 - Ensure safety emergency and follow-on situations are supported by an action plan and a later review to support improvements that may need to be made.
 - Analyse all fire reports and incidents and use the information to be proactive in reducing and eliminating further incidents.
 - Monitor and evaluate resident engagement, so that we can record and report outcomes and contributions, setting up systems to feed back to residents.
 - Review and deliver high rise building safety events, encouraging partnership working internally and externally, and maximising their impact for residents.
 - Regularly evaluate how we make sure we have up-to-date information about all the residents that live in our high-rise properties, considering improving 'touch points' (points of contact) of communication at every opportunity.
- 5.13 Nottingham City Council Housing Services' Resident Engagement in Building Safety Strategy will be made available to our residents, including all residents of high-rise blocks in an accessible format, through our web pages, links from social media, noticeboards, email, post and newsletters.

- 5.14 This strategy will enable our residents to feel confident that we are making sure safety is not something taken for granted, rather that it is a combination of joint engagement that will work to achieve its safety-first approach.
- 5.15 Our dedicated Building Safety Team carries out a programme of continuous checks on our blocks. While our monthly building strategy group meeting ensures we are achieving on all key indicators for building safety.
- 5.16 We will continue to work with other stakeholders to enable residents to see our commitment to safety communication and training, holding regular meetings to ensure understanding among those living in a high-rise flat.

6.0 Responsibilities

- 6.1 Tenants are responsible for making sure they abide by their Tenancy Agreement and that there are no fire hazards in the home, by storing flammable items or by blocking exits. This includes making sure awareness of fire escape routes from your flat to the exit, testing the smoke alarm once a month by pressing and reporting to us if it does not work, and reporting damaged fire doors to us if you notice them.
- 6.2 We must look after:
- The exterior of the dwelling and structural elements of the dwelling, and
 - The inside facilities which are part of the dwelling.

These include:

- **Water, Gas and Electricity.** All equipment necessary to supply these utilities must be fully, safely and correctly installed. Any removable equipment or appliances which use gas or electricity are not counted as “installations” unless these are provided by the landlord.
 - **Personal Hygiene** covers installations such as proper wash hand basins, showers and/or baths.
 - **Sanitation and drainage** cover lavatories, WC basins, drains, waste pipes, rainwater goods, inlet gullies and inspection chambers.
 - **Food safety** covers sinks, draining boards, work tops, cooking facilities (or cooker points and space for cooking facilities), cupboards and/or shelves for storing cooking and eating utensils and equipment. It also includes food storage facilities (usually just electricity sockets and refrigerator space).
 - **Ventilation** covers elements such as airbricks, trickle vents, opening lights to windows and mechanical and non-mechanical ventilation equipment.
 - **Space and water** heating installations cover any kind of fitted space heating appliance(s) or central heating system. Moveable heaters provided by the occupier are not included. Installations for heating water cover any kind of fitted water system for providing the instant or stored heated water. Kettles and other appliances of that kind are not included.
 - **Fire Safety devices** including sprinklers, smoke alarms, carbon monoxide alarms, window restrictors, intercoms are all maintained by us.
- 6.3 We will provide residents with as much information as possible. This will comprise key information about the building, including:
- Fire safety features
 - Sprinklers
 - Smoke alarms
 - Lifts
 - Fire doors
 - CCTV

- Escape routes
- Signage
- Noticeboards
- Specific building safety resident engagement strategy
- Safety campaigns, such as BBQs, smoking, cooking, Bonfire night etc.
- Details of safety inspections
- How to raise a repair
- How to raise a complaint
- How to raise safety concerns
- How to evacuate if asked to do so
- What to do in the event of a fire
- How to request a Safe and Well visit from Nottinghamshire Fire and Rescue
- Procedures for requesting information
- Who you need to talk to – PAP, Resident Engagement, Repairs, Complaints / Compliments, the BSR Building Safety Regulator, the Ombudsman including their contact details roles and duties
- Any results of safety checks, Fire Risk Assessments (FRAs) and surveys
- Any results of consultations / discussions on building safety matters.

- 6.4 The majority of building safety decisions will be subject to consultation. This might include major safety modifications, changes in fire safety measures, structural alterations, or other significant safety-related decisions. We don't restrict ourselves, with everything relating to building safety being open to dialogue and change. The exclusion to this would be to support confidentiality in the personal data we store, ensuring that we comply with all current legislation in terms of privacy of others and that we operationally reveal information in a co-ordinated way.
- 6.5 Certain routine maintenance activities and minor repairs that do not significantly impact building safety or access are excluded from formal consultation. These activities include:
- Routine Maintenance: Regular upkeep of existing safety equipment and minor repairs that do not alter safety protocols.
 - Emergency Repairs: Immediate repairs required to address urgent safety issues that pose a risk to residents or property, which will be communicated promptly but not subject to prior consultation.
- 6.6 For urgent matters where immediate action is required to address safety risks, the following arrangements will apply:
- Circumstances for Urgency: Situations include critical safety failures, imminent hazards, or emergency repairs that cannot be delayed without compromising safety.
 - Notification Process: In the event of urgent repairs or modifications, residents will be notified as soon as possible. Notifications will include details of the nature of the work, expected duration, and any immediate safety instructions.
 - Post-Urgent Review: Following the completion of urgent works, a review will be conducted to assess the impact and effectiveness of the actions taken. Residents will be informed about the outcomes and any long-term changes resulting from the urgent actions.

7.0 Engagement

Consultation of REIBSS

- 7.1 In drafting this strategy, we consulted with and took on board the views of:
- Your Voice Your Choice involved residents' database
 - High-rise City Council tenants and leaseholders
 - Building Safety blocks' Tenant and Leaseholder meeting groups
 - Building Safety Group

- Heads of Service within Nottingham City Council Housing Services
 - External partners such as Nottinghamshire Fire and Rescue Service (NFRS)
 - NCC's Disabled Employee Support Network (DESN)
 - Any other person that completed the consultation form located on our web page
- 7.2 We interacted with high-rise residents throughout the course of 2024 and into 2025, holding face to face forums at all of our high-rise blocks to gain an understanding of residents' views before redrafting the strategy.
- 7.3 We ensured that we communicated to as many people as possible; those that live in one of our high rises, and those that do not, were able to provide feedback on this strategy. We also ensured that adequate time was allowed for feedback. Two months was allowed for the survey forms to be completed, available to read in different languages, and we gave around a month's notice for the in-person consultations.
- 7.4 We considered all thoughts and ideas raised and consulted in a number of ways, by residents completing a survey document, which was sent to each resident by text, email and post as well as being available on our web pages, and through face-to-face meetings, at accessible locations to every high-rise block.
- 7.5 Posters and flyers were delivered and displayed prior to the in-person events to ensure that we promoted the event as much as possible. Residents were able to come and speak to us and tell us their views and indicate what they thought of the strategy. The aim being to ensure that our draft objectives were aligned with residents' objectives.
- 7.6 We ensured that there was an easy method of assessing the objectives available to residents in the form of allocating stickers to show whether they liked or disliked the proposal.
- 7.7 Each feedback point has been reviewed, and satisfaction or dissatisfaction has been considered and, when appropriate, resulted in changes to the strategy. Objectives have been amended and removed because of resident feedback on the draft strategy.

Works to Buildings

- 7.8 Engagement within building safety works is considered a necessary part of the process. We will impart information, discuss and consult with all residents that live in our buildings over all important matters that will impact access or potentially cause a nuisance. This includes:
- the types of works covered e.g. significant repairs, safety upgrades.
 - how far in advance residents will be notified.
 - how involvement in decisions will be made e.g. notices, meetings.
- 7.9 We will consider undertaking on-site meetings, consultations and/or discussions with residents and their families through:
- holding meetings in communal areas of the building or other accessible locations within or nearby the premises so residents can attend easily.
 - posting details on the building safety noticeboards to ensure that residents are aware of, and can participate in, consultations and discussions.
- 7.10 Where there is a requirement to hold off-site forums, meetings or consultations, for instance due to a larger room capacity requirement. We will consider:
- larger buildings or multiple properties, for example a local community hall or similar venue for consultations to accommodate all relevant persons.
 - online via Teams / Zoom for virtual meetings to reach residents who may not be able to attend in person.
 - Using digital tools such as email, and online surveys.

- Using a combination of on-site and online (hybrid) sessions to provide multiple ways to participate, to ensure broader accessibility and inclusion is considered.

7.11 Once we have undertaken the meetings we will:

- ensure that feedback is clear and accessible, whether through feedback forms, surveys, or verbal comments during consultations.
- keep copies of feedback forms or surveys filled out by residents and other stakeholders.
- record detailed minutes of meetings, capturing all feedback provided and discussions held.

7.12 We will then analyse and consider feedback to:

- establish a process for reviewing feedback systematically. This will include forming a review committee or designating specific team members to analyse the responses.
- where appropriate, adjust the proposed works or mitigation measures based on the feedback received and document how feedback has influenced decisions.

7.13 To ensure transparency and communication with our residents we will inform residents about how their feedback has influenced the final decisions or adjustments. This will help maintain transparency and trust.

8.0 Procedures

8.1 Our consultation procedure ensures that when works are to occur in a building, where residents may be affected in terms of impacts on access or causing a nuisance, a communication plan will be drawn up, to ensure that we advise residents in the right way.

8.2 It will be at this point those decisions will be made as to the type of engagement needed and at what points in the process these need to take place, across the project.

8.3 Timescales of resident engagement will be considered best practice as a minimum of two weeks' notice of works for any planned works and as soon as is practically possible when emergency works are required. The project manager of the works required will be responsible for making sure this is complied with for all residents and any staff that would need to be made aware.

8.4 Additionally, leasehold residents will follow their own procedure as directed by Section 20 of the Landlord and Tenant Act 1985, whereby building safety information will be delivered according to legislative requirements.

8.5 Initially we will send out notification letters or notices which will be displayed in prominent areas of the building and/or delivered to each property. These will include the following:

- Details of the Works: Description of the works, including dates, times and timescales.
- Impact on Access: Information on how access will be affected.
- Mitigation Measures: advise on what disruption could occur and what steps we are taking to minimise disruption.
- Contact Information: Whom to contact with questions or concerns.

8.6 We will develop and document a plan, which will outline measures to minimise disruption, and will include:

- Adjusted Working Hours: Scheduling works during times that minimise inconvenience.
- Alternative Access Routes: Providing temporary access solutions if parts of the building are restricted.
- Escape process: Providing a new evacuation route if necessary and informing all occupants of the building what this is.
- Noise and Disruption Control: Measures to manage noise and other disruptions.

8.7 We will provide evidence of how residents will be kept informed during the works, including:

- Progress Reports: Regular updates on the status of the works and communication that has been sent out.
- Emergency Contacts: Information on whom to contact if issues arise during the works.
- Contractors and sub-contractors: We will ask for an overview of all communication that is to be sent out on our behalf.

8.8 We will safely maintain records of consultations /discussions held, which will include:

- Minutes of meetings: If consultations/ discussions include meetings, document the discussions and outcomes.
- Feedback Forms: Copies of feedback forms or questionnaires and surveys distributed to residents.
- Responses and Actions: How feedback was addressed, and any changes made to service areas as a result.

8.9 During the progress of the works, we may sometimes:

- Initiate a poll or survey of how residents feel the work is progressing.
- Answer any queries or blockages in communications that are raised.

8.10 Following completion of the works, we will document the review process to assess the impact and effectiveness of the mitigation measures:

- Assessment of Impact: Evaluate how well the disruption was managed and any feedback from residents.
- Lessons Learned: Record any lessons learned and recommendations for future works.

Record Keeping

8.11 In our record-keeping system, we have:

- a systematic approach for documenting and storing records of reviews.
- processes for regularly updating and reviewing records.
- a SharePoint site that holds our information.
- Upshot and NEC Housing tools.

8.12 In storing data, we make and keep a record of matters raised to support understanding and knowledge of that resident's interactions with us, stored in accordance with General Data Protection Regulation (GDPR) requirements in a safe place, with key information such as times and dates included. Residents have the right to request a subject access request (SAR) at any time, to view the information we store regarding them.

8.13 In our regular audits, we:

- ensure that records are being kept properly and that the review process is being followed effectively.
- understand that residents have the right, if they feel that we have not effectively resolved their issue, to address the matter with the Housing Ombudsman for a full review of the service provided.

8.14 We train staff responsible for managing all data saving packages and maintaining records to ensure they understand the requirements and their responsibilities.

8.15 To ensure documentation standards, we use standard forms or templates (Microsoft Word, Excel, Forms, Publisher and PowerPoint) for consistency in recording reviews and their outcomes.

9.0 Equality and Diversity

9.1 We will share the REIBSS and any subsequent related policy or communication with all residents in as many ways as possible. We will translate the strategy into the eleven other languages we are

aware our high-rise residents speak or write. We will respond to any other translation request on a case-by-case basis.

- 9.2 The strategy will be available to read on our web pages as well as being sent to each high-rise resident by either email or post.
- 9.3 We will periodically add links to our information in our resident newsletters and other published newsletters.
- 9.4 We can also send out documents in large print, with different fonts or with different coloured backgrounds if requested.
- 9.5 In meeting with residents, we want to ensure that everyone can get involved further with us, and we will consider any mobility or other health needs, reviewing each request individually.
- 9.6 We are aware that in our high-rise buildings we have residents that have advised us they have disabilities. The extent of which range from 0% in one building, to just under 30% of residents in another. We have a range of ages, with three blocks being independent living (over 55's) accommodation. As well as providing accommodation for many different ethnicities. We truly value having such a diverse community and will work to target different sections of our communities if we feel there are barriers to engagement.
- 9.7 We will look to implement the new residential personal emergency evacuation plans (RPEEPs) for all tenants and leaseholders, living in our high-rise buildings, that come under the definition of mobility impaired (which includes sight or hearing loss or cognitive conditions), by creating emergency evacuation information sharing documents (EElS) to share with Nottinghamshire Fire and Rescue Service (NFRS).

10.0 Monitoring and Review

- 10.1 A delivery plan sits alongside this strategy, where the objectives will be assigned to owners and reviewed regularly. When appropriate these will be marked complete and new actions will be considered periodically.
- 10.2 This strategy and accompanying delivery plan will be reviewed by the principal accountable person (PAP) to comply with any changes to legislation or good practice which are relevant, no less than every two years, after a mandatory occurrence report is submitted to the building safety regulator or after the completion of a significant material alteration to one of our high-rise buildings.
- 10.3 We will also review and consider changes to the strategy if a resident raises concerns.
- 10.4 The REIBSS will be translated into our 11 spoken and/or written languages at our high-rises and will be uploaded onto our internal document system along with being issued to our tenants and leaseholders over 16. It will be accessible on our web pages, with QR codes to be published with a link to the strategy.
- 10.5 There is an Equality Impact Assessment (EIA) attached to this strategy.

11.0 Definitions / Glossary

- **Accountable person (AP)** – an organisation or individual who owns or has a legal obligation to repair any common parts of the building.
- **ACM** – Aluminium Composite Material
- **AOV** – Automatic Opening Vent

- **ASB** – Anti Social Behaviour
- **Building safety decision** – a 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.
- **Consumer Standards** – requires social housing landlords to provide safe, good-quality homes, treat tenants fairly, support strong communities, and be transparent and accountable in all aspects of tenancy management.
- **EIA** – Equality Impact Assessment
- **FAN** – Fire Action Notices
- **High-Risk Building** – A building which: is at least 18 metres in height or has at least 7 storeys and contains at least 2 residential units.
- **‘Stay Put’ strategy** - advises residents to remain in their flats if there is a fire elsewhere in the building, provided their flat is not directly affected by the fire, heat, or smoke. This strategy relies on the building's design, which includes fire-resistant compartments to contain the fire and prevent it from spreading quickly
- **‘Phased evacuation’ strategy** – is the organised process of evacuating a building in stages during an emergency. This method prioritises the safety of individuals, ensuring that those in the most immediate danger can escape first.
- **‘Full evacuation’ strategy** – requires residents to leave their flats immediately in the event of a fire and go to an assembly point.
- **HPM** – Housing Patch Manager
- **ILC /ILS** – Independent Living Coordinator
- **Mandatory occurrence report (MOR)** – will occur when a mandatory occurrence is reported, and the accountable person or principal accountable person must submit a mandatory occurrence notice which will identify the details of the incident and is published for residents to see.
- **Mandatory Reporting System (MRS)** – Mandatory occurrence reporting through the MOR system is required when there is a safety occurrence (structural safety or fire safety) in relation to the design of a building or an incident or situation during construction for which the building, if occupied without the risk being remedied, is likely to present a risk is likely to present a risk of a significant number of deaths or serious injury to a significant number of people.
- **NCCHS** – Nottingham City Council Housing Services
- **NFRS** – Nottinghamshire Fire and Rescue Service
- **Principal Accountable Person (PAP)** – 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.
- **QR codes** – Quick-response code, which can be scanned on a smart device to access a specific webpage
- **RPEEPS** – Residential Personal Emergency Evacuation Plans are tailored plans for vulnerable residents to safely evacuate from high-rise and mid-rise buildings.
- **TFT screens** –Thin Film Transistor screen (notification screen adjacent/ in lifts)
- **TPAS** – Tenant Participation Advisory Service – organisation that aims to improve resident engagement.
- **TSMs** –Tenancy Satisfaction Measures (more information on these is available here: Tenant Satisfaction Measures - Summary of RSH requirements (accessible) - GOV.UK (www.gov.uk))

12.0 Appendices

1. Appendix One: Equality Impact Assessment (EIA)