

Resident Engagement

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Resident Engagement Strategy for Building Safety

Introduction

Building safety is only achieved through a collaborative effort, where Landlords, Managing Agents, Residents, and other stakeholders each contribute to upholding the safety and wellbeing in every block. This Resident Engagement Strategy outlines our approach to guarantee that all residents are well-informed about building safety and understand the procedures for reporting any building safety concerns to us. It is our ongoing commitment to fulfilling the statutory requirements under the Building Safety Act and associated regulations and guidance.

This strategy outlines the process for involving residents aged 16 and over, as well as residential unit owners and leaseholders, in building safety decisions. Engagement will take place through regular meetings, surveys, and a dedicated online portal where upcoming decisions will be detailed, and feedback can be submitted.

Role Responsibilities

As defined under the Building Safety Act, the Principle Accountable Person (PAP) has the overall legal obligation for the safety, maintenance and management of a building and in the case of Greengate, Greengate Ltd fulfils this role.

As the managing agent for Greengate, JLL take on the daily responsibility of managing the safety of the site, including this Resident Engagement Strategy. JLL will ensure this engagement strategy is maintained, followed and reviewed regularly. Records of each review will be kept to trace the evolution of the strategy and adherence to legal obligations.

Ongoing resident engagement is key to the maintenance of a safe living environment at Greengate and we will ensure that we regularly communicate with owners and residents in regards to the management of safety at the building.

The strategy includes methods for assessing resident participation, such as feedback forms and digital engagement metrics. Reviews will be conducted bi-annually, with interim reviews following significant building safety events.

At Greengate, all tenancies are Assured Shorthold Tenancies, a range of languages are spoken at Greengate including those whose first language is not English. In our engagement of residents and owners, we will tailor our communication to ensure our engagement is as accessible as possible.

In managing and storing residents' personal information, the strategy complies with GDPR requirements. Data will be handled securely, with transparency on its use, and residents will be afforded control over their information.

Objectives

Disclaimer notice:

This Resident Engagement Strategy is not a final document. It is a fluid document which will change in due course in line with Government guidance updates

The objectives of this strategy are designed to ensure that all residents:

- Feel a sense of safety and security within the buildings they live.
- Are knowledgeable about processes for reporting any issues that could affect their own or their neighbours' safety.
- Understand the appropriate actions to take during incidents.
- Have a comprehensive understanding of our duties and their own responsibilities to maintain the safety of their building.
- Are informed about opportunities to participate and influence both the building safety measures and the services provided.
- Are aware of the actions we are taking in response to their input and feedback.
- Receive effective communication in a manner that is accessible and easy for them to understand.
- Know the procedure for lodging a complaint should they feel their concerns are being overlooked.

Our Commitment

In our commitment to implementing this strategy effectively, we pledge to:

- **Foster Trust:** Uphold openness, honesty, and transparency in our actions to build trust among residents.
- **Communication Accessibility:** Recognize and accommodate diverse communication needs and preferences.
- **Clear and Timely Communication:** Deliver information through appropriate channels and methods.
- **Effective Response:** Actively listen to residents, respond to concerns, and use feedback to enhance services.
- **Inclusive Engagement:** Engage with all residents for individual and collective safety concerns.
- **Continuous Improvement:** Regularly review and improve the strategy based on resident input.

Information Sharing Approaches

To ensure all residents are well-informed, we will employ a variety of methods to share information:

1. **Direct Hard Copy Communication:** Distribute leaflets and newsletters for tangible updates.
2. **Digital Communication:** Send regular updates via text messages, emails, and a dedicated online portal.
3. **Online Presence:** Maintain an informative and engaging online portal for easy access to information.
4. **Communal Noticeboards:** Utilise noticeboards in common areas for timely announcements and updates.

Additionally, we are committed to:

1. Collaborating with the Fire and Rescue Service to keep you updated on building safety and fire prevention.
2. Providing information in various formats and community languages upon request.
3. Organise meetings in communal spaces or online for direct resident engagement.
4. Working with block champions and other interested residents to further spread key safety messages throughout the community.
5. Including a comprehensive summary of building safety-related activities in our annual report to keep all residents informed of our ongoing effort.

Commitment to Enhanced Communication and Engagement

We are dedicated to continually improving our communication and engagement strategies with residents. Our commitments include:

- **Enhancing Information Quality:** Actively improving the information provided to residents about the management of your building, specifically incorporating suggestions from resident surveys.
- **Simplified Communication:** Utilising 'easy-read' formats that combine concise, jargon-free language with straightforward, clear imagery to aid understanding.
- **In-depth Resident Engagement:** Engaging more closely with residents to better understand their communication needs and preferences.
- **Digital Access to Safety Information:** Exploring options for residents to access building safety information and updates for their specific block online.
- **Responsive Feedback:** Providing more feedback to residents to show how their comments and complaints are being addressed and integrated.
- **Sharing Positive Developments:** Regularly communicating positive news about improvements to your building in terms of safety.

Advice and Support for Residents on Building Safety

To promote resident awareness and safety in high-rise buildings, we are committed to providing practical advice and support through the following initiatives:

- Proactively provide residents with accessible fire safety information of their building. This will be available to all residents throughout their period of occupation, via the online portal. The information will include, but will not be limited to, the importance of fire doors, how to report a fire, a reminder of the evacuation strategy for their building and any other instruction or information that informs residents what they must do once a fire has occurred - based on the building's evacuation strategy.
- Offering guidance for Personal Emergency Evacuation Plans (PEEPs) to residents upon request.
- Displaying Fire Action Notices prominently throughout the building for increased fire safety awareness.
- Utilising various methods to communicate with residents, ensuring they have the necessary support and access for inspections and risk assessments e.g. flat entrance doors.

- Using block noticeboards to disseminate key information about building safety.
- Prioritising Safety in all building works and keeping residents informed about any related safety concerns.
- Providing accessible fire safety guidance and resources on our APP.
- Where necessary making referrals to the Fire and Rescue Service for home safety checks for residents who are vulnerable.

Listening, Learning, and Improvement in Building Safety

Our commitment to building safety involves a continuous process of listening, learning, and improvement. To achieve this, we will:

- Regularly review fire reports, inspections and risk assessments, using these proactively to reduce risks by closing out outstanding actions.
- Conduct yearly surveys to evaluate the effectiveness of our communication and to gauge residents' understanding of key safety messages.
- Hold resident meetings which will include building safety as an agenda item.
- Mandatory Occurrence Reporting procedures will be developed and communicated with all parties to ensure that residents, visitors, contractors and employees can report incidents that may be considered dangerous.
- These steps are integral to our approach, ensuring we not only hear but also understand and act on the needs and concerns of our residents in high-rise buildings

Measuring our Success

We will gauge the effectiveness of our actions and commitments through systematic evaluation in two key areas:

- Resident Satisfaction Levels: Evaluate overall satisfaction with building safety measures and communication.
- Building Safety Performance: Measure compliance with safety standards, effectiveness of staff training, and timely emergency response.

Strategy Review Process

We have established a comprehensive review process to ensure the effectiveness of our strategy:

- Throughout the year, we will actively share the strategy with our residents, seeking their input to refine and enhance it. This collaborative approach not only allows us to incorporate valuable resident feedback but also aids in defining and prioritising actions within our supporting action plan.
- Our strategy and its implementation will be regularly reviewed in consultation with our competent support partner. This is to ensure full compliance with the statutory requirements set by the Building Safety Regulator. Additionally, this process will help us demonstrate our commitment to a strong organisational culture that effectively responds to and incorporates residents' feedback.
- We shall undertake an annual Audit for our systems to ensure that they are effective and functional, taking any learnings from these audits to ensure our procedures are as up to date and effective as possible.

Addressing Concerns and Complaints

If you encounter any safety issues with your home or block, we encourage you to inform us immediately. Whilst we undertake regular inspections of all Buildings at Greengate, it is important that all residents share their observations with us, also so that we may act on any issue with the necessary urgency.

Our commitment to building safety is paramount, and we have established a dedicated Building Safety Team to address these concerns.

For Questions or Concerns: Please reach out with any inquiries or concerns regarding fire or building safety to;

Greengate Team: 0161 834 6468

Or Via the The Greengate App

We encourage residents to inform us immediately of any safety concerns. If residents have any questions or concerns regarding fire or building safety, they can reach out to the designated contact.

If you believe that we have not adequately addressed your service requests or feedback, we welcome you to file a complaint - please refer to our Building Safety Act complaints procedure which your designated site contact can provide.