

## Introduction and Purpose

Your safety is our top priority. This Resident Engagement Strategy explains how we will keep you informed about building safety, how you can have your say, and how we will work together to maintain a safe and well managed building.



**The Building Safety Act 2022 requires all higher-risk buildings 18m+ or 7+ storeys with at least two homes to have a Resident Engagement Strategy which clearly sets out:**

- What information will be provided to residents
- What decisions residents will be consulted on
- How views will be considered
- How we will measure the effectiveness of engagement

## Aim

This strategy has been shaped around the expectations and best practices demonstrated in the Douglas House and Picture House strategies, adapted properties operational model and management approach.



**Our aims are to ensure that you:**

- Feel confident and safe in your home
- Understand how building safety is managed
- Know how to report concerns or make a complaint
- Know what to do in an emergency
- Have clear ways to influence decisions about safety
- Receive timely, accessible information about your building

## Building Overview

Your home is located within a high-rise building managed under Fresh Property Group's safety and compliance arrangements, which includes central registration of high-rise buildings and a structured, legally compliant approach to resident engagement.

**The building benefits from:**

- A defined fire safety strategy
- Regular safety inspections
- A building management team responsible for day-to-day compliance
- Access to Fresh's central safety oversight and reporting systems



## Our Legal Responsibilities

We comply with all relevant building safety legislation, including: **Building Safety Act 2022**

### We must ensure:

- Clear and accurate building safety information is provided to residents
- Residents are consulted on key safety decisions
- A transparent complaints route is available
- Mandatory Occurrence Reports (where required) are made to the Building Safety Regulator



## Fire Safety Act 2021

We are responsible for ensuring fire risk assessments include structure, external walls, flat entrance doors and all communal areas.

### We complete:

- Annual Fire Risk Assessments
- Fire door inspections
- Regular checks of safety features (e.g., alarms, risers, secure information box)



## Understanding Our Residents

Getting to know our residents helps us provide the right information and support.

### We will:

- Collect resident information relating to accessibility or vulnerability (used only for safety purposes)
- Ask residents periodically to update details
- Provide information in different languages or accessible formats where needed



## Keeping You Informed

We will provide building safety information through:

- Email updates Letters and newsletters App notifications (where available)
- Posters and noticeboards
- Resident forums and meetings

### You will receive information such as:

- Fire safety advice
- Planned safety works
- Outcomes of inspections or reviews
- Evacuation guidance
- Major changes affecting safety



## What You Can Expect From Us

We will ensure that safety information is:

- Clear, accurate and easy to understand
- Regularly updated and accessible Provided in advance of works, except in emergencies

We will also explain:

- Why the works are needed
- How long they will take
- The level of disruption expected
- How resident feedback helped shape decisions



## Your Responsibilities as a Resident

Under the Building Safety Act 2022, all residents must:

- Not do anything that creates a significant building safety risk
- Not damage or interfere with fire safety equipment
- Provide access when reasonably required for safety inspections or works

Residents also play a vital part in keeping the building safe by:

- Keeping communal areas clear
- Testing smoke alarms in your home
- Reporting hazards promptly
- Following evacuation guidance



## How You Can Have Your Say

You will have opportunities to be involved in decisions relating to building safety, including:

- Timing of routine safety visits
- Minimising disruption during works
- Changes to fire or evacuation strategies

You can share your views via:

- Email
- Resident portal / App
- Surveys
- Focus groups
- Resident forums

Fresh also provides structured consultation requirements for:

- **Significant Fire strategy changes** (min 14 days consultation)
- **Intrusive safety works** (min 7 days consultation)
- **Installation of detection or suppression systems** (min 14 days)
- **New building safety policies** (min 10 days)



## How We Listen and Act on Your Feedback

We will:

- Review all consultation responses
- Contact residents if further detail is required
- Publish outcomes within 28 days (where appropriate)
- Explain how feedback influenced decisions
- Provide 'You Said, We Did' updates

All feedback is reviewed by:

- Local management teams
- Central property and operations teams



## Complaints and Escalation

If you feel your safety concern or report has not been handled properly, you may raise a building safety complaint.

Speak with your General Manager – they are your first point of contact. To formally raise a concern, please complete our complaints form (available online).

**[Link to the complaint form](#)**

### Measuring Our Engagement

We will measure engagement effectiveness through:

- Number of responses to consultations
- Attendance at resident meetings and forums
- Quality of feedback received
- Complaints and compliments
- Surveys and focus groups

#### We will:

- Acknowledge and allocate the complaint
- Provide a written response within 10 days outlining findings and actions

If you remain dissatisfied, you may escalate the matter to the Building Safety Regulator, part of the Health and Safety Executive.

These results will be included in our Annual Resident Engagement Report submitted to our Senior Leadership Team.



## Monitoring and Review

#### This strategy will be reviewed:

- Every two years After significant building safety incidents
- Following mandatory occurrence reports
- After major works or resident feedback

Any changes will be communicated to all residents, with reasons provided where suggestions cannot be implemented.



## Contacting Us

If you have a building safety concern, want further information or would like to get involved please get in touch with the Residents' Team.

**In an emergency, always call 999.**