

Building Safety Resident Engagement Strategy Summary



This is a summary of Network Homes first Building Safety Resident Engagement strategy which focuses on the new regime surrounding high risk residential buildings; many of the principles will apply to other buildings too.

The key aims of the strategy are to:



Empower residents to ensure their building is safe



Set out ways residents can get involved in engagement on building safety



Establish how we can improve our engagement on building safety with residents

Engage our staff on residents' involvement rights



Set out ours & residents' responsibilities to ensure homes are safe



Identify information residents want & how they want this provided

There are three main strands to how we will engage with residents around building safety:

1) Information and understanding

Communication and engagement

We will use a range of ways to communicate with residents. We will also make sure to cater for residents in our Older Persons Schemes who may rather have face to face meetings or have the information shared with their relatives.



We'll work with residents and gather feedback to improve our services



Resident involvement is encouraged via get-involved@networkhomes.org.uk



A fire action notice is installed within each building



If there's a building safety issue, we'll update residents every 3 months

Clarity and accessibility of information

We will provide residents with the information they need to help them understand building safety (please read the full strategy to see what we provide). We aim to provide information in formats for residents who are disabled or do not speak English. Vulnerable residents will also be able to nominate a representative who can request information on their behalf. If there is something we have not provided, residents can ask for further information about safety measures in their buildings if they wish.

We will create a process for information requests



We will aim to provide residents with the documents within one month

We will provide a Fire Action Notice in the sign-up pack



Within 6 weeks, we will discuss with residents and will answer any queries

2) Resident and Landlord Responsibilities

Supporting residents and landlords to understand their responsibilities

Building safety is the responsibility of both the residents and the landlord. It is important that residents work with us by telling us any safety concerns which will be treated seriously and acted upon.

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Landlords' responsibilities:

- Monthly, annually or bi-annually building safety inspections;
- Within sheltered schemes, we undertake people-centred risk assessments and at high risk schemes, we will produce a Personal Emergency Evacuation Plan;
- And working with the fire service to provide information they require.

Resident responsibilities:

- To provide access to their homes for us to undertake safety inspections or fire and structural safety maintenance;
- To not store possessions in communal areas as we have a zero tolerance policy regarding this;
- Identifying and reporting hazards, including reminding neighbours of building safety information if they are not adhering to this;
- Understanding their building's action plan;
- And thinking about the needs of their household.

Upon advice from the Fire Service, we no longer provide fire safety equipment; residents should close all fire doors to contain the fire and follow their action plan rather than trying to fight the fire.

Improving communications on safety

We will work with residents to ensure they are involved in their building's safety decisions. We will provide information about works due to be completed so they can talk to us about this.

3) Action to take in the event of a fire

There are action plans provided for each scheme and these are on Fire Action Notices in communal hallways.

Here are examples of the Fire Action Notices we use.



Our buildings are built in a way to contain fire within a single or multiple rooms, limiting the spread of fire, smoke and flue gases. Fire doors help contain the fires, so it is important you do not alter or block these. The Fire Service advise residents to keep fire door closed to contain a fire.

Understanding ‘stay put’ and when it should be used

As explained above, it is safe for residents to remain in their home, unless it is affected by fire, heat or smoke, while the fire is being extinguished. This is known as ‘stay put’ advice.

Understanding a building evacuation plan

A building evacuation plan means all residents must leave the building and go to the assembly point.

Understanding what ‘next place of safety’ means

Any residents evacuating should go to the ‘next place of safety’, away from fire or any falling debris.

Evacuating a building safely



Close any fire doors behind you, where possible.



Walk to the safest and closest exit and/or stairway.

Do not remain in floors below if windows are being blown out above.



Move away from the building to the nearest safest place and give fire fighters clear access.

Do not re-enter the building unless you are told to do so.



Never use a lift.

Responding to fire alarms and contacting the fire brigade

If the fire or smoke alarm sounds in your home, call 999 and ask for the fire service, then follow their instruction. If an alarm sounds in a communal area, call 999 and follow your buildings action plan.

Raising concerns

Residents with building safety concerns can contact our Customer Services Team, any resident not happy with the outcome can submit a complaint. We will be introducing a Building Safety Manager who will deal with these issues. Those living in our Older Persons Schemes can continue to report any concerns to their Scheme Manager.