

Safety in your building

17 October 2024

Dear residents,

Government survey on building safety remediation – take part and give your views

The Ministry of Housing, Communities and Local Government (MHCLG) has opened a survey for people who have been affected by building safety issues such as external wall remediation. You can fill out the survey here:

<https://consult.communities.gov.uk/residents-voice/f498e14f/>.

Why is the government doing this survey?

MHCLG has said that the survey is to drive continuous improvement and stated ‘*We want to ensure we listen to how fire safety issues and works to address them are impacting everyone, supporting our drive to improve how we are making buildings safe.*’ The survey is for anyone affected by external wall remediation issues, so please have a look at the survey if work to your building has finished, is currently taking place or has not yet begun.

There is no advertised closing date for the survey, so we recommend filling it out soon if you are interested in doing so, to ensure your experience can be recorded. We estimate it will take you 10-15 minutes to complete the survey.

What does the survey cover?

The survey covers several different aspects of building safety remediation including:

- How remediation has affected you.
- Communications you have received.
- Code of Practice.
- The nature of your remediation.
- Any costs incurred, service charge and insurance.
- Selling and mortgages.
- Building information.

Will SNG see your answers?

SNG is not involved in the survey – we are sharing the link as you may not otherwise be aware that the government is asking for this information. The survey is anonymous, however you have the option to leave your email address if you are happy to be contacted in the future. You can read MHCLG’s privacy notice regarding the survey here:

<https://www.gov.uk/government/publications/feedback-form-for-residents-of-buildings-with-cladding-and-fire-safety-issues/privacy-information-notice-resident-feedback-form>.

If you have any questions or concerns surrounding the remediation of your building, please contact us in the usual way by emailing customerservice@networkhomes.org.uk.

Kind regards

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A summary of this letter

The government is conducting an anonymous survey on how people have been affected by building safety remediation.

You can fill it out here:

<https://consult.communities.gov.uk/residents-voice/f498e14f/>.

SNG will not be able to see your answers.