

# Building Safety: Resident Engagement Strategy

For High-Rise Buildings





## Introduction

### This strategy sets out how we will engage with residents living in high-rise buildings.

Following the Grenfell tragedy in 2017, the Government launched a wholesale review of safety in all higher risk residential buildings. This review resulted in the Building Safety Act, which is intended to ‘create lasting generational change’ to the way residential buildings are constructed and maintained.

A high-rise building is defined as a building over 18 metres, or seven storeys tall, and in-scope of the Building Safety Act. Poplar HARCA has responsibility for 43 high rise buildings.

Building safety is a shared responsibility between us and our residents. Empowering residents to actively participate in the continued safety of their building is a fundamental principle of the new Building Safety Act. Together, we will ensure the continued safety of our buildings.

Every resident aged over 16 that we have a record of living in a high-rise building will be provided with a copy of this strategy.

This strategy underpins our approach to engage with residents who live in our high-rise buildings.

We have a broader Resident Engagement Strategy which describes how we will engage with all residents across all services.

Visit [poplarharca.co.uk](https://poplarharca.co.uk) search Resident Engagement Strategy

## Strategy Aims

### This strategy aims to:

- ▶ Empower residents to play an effective role in building safety
- ▶ Provide clarity on information sharing, and the means for residents to tell us what they want to see and how
- ▶ Provide ways for residents to shape decisions and services
- ▶ Establish methods for ensuring continuous improvement
- ▶ Clarify responsibilities.



We're all responsible for ensuring that buildings are safe and that residents feel confident that their building is safe.

| ✓ Poplar HARCA will...                     | 👍 Residents should...          |
|--|--------------------------------|
| Understand our residents and their needs   | Act to keep your building safe |
| Share building safety information          | Share feedback and concerns    |
| Consult with residents over the age of 16  | Get involved                   |
| Provide ways for residents to get involved |                                |



## Our Commitment

### Understanding our residents

Resident safety is our top priority. It is essential that we know about residents who live in our high-rise buildings and that we understand the needs of every household. This is especially important for disabled or vulnerable residents who may need extra assistance in an emergency.

We capture information in several ways including during:

- ▶ Sign up
- ▶ Aids and adaptation application
- ▶ Rehousing applications
- ▶ Surveys and consultation.
- ▶ Tenancy audits and other visits

**i** Our dedicated Safeguarding team provides additional, bespoke support to vulnerable residents.

Residents can proactively provide or update information about their household.

Visit [myharca.poplarharca.co.uk](https://myharca.poplarharca.co.uk) or email [buildingsafety@poplarharca.co.uk](mailto:buildingsafety@poplarharca.co.uk) or call **0800 035 1991**

### Our Commitment

## Sharing building safety information

We are committed to sharing key building safety information with residents in an accessible, transparent, and user-friendly way. A complete list of information shared and the means by which it is shared is held and reviewed regularly.

Information we will share, includes:

- ▶ Fire risk assessments
- ▶ External wall surveys
- ▶ Fire protection and risk reduction measures
- ▶ Building compliance records
- ▶ Emergency response and evacuation plans
- ▶ Fire door information
- ▶ Fire prevention and detection advice
- ▶ Policies
- ▶ Principal Accountable Person for the building
- ▶ Other key roles, responsibilities and contact details
- ▶ Residents' own safety responsibilities
- ▶ How to report concerns or make a complaint.

**i** Information is shared on our website, through QR codes displayed in the communal areas in blocks of flats, and by post or hand delivery.

New residents are fully briefed on building safety arrangements, including their responsibilities, at sign up. Emergency instructions are displayed in the shared areas of each high-rise building. Information can be provided in other formats on request.



### Tell us about your household's needs

**myharca.poplarharca.co.uk**

**buildingsafety@poplarharca.co.uk**

**0800 035 1991**

Information is recorded securely in our systems in line with the Data Protection Act and General Data Protection Regulations. It is used to assess safety risks, support evacuation in an emergency, and to engage with households about their individual needs.

## Our Commitment

### Resident consultation

We will continue to comply with all statutory responsibilities for consultation including consultation with leaseholders for major works.

Resident views will shape our decision-making processes. We will achieve this by considering feedback captured through a number of routes, including:

- ▶ Resident surveys
- ▶ Consultation with resident groups
- ▶ Complaints
- ▶ Lessons learnt from previous projects
- ▶ Enhanced resident consultation for building - or estate - specific changes.



Residents are able to provide feedback at any time via our website, by emailing [buildingsafety@poplarharca.co.uk](mailto:buildingsafety@poplarharca.co.uk), by calling us on **0800 035 1991**, or by talking to a member of staff.

Residents will be consulted on:

- ▶ Key decisions about building safety.
- ▶ Changes to the resident engagement strategy

Resident consultation exercises will run for a minimum of 3 weeks and will be carried out online, by email and by post.

### Provide opportunities to get involved

Resident involvement in decision making is central to our identity and approach.

There is resident representation on:

- ▶ Our Board
- ▶ Audit and Risk Committee
- ▶ Finance Committee
- ▶ Services Committee
- ▶ Youth Engagement Board
- ▶ Estate Boards and Gatherings
- ▶ Joint Estate Panel.



There are also opportunities for residents to get involved in service or project specific steering groups and consultation forums such as the Asset Management Forum.

These opportunities are advertised to residents as and when opportunities become available. Residents can register their interest in joining a group on our website, by email [info@poplarharca.co.uk](mailto:info@poplarharca.co.uk) or by speaking to a member of staff.

Visit [poplarharca.co.uk](https://poplarharca.co.uk) search Get Involved



## Resident Responsibilities

### Act to keep your building safe

While we will ensure that our statutory responsibilities are met, residents also have duties for building safety. Resident obligations include:

- ▶ Residents must not act in a way that may create a risk to building safety
- ▶ Residents must not interfere with or damage any system in shared areas of buildings that is intended to improve building safety
- ▶ Residents must provide information needed to enable us to carry out our duties.



Leaseholders have additional responsibilities, including ensuring that their gas and electrical installations are safe, regularly serviced and certificates provided to Poplar HARCA.

A suite of policies cover resident responsibilities in detail. Policies are available on our website. As provided for in tenancy agreements and leases, reasonable access should be granted for us to carry out essential works and investigations. An access procedure is in place.

Visit [poplarharca.co.uk](https://poplarharca.co.uk) search Policies

### Share feedback and concerns

Residents are strongly encouraged to report any concerns they have about building safety.

Reports can be made:

- By phone on **0800 035 1991**
- By email to [buildingsafety@poplarharca.co.uk](mailto:buildingsafety@poplarharca.co.uk)
- Through our website [poplarharca.co.uk](https://poplarharca.co.uk) search Building Safety
- Face to face to a member of staff.

### Get involved

As set out in this strategy, we provide numerous ways for residents to feedback, shape decisions and participate in our governance structures. All residents are encouraged to take part, share their views and work together so that every building is safe and that every resident feels safe.



## Ongoing Progress

### Performance monitoring & reporting

- ▶ Key performance indicators are in place to monitor progress against objectives.
- ▶ Progress against strategy aims is reviewed by Poplar HARCA's Services Committee and Board annually.

### Review

This strategy will be reviewed and reissued every two years following consultation with resident groups and Board approval.

[poplarharca.co.uk](http://poplarharca.co.uk)