



Resident Engagement for High-Rise Buildings Strategy

BCP Homes



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This policy can be made available in a variety of alternative formats and languages on request. If you would like more information about this or would like to request an alternative format or language, please call us on 0800 028 1870 or email: BCPHomes@bcpcouncil.gov.uk

Introduction

BCP Council wants all residents in our high-rise buildings to feel safe in their homes, and for residents (including leasehold owners who rent out their properties) to be informed and involved in decisions which affect their building.

Following the Grenfell tragedy in 2017, the Government launched a major review of safety in all higher risk residential buildings, which resulted in the Building Safety Act 2022. Enabling residents to play an active part in the continued safety of their building is a key focus of the legislation.

This strategy outlines BCP Council's approach to engaging with residents who live in our high-rise buildings. A high-rise building is defined by the Building Safety Act as a building over 18 metres, or seven storeys tall. The strategy forms part of a wider approach to resident engagement outlined in our Resident Engagement and Communications Strategy.

BCP Council is responsible for six high-rise blocks of flats containing 374 homes, all of which are within a mile's radius of Poole town centre. Currently 45 of these homes are owned by leaseholders, including 16 which are rented to private tenants.

We continue to invest in our high-rise homes and have invested in the region of £26 million on a range of improvement works over the last five years. This includes improvements to the fabric, safety and energy efficiency of the buildings and tenants' homes.



This strategy aims to:

- Provide a wide range of opportunities for residents to be involved in decisions about their building's safety or to voice their concerns
- Ensure we understand and consider the individual needs and preferences of our residents when we make decisions or communicate with them about building safety
- Identify the core building safety information to be shared with residents and provide a variety of ways for residents to access it
- Explain how more detailed information about building safety will be made available to residents on request
- Establish how the strategy's effectiveness will be monitored and reviewed



Understanding our Residents

Resident safety is our top priority. It is essential that we know who lives 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 or support to stay safe in their home, as well as for anyone who needs information in other formats or languages.

We will capture household information and communication preferences from new residents at sign-up and take every opportunity to keep this information up-to-date including:

- Annual visits to all our high-rise tenants to identify and support with any issues
- Confirming the details we hold on record when residents contact us or request a housing service
- Through surveys and consultations
- Publicity to encourage residents to tell us about any changes

Residents' 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.



Sharing building safety information

We are committed to sharing key building safety information with residents in an accessible, transparent, and user-friendly way. We will compile a complete list of information and how it is shared and review this regularly in consultation with residents.

Information we will routinely share includes:

- Key roles, responsibilities and contact details
- Residents' own safety responsibilities and what to do in an emergency
- How to report concerns or make a complaint
- Full safety case reports which identify the fire and structural risks in a building and how they are managed. Further information on safety case reports can be found at [Preparing a safety case report - GOV.UK](#).
- A summary of the fire risk assessment and risk reduction measures
- Current relevant fire risk assessments
- Emergency response and evacuation plans
- Details as to how building safety equipment in the building is managed.
- The schedule for any planned maintenance or repairs of building and fire safety equipment.
- The outcome of any building safety inspection checks
- Fire prevention and detection advice
- Consultation and engagement opportunities
- Resident engagement strategy for high-rise buildings
- Fire Safety Policy

Additional information residents can request includes:

- External wall survey reports
- Building compliance certificates e.g. electrical safety tests
- Previous relevant fire risk assessments
- Previous relevant safety case reports.

When tenants move into a property, they are fully briefed on building safety arrangements, which includes the provision of a building safety pack specific to their building. Leaseholders receive the same information when purchasing a property.

We will use various means of communication to ensure residents can continue to access information in ways that suit them, including:

- Leaflets and letters
- Text messages and emails
- On our website including links to other resources such as Dorset and Wiltshire Fire and Rescue fire prevention advice
- Physical and electronic notice boards in blocks
- Training housing and maintenance staff and our contact centre colleagues to answer queries and provide support where needed

In accordance with our Vulnerable Residents Policy, we will consider what further support our residents with additional support or communication needs may require. We will consider all reasonable adjustments to ensure effective and tailored communication, such as making documents available in other languages and formats like large print and audio or engaging a British Sign Language interpreter. Residents can also ask that correspondence is sent to someone who has 'delegated authority' to act on their behalf.

We will also consult with residents on our Reading Group to ensure that key communications are provided in plain English and are easy to understand.



Listening to Residents

We will provide numerous ways for residents to give feedback, shape decisions and participate in our governance structures. These include:

- Regular surveys of all residents
- Annual residents meeting
- Aiming to have a high-rise resident representative on one or more Resident panels

We will continue to comply with all statutory responsibilities for consultation including consultation with leaseholders for major works. We will consult in a variety of ways to enable residents to engage with us in the way that suits them best, including meetings or drop-in sessions and surveys.

When implementing new building safety measures, we will consult with residents about:

- The reasons behind the work
- The schedule for the work
- The expected duration of the work
- Areas of the building affected by the work
- Who will carry out the work
- The best time to carry out the work to limit disruption.

We will give at least three weeks' notice of consultation events and surveys will also run for a minimum of three weeks.

How residents can raise concerns

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

Contact us:

By phone on **0800 028 1870**

By email to buildingsafetymanager@bcpcouncil.gov.uk

Online via the building safety page on our website

By talking to a visiting member of BCP Homes staff or visiting us at the Kinson Hub, Dolphin Centre Hub or Bournemouth Civic Centre.

In writing to: BCP Homes, Kinson Hub, Wimborne Road, Bournemouth, BH11 9AW

All reported concerns will be referred to the Building Safety Manager to ensure they are actioned according to priority.



How we will monitor and review this strategy

In developing this strategy, we have consulted with residents from some of our high-rise blocks as well as key staff and our BCP Homes Advisory Board.

We will continue to monitor the number and nature of responses we get to future consultation and engagement activities, as well as any concerns or complaints raised.

If the feedback shows a lack of satisfaction or participation, we may need to make changes to our strategy.

We will review the strategy as a matter of routine:

- at least every 2 years
- after significant alterations to the property
- after any high-risk health and safety incident
- after any changes in building safety law or regulations

Residents will be consulted before we make any significant changes to this strategy.

