

# Building Safety Resident Engagement Strategy

## Burnhill House 2024



**Keniston Housing Association**

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# Introduction

## The Building Safety Act 2022



### Building Safety Act 2022

The Building Safety Act 2022 was introduced following the tragic failures in building safety that led to the Grenfell Tower Fire.

The Act is designed to take forward fundamental reform of the building safety system and deliver the biggest changes to building safety for nearly 40 years, making residents safer in their homes.

All high-rise residential buildings (7 storeys or more) must now have a 'Building Safety Resident Engagement' Strategy.

## Burnhill House

Keniston Housing Association manages building safety at Burnhill House.

- Building safety refers to the measures that are in place to protect residents in buildings.
- Building safety measures reduce and mitigate risks, such as the spreading of a fire, structural failures and gas and electric hazards.
- Building safety measures aim to reduce the seriousness of an incident if one occurs.

Residents and leaseholders of Burnhill House can have a say in building safety decisions. This strategy sets out how we will involve residents in these decisions.



## Aims

The strategy aims to make sure residents:

- are informed about the building safety information we will provide.
- understand what questions we may ask about building safety.
- know how we will contact and use feedback to influence decisions.
- understand how we will measure and review our engagement methods.
- feel safe in their own home.

During any consultation, we will listen to feedback to understand how we can best achieve these aims.



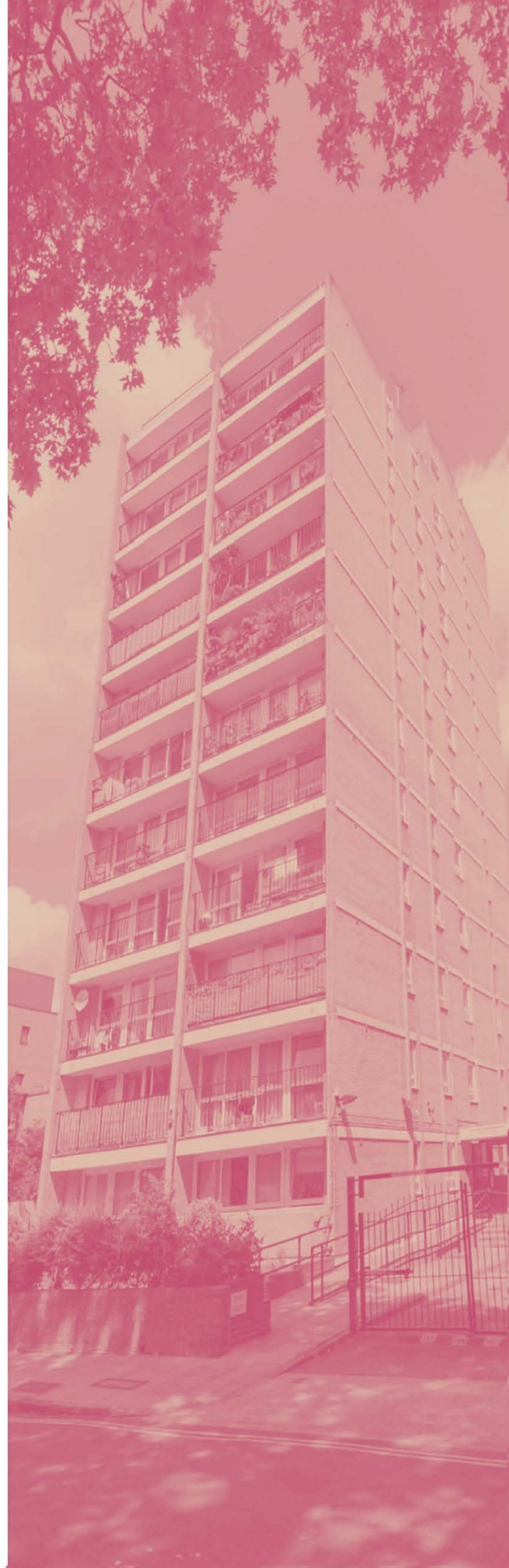
# This strategy is aimed at residents or leaseholders of Burnhill House.

## Information we will share

We will provide key information that residents need to know about building safety.

### We will:

- Provide a notice at every entrance of Burnhill House. The notice explains what steps to take in the event of a fire
- Provide fire safety information to residents at Burnhill House at the start of every tenancy. This includes “Fire Safety do’s & don’t’s”
- Provide information about vulnerable residents in high-rise buildings to the fire service to ensure they are supported during a building safety incident. Residents should inform Keniston if they have a vulnerability so we can provide the right support
- Publish key information about building safety on our website
- Inform residents about building safety measures and ways to reduce risks
- Set out a process for reporting a fire risk and/or raising any other safety concerns. (More information can be found in the “Raising a concern” section below).
- Update residents if a serious issue with a building has been identified. We will inform residents about any interim safety measures put in place, remedial works and further investigations that are required
- Hold meetings and focus groups to share important information
- Share information discussed at meetings with each resident. This may be shared via web pages, email, or letters.
- Update residents if there are any significant changes to the strategy
- Answer any queries residents raise during the settling-in visit





## More information can be requested. This includes:

- Full, current, and historical fire risk assessments
- Outcome of building safety inspection checks where available
- How assets in the building are managed, e.g., frequency of lift maintenance
- Details of preventive measures, e.g., smoke alarms
- Fire protection measures in place, e.g., sprinklers
- Information available on the maintenance of fire safety systems
- The fire strategy for the building
- Structural assessments, where available

## Reasonable adjustments

- We will make reasonable adjustments where necessary, ensuring that residents with a specific need are not at a disadvantage when accessing the service. Examples of the reasonable adjustments we may make include using a resident's communication preference and providing information in alternative formats e.g.. Braille, large print or in a different language.

## Information we may ask

We want to hear residents views about how we can keep them safe in the building. To help us make building safety decisions, we may ask the following questions:

- Do you feel safe in your building?
- What information or measures would you like us to provide to help you feel safe?
- Do you know how to report issues and raise building safety concerns? Is this easy for you to do?
- Do you want to be involved in building safety decisions?
- Do you have the confidence that we listen to your views and respond to your concerns?



# How we will listen and learn

We want to make sure we engage with residents about building safety decisions in a way that suits them best. During consultation, we will identify how residents would like us to engage.

## Some of the ways we can engage about building safety is:

- Letters or surveys by post
- Online surveys
- Targeted email
- Tenant & Leaseholder meetings or events
- Building Safety Tenants Group
- Block notice boards
- Engagement with officers
- Building safety newsletter



## Consultation process

When we draft or renew a resident engagement strategy, we will consult with residents. During this process, we will:

- produce a consultation questionnaire (online and paper version).
- provide adequate time (at least three weeks) to share any feedback
- review and carefully consider all feedback
- make any necessary amendments based on the responses
- share the changes we have made based on the feedback. This may be in a “you said, we did” table format
- ensure that any personal data we gather is handled in accordance with the data protection principles, such as the Data Protection Act 2018, and meets our contractual, statutory, and administrative obligations.
- include a standard privacy statement for Keniston Housing Association consultations in the questionnaire, explaining how we will use the information we collect about respondents

## Contact us

To input into building safety decisions, residents can contact the Health and Safety Team.

### Email:

**Tony Coward** – Property Services Director  
tonycoward@kenistonha.co.uk

**Catherine Webb** - Health & Safety Officer  
catherinewebb@kenistonha.co.uk

**Phone:** 01689 889700

**Web:** [www.kenistonha.co.uk](http://www.kenistonha.co.uk)

# Raising a concern

- For a concern about building safety issues, such as obstructions in communal areas, concerns about a flat entrance door or a communal fire door, residents should report this to Keniston Housing Association
- For general fire safety queries, you can email the Health and Safety Team



## How to complain or raise concerns about building safety

Complaints can be raised by email at **buildingsafety@kenistonha.co.uk**, phone, letter, face to face, social media, or the contact form on our website.

You can also telephone the office to ask for a form to be sent to you by post or email **enquiries@kenistonha.co.uk**

Check our website or contact us on for more details about Keniston's Building Safety Complaints Procedure.

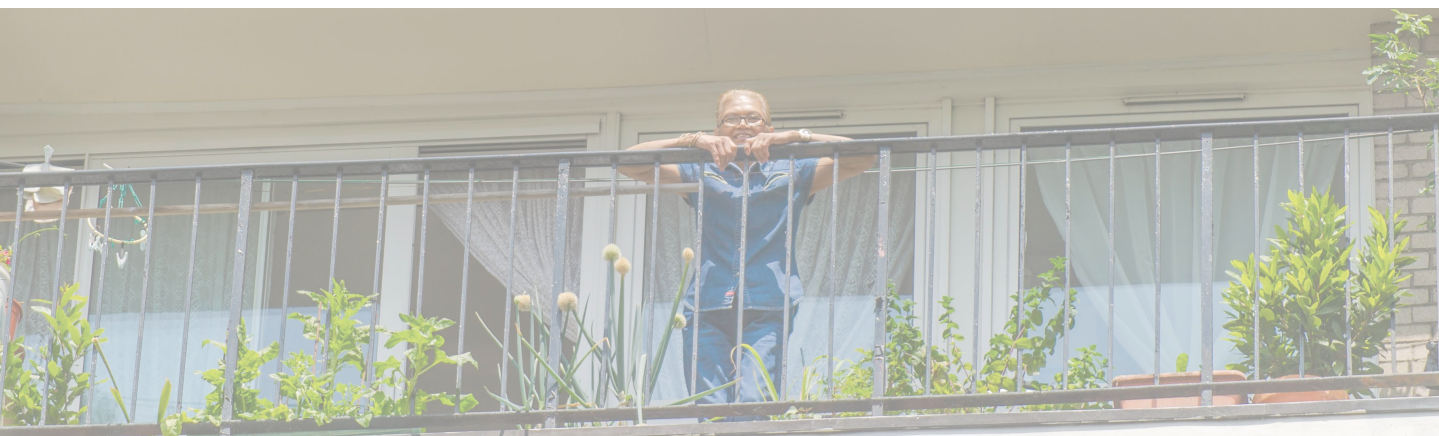
## How we will measure participation



We will regularly monitor and review how we engage with residents about building safety decisions. We may ask residents about our engagement methods during engagement sessions, events or in a survey. If there is a lack of satisfaction and participation, we will change our engagement methods. Some of the ways we will measure our engagement methods is by recording and monitoring:

- the number of consultation responses of the resident engagement strategy;
- whether residents feel safe in the building;
- whether residents feel they can easily share their views on how to improve the safety in the building;
- the effectiveness of our engagement methods by asking questions in a survey;
- the number of issues raised by residents regarding the safety of their building.

We will review this data to understand our successes and what we need to improve to engage effectively with residents. We will report the progress of our engagement to the Resident's Building Safety Group at least every two years.





- ✓ **Implementing**
- ✓ **Monitoring**
- ✓ **Updating**



### **We will:**

- consult on the strategy the first time it is issued and when there is any change to it;
- consult all residents over the age of 16, anyone who owns a residential unit and accountable persons for the building;
- hold a public consultation to hear from residents, for a period of at least three weeks;
- carefully consider any feedback and, if necessary, update our strategy;
- provide the latest version of the strategy to each accountable person, resident, and owner of residential uni.

### **We will review the strategy:**

- at least every two years;
- after every consultation of the strategy;
- after a mandatory occurrence report;
- after the completion of significant material alterations to the building.

## **Legislative, regulatory and policy framework**

This strategy complies with the Regulator of Social Housing's Safety & Quality and Transparency, Influence and Accountability Standards.

The strategy should be read in conjunction with other Keniston Housing Association key documents, including:

- Resident Involvement Policy
- Building Safety Complaints Procedure



### **Our policies**

<https://www.kenistonha.co.uk/about-us/publications/kenistons-policies/>

### **Making a complaint**

<https://www.kenistonha.co.uk/contact-us/make-a-complaint/>



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