

High-Rise Building Resident Engagement Strategy

1 Introduction

Welcome to Islington Council's High-Rise Building Resident Engagement Strategy, developed in line with the Building Safety Act 2022. This strategy is all about making sure our high-rise homes are safe and secure for everyone.

The Building Safety Act 2022 is a set of rules that helps keep your homes in tall buildings safe. This strategy is designed with residents in mind, to involve and empower you in making your living spaces even safer.

Throughout this strategy, we'll explain how you can learn about building safety, emergency procedures, and how you can play an active role in keeping your home secure. We'll do this by explaining how you can get involved with discussions on building safety matters and providing you with the information you need to become a safety-savvy resident.

Your participation and ideas are crucial. Together, we'll create an environment where everyone feels confident and responsible for making high-rise homes a safe and welcoming place for all. Thank you for joining us on this journey toward building a safer community together.

2 Why we want to engage with you

Following the tragedy at Grenfell in June 2017, the Government commissioned the 'Independent Review of Building Regulations and Fire Safety' led by Dame Judith Hackitt. From this review came the 'Building a Safer Future' report which has led to a new building safety regime for all high-rise residential buildings. High-rise buildings are defined as buildings that are 18meters or 7 storeys, and the council has 87 high-rise buildings.

The Building Safety Act 2022, which came in to force in April 2022, is the main piece of legislation that governs the new safety regime and represents a significant step forward in safeguarding residents, addressing potential risks, and promoting a secure living environment for everyone within the community.

3 Our aims and how we will get there

Our aims for this strategy are to:

- Promote resident engagement in building safety matters.
- Ensure residents are aware of the building safety information that they can request and the information we will provide.
- Describe the types of building safety decisions residents will be asked for their views on.
- Explain how residents' feedback and views will be taken into account following engagement.
- Explain when this strategy will be reviewed.
- Ensure residents understand their responsibilities in making sure their homes remain safe.
- Inform residents of how to raise a building safety concern or a complaint if they feel their concerns are not being listened to.

By achieving these key aims residents should be empowered to play an effective role in ensuring their building is, and continues to be, safe.

How we will get there

Islington Council is in the process of recruiting a new Building Safety Liaison Team who will act as the main point of contact for all building safety matters. The team's role is to oversee and routinely check the safety measures, as well as facilitating and promoting resident engagement across the 87 high-rise buildings.

We recognise that residents may want to be involved or provide their feedback in a variety of ways, on differing issues and at different levels of activity. We will put arrangements in place to allow views to be expressed in a collaborative and inclusive way that is convenient to residents and makes best use of modern technology.

Here are some ways residents can get involved with building matters:

- Be the resident representative at the Housing Scrutiny Committee. This is where residents sit alongside elected councillors on the committee. [More information about Housing Scrutiny Committee](#)
- Join our '[Resident Involvement Register](#)' to help us improve our services.
- Join a Local Tenants and Resident Association or to establish one if there is none in their area.

How residents' view can be heard

With the introduction of the Building Safety Liaison Team, we will use a range of ways that residents can get involved with building safety matters in high-rise residential buildings:

- The Council will arrange periodic resident safety meetings in three regional parts of the borough (north, south and central) which will be a mix of in person events, via Teams/Zoom

or hybrid events to encourage as much participation as possible. The meetings will allow the Council to provide residents of HRBs with key performance information, relating not only to building and fire safety matters, but also other areas of resident safety such as performance monitoring against the Regulator of Social Housing's Tenant Satisfaction Measures (TSM) and Building Safety Measures (BSM). Details for applying to participate in these meetings will be shared with residents later in 2024.

- Take part in estate walks or drop-in sessions with the Building Safety Liaison Team.
- Complete online surveys about our services or where we are seeking your views on building safety decisions.
- Attend a periodic resident safety meeting. Details on how-to participate in these meetings will be shared with residents in 2024.
- By contacting the Building Safety Liaison Team directly using this email address – HRBSafetyTeam@islington.gov.uk

Decisions that we will engage on

We recognise that residents may not want to be asked for their views on every decision and would rather be asked on decisions that impact them. For example, where improvement works are planned to fire safety systems or other major repairs that will impact residents in their building, we will discuss these elements of work with residents. Other things we may engage with residents on for example, the time that the building contractor can start and finish work during the day.

Engagement with residents may be in the form of a meeting or series of meetings on site with the council's project team, building contractor and residents. Where repairs or works are of a smaller scale, for example repairing or replacing a faulty flat entrance fire door, we will ask residents for the best time to do the repair.

How we will provide information

The Building Safety Liaison Team will ensure that relevant information is shared with residents and are engaged in line with this strategy. This is so that residents' opinions are heard and acted on where appropriate. The information we will provide residents regarding building safety matters will typically relate to the building work that is proposed, a description of the work to be completed, why it is required, how long it may take and the impact on residents. There is a range of ways we will engage and share information with residents on building safety matters:

- Drop-in sessions and roadshows
- Letters, leaflets, and newsletters in a range of accessible formats
- Attendance at resident focus groups such as TMO and TRA
- Electronic notice boards in buildings
- Use the dedicated email for building safety matters: HRBSafetyTeam@islington.gov.uk
- Information provided at sign up for new tenants on building safety.
- The Council's website where further [building safety information](#) can be found.

Any feedback provided by residents will be directed to the Building Safety Liaison Team who in turn will make sure it is passed on to the relevant teams for their review. If you would like to

receive information in a particular format or in a different language, please inform the Building Safety Liaison Team via the email address provided above.

4 Information about your building

We recognise that residents will need access to building information so that they can make informed decisions on building safety matters for their buildings. This will help residents understand the protective measures that are in place to keep their building safe.

Building information can be provided in different formats on request such as Easy to Read, large text or a different language. As standard practice we will provide the following information for your building:

- The measures we have in place to prevent and mitigate potential fire and building safety risks to residents.
- The different roles and responsibilities of the accountable person, principle accountable person and the Building Safety Liaison Team and their contact details.
- Information for residents detailing how they can reduce the risk of fire in individual dwellings, for example, by not storing flammable materials.
- A process for reporting the risk of fire spread and a structural safety issue.
- Procedures to follow where a fire occurs in the building.

As a result of the new legislation residents can ask for further and more detailed information about the safety measures in their building, such as:

- The current fire risk assessments for their building.
- Outcome of building safety inspection checks where available.
- How assets in the building are managed.
- Details of preventive measures such as smoke alarms.
- Fire protection measures in place, such as fire doors.
- The fire strategy for the building.
- Structural assessments, where available.

To request further information please email the Building Safety Liaison Team at HRBSafetyTeam@islington.gov.uk.

Twinnedit System

We have invested in a new software system that enables the Council to be able to access all building safety information related to your building, anywhere and on any device. The system also creates a 3D digital image of your building that shows the building in its surrounding area and the structure of the building. This information will also be made available to the Fire and Rescue Services who will be able to use the information to respond more quickly in the event of an emergency.

The system has a 'My Home' page where residents will be able to access building information about their building, the relevant people for their building and their contact details. Once the

system is online residents will be able to contact the Building Safety Liaison Team to ask questions or to request building safety information.

The system will be made available to all residents in the 87 high-rise buildings. If you would like to understand more about Twinnedit, then click [here](#).

5 Strategy Review

To understand whether this engagement strategy is successful in encouraging residents to participate in building safety decisions, the Council will measure and review participation. The Council will maintain records of how many responses are received when we ask for feedback on building safety matters, attendance at focus groups, estate walkabouts and other visits. Any information collected by the Council, will be stored in line with General Data Protection Regulations (GDPR).

The resident engagement strategy will be reviewed periodically, and at least every 2 years, to ensure that it meets its objectives in delivering improved services that meet the needs of residents and addresses the key priorities identified around resident engagement. If resident participation is low, then the strategy will be reviewed to address the key aim of promoting engagement with residents on building safety matters.

6 How to report a building safety issue or complaint

We will ensure that residents are empowered to play an effective role in making sure that their building is, and remains, safe. This includes identifying and reporting hazards that may impact on the safety of the building and meeting their responsibilities to ensure their own safety and that of their neighbours.

Tell us about a building safety risk

If you see anything that could cause a fire, worsen the spread of fire, cause parts of the building to collapse or affect the structure of your building then please let us know so that we can respond to the issue.

This may include reporting the smell of something burning, loose wiring in the communal areas, a fire door not closing, or structural issues such as cracks in the walls, ceilings or foundations.

Residents who have a concern about a building safety issue can raise this through a number of different ways:

- By contacting the Building Safety Liaison Team on – HRBSafetyTeam@islington.gov.uk
- By using the Twinnedit 'My Home' section (once this comes online in 2024)

How to raise a complaint about a building safety issue

Any resident who wishes to raise a relevant complaint because they feel their concerns are not being listened to, can do so by emailing the Building Safety Liaison Team at the email address above.

The Act defines a relevant complaint as a complaint in relation to a 'building safety risk'. For example, a risk to the safety of people in or about the building arising from either the spread of fire or structural failure. Residents can also raise a complaint regarding the performance of the council in fulfilling its duties under the Building Safety Act 2022.

The Building Safety Liaison Team will make sure the Corporate Complaints Team receive the complaint, who will acknowledge and investigate issues in a timely manner, provide findings to the complainant and ensure remedial actions are taken.

In the event a resident is not satisfied with the outcome of the complaint, they can escalate the complaint to the Building Safety Regulator. Information on how to do this will be shared with the complainant at the appropriate stage in the process.