

Resident Engagement Strategy for Higher Risk Buildings

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Procedure author /holder	Head of Building Safety
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1 Introduction

Customers are at the heart of everything we do, and an effective engagement strategy is key to achieving this. The LiveWest Customer Engagement Commitments 2022-2025 outline how we aim to achieve this with all LiveWest residents. However, following the tragic fire at Grenfell Tower in London it has been recognised that an enhanced engagement strategy for residents living in Higher Risk Buildings (HRBs) is needed.

The Building Safety Act 2022 (the Act) sets out a new regulatory system for the management of building safety in higher risk buildings, meaning those of 18 metres or more in height, or seven or more storeys, containing at least two flats. For the first time, it is a statutory requirement for a resident engagement strategy to be produced for each higher risk building. The primary purpose of the strategy is for residents aged 16 and over (and non-resident owners) to be kept informed and encouraged to participate in the making of building safety decisions.

This strategy will outline how LiveWest will meet the requirements of the Act and provide an enhanced level of engagement with residents living in Higher Risk Buildings.

The strategy does not replace or supersede other LiveWest policies regarding building and fire safety and should be read in conjunction with them.

2 Our approach

This strategy sets out our approach to engaging and involving residents of HRBs relating to building safety.

LiveWest employs a dedicated Building Safety team to manage risk, manage building safety remediation projects, regularly update senior management, report to the Building Safety Regulator, and engage with residents living in HRBs. We have a dedicated Customer Liaison Officer to ensure a direct route of communication with our residents.

This strategy will set out the following key elements:

- Why – we have an enhanced engagement strategy.
- What – information we will share.
- Who – the information will be shared with.
- How – we will do it.
- When – we will inform, engage, consult, and respond to all stakeholders.

This strategy will also lay out the responsibilities of both LiveWest and HRB residents as outlined in the Act, describe how we will monitor the success of the strategy, and give clarity on how residents can make a complaint if they feel that engagement is not suitable and sufficient.

Whilst this is an overarching strategy, we will tailor our approach to each HRB due to the needs and requirements of residents in each building. This will be done in consultation with residents and the tailored approach will be shared in a shortened format for ease of reference.

As prescribed in the Act, the accountable person for the building must give a copy of the resident engagement strategy to each resident of the building who is aged 16 or over, and resides in a residential unit, and each owner of a residential unit in the building, plus any prescribed person.

The Building Safety team operate within the SAFER Framework to ensure we provide the safest buildings possible which is further outlined in section 11 of this strategy.

The SAFER Framework



3 Why we have an enhanced engagement strategy for HRBs

It is now a regulatory requirement under the Building Safety Act to provide enhanced resident engagement for HRBs. The principal accountable person for an occupied higher risk building must:

- a) Prepare a 'resident engagement strategy' for promoting the participation of relevant persons in the making of building safety decisions.
- b) Review and revise the strategy if considered necessary.
- c) Consult relevant and prescribed persons when updating the strategy.
- d) Act in accordance with the strategy.

We need to share important information (outlined in the next section) about HRBs to ensure that residents are aware and confident of how we are keeping them safe.

There are certain things that we need to implement in HRBs due to the regulations such as fire door inspections, installation of new wayfinding signage, and certain fire safety related information which need to be communicated effectively.

But just as importantly, if we are to understand our residents and their needs about building safety then we must fully engage the best way we can. This will give our residents the confidence that we are listening to them and using their views to influence how we manage safety in their building. Important decisions about building safety must be a partnership between LiveWest and our residents that live in HRBs. We must work together to build trust, work towards a common goal, and allow residents to be part of our decision making.

LiveWest is committed to this, and we urge our HRB residents to engage and be partners in this journey.

4 What information we will share

Our dedicated Building Safety Customer Liaison Officer will be the first point of contact for building safety issues and provide the link between HRB residents and Building Safety team, who will in turn feed information to the senior management of LiveWest. We will ensure that their contact details are displayed on the building notice board and updated if any changes are made.

We will provide important information regarding the fire safety provisions in each HRB building. This will include the type of fire alarm system installed and how it operates, the evacuation procedure, smoke ventilation systems, and what to do in an emergency.

On request, we will provide the most recent Fire Risk Assessment with our progress in closing out the recommended actions, the building's Fire Strategy, and the most recent structural survey.

We will inform residents of any fire and building safety improvements that we are undertaking whether it is upgrading existing equipment, undertaking internal fire compartmentation work, planned external wall remediation, or a change in the evacuation procedure.

We will also update residents should there be any changes in regulatory or statutory guidance issued by the government that may affect their building.

5 Who we will share the information with

It is important that we share relevant building safety information with all stakeholders, including residents, other LiveWest teams, or external bodies.

Information will be shared with all residents living in HRBs regardless of tenure. New residents will be provided with information when they first move in. Property owners who do not live in the building will also be sent information to their preferred postal address.

To manage safety in HRBs effectively, colleagues across LiveWest will be involved, including teams from Fire Safety, Compliance, Repairs, and Neighbourhoods. The Building Safety Group meets monthly to discuss safety issues and subsequently reports to the Executive Team, the Board, and the Customer Service Committee with the aim of ensuring safety decisions are shared at all levels of the business.

We will provide relevant information to external stakeholders, including the fire service and local councils. We also have a duty under the Act to provide information to the new Building Safety Regulator, which has been appointed under the Health and Safety Executive by the Government. They require us to share a copy of the resident engagement strategy and a Building Safety Case Report outlining the Golden Thread of safety information to demonstrate that a HRB building is safe and complies with the latest government guidance.

6 How we will do it

We understand that not all residents are the same and appreciate that one method of communication will not work for all. Therefore, we will use a range of communication styles to ensure that relevant information reaches everyone. The different methods we will use are outlined below:

Letters and emails

The Building Safety team will write to HRB residents quarterly to provide a general update on their building and any other relevant information about building safety.

They will also provide regular updates about works that are required to make HRBs safer. Often these will provide technical details of the requirements but worded in a way all can understand. We urge residents to read these letters as they provide important information on the work required, the duration, and dates when the work will start and finish. Details of when we will send these letters is outlined in the next section. Communication will be more frequent if work is to be undertaken on the building.

If a resident's first language is not English or if they require a larger type of font, we will ensure letters are available in different formats and languages where appropriate and on request.

We have already listened to resident feedback and appreciate that some customers prefer to receive these letters via email. Therefore, we will also email a copy of the letter. It is important that residents update LiveWest if their email changes.

Should residents wish to contact the Building Safety team with any concerns, or for confirmation on information received from the team, they can contact us directly at buildingsafety@livewest.co.uk

Text messages

Text messages are a great way to inform and engage with our residents. LiveWest has access to a platform called TextAnywhere which allows us to send texts to multiple numbers. This is particularly useful if we need to contact residents quickly to inform them of emergency safety works without the delay in sending a hard copy letter.

The platform also allows us to text surveys to help us gauge how people are feeling about safety in their building or how well we are communicating with them.

Information notices

We will provide a dedicated space for building safety on the notice board in each HRB. These notices will contain:

- Contact details of LiveWest staff responsible for the building.
- The Customer Service Hotline number for reporting repairs.
- What actions to take in an emergency.
- The evacuation strategy of the building.
- Details of upcoming works including dates and contact numbers of the contractors (these may also be posted in lifts and by main entrance doors particularly if short notice works are required with the aim of providing more visibility).
- A summary of any actions identified in the most recent Fire Risk Assessment.
- Other important information relating to building safety.
- Details of the next resident drop-in session.

These notices will also outline the responsibilities of both LiveWest and residents to ensure that their building remains as safe a place as possible.

QR Codes

We will display a Building Safety QR Code on the notice board of each HRB. Once scanned by a mobile device, residents will be able to view important safety information about their building such as the evacuation strategy, location of assembly points, and fire safety precautions within the building.

Building Safety Customer Liaison Officer (CLO)

This person is the first point of contact for building safety issues and will regularly visit each HRB. The CLO will aim to build relationships with residents so that they are comfortable, and easily able, to raise concerns. Building trust is essential to open and honest communication, and the CLO will not only listen to residents but feed information to the Building Safety team so that they can take action to resolve any issues or feedback other information.

The CLO can be reached either by emailing buildingsafety@livewest.co.uk or by calling 07702 532476 during office hours.

Resident engagement drop-in sessions

The Building Safety CLO will organise drop-in sessions at each HRB to facilitate face to face meetings directly with the Building Safety team. These will be arranged at least every six months and will take place either within the building if there is a communal lounge, or somewhere suitable close to the building. We will provide free

tea and coffee as we hope this will promote an informal session where all customers can speak freely.

The CLO will be available both in the morning and later in the day to ensure more flexibility around our customer's needs. Prior notice will be given at least two weeks before the session is due to be arranged.

Should there be a need to update customers on specific matters such as building safety improvement work, additional drop-in sessions will be arranged as required. These sessions may include other members of the Building Safety team to provide additional technical information.

Building Safety Champions

We encourage residents living in HRBs to become Building Safety Champions. These people provide a regular, informal link between residents and the Building Safety team. As they live in the building and regularly speak with other residents, they can provide valuable information to the Building Safety team on matters such as how to improve the way we communicate. They will often see things that they feel may not be 'normal' at the building (such as scaffolding that has been erected without prior notice) or anything they may think is unsafe.

We will aim to speak with Building Safety Champions quarterly and meet with them annually.

LiveWest Website

The LiveWest website has an area called 'Your Safety' which can be found at <https://www.livewest.co.uk/your-safety>. This contains useful safety information around fire, gas, and general Health and Safety around your home.

Customer Service Centre

The Customer Service Centre is available during normal office hours and can be reached by dialling **0300 123 8080**. This number can be used to report repairs or any other issue requiring attention by LiveWest teams.

Building safety issues discovered out of office hours should be reported to via the Out of Hours service using the same number who will pass the information to the relevant LiveWest colleague for the appropriate action.

Questionnaires

The Building Safety team will send out questionnaires annually to all HRB residents to gauge how safe they feel living in their building, and how well informed they are. These will be compared to previous questionnaires so that we can monitor our performance. Result of the questionnaires will be shared with residents to form an open and honest process. We encourage residents to take this opportunity to share

their honest feedback. This helps us understand their views and allows us to improve or adjust how we engage with them moving forward.

All questionnaires will allow residents to reply anonymously to give them the confidence of answering as honestly as they wish.

Home User Guide

Every LiveWest resident will receive a Home User Guide when they move into their property. This outlines important information about how to safely use equipment, how to report defects, do's and don'ts, and also some useful tips such as energy saving techniques and reducing condensation. All residents in HRBs will receive this User Guide on moving into their new property.

7 When we will inform, engage, consult, and respond

The Building Safety team is available on weekdays during normal office hours to engage with our residents either via the dedicated HRB email (buildingsafety@livewest.co.uk) or by calling the Building Safety CLO on 07702 532476.

Below are the timelines that we will communicate and engage with residents:

Immediately

- Any change in the evacuation procedure.
- Any issue that could impact the safety of residents.
- Important guidance and/or recommendations from the fire service or other authorities.

Regular intervals

- During building safety works to inform what is required, when it will start, and when it will be completed.

Quarterly

General update regarding safety in each HRB.

Six monthly

- Resident engagement drop-in sessions at each HRB.
- Update the Building Safety tile on the LiveWest website.

Annually

- Building Safety Resident Engagement Questionnaire.

There will be times that we need to consult with residents, particularly if there are major works to be undertaken. It is important that we understand the needs of our

residents so that we can aim to plan the work in a way that minimises disruption to day-to-day living. This will be done via structured engagement meetings that will be open to all residents. Prior notice will be given at least two weeks in advance, and it will be strongly emphasised that residents should attend for their voice to be heard. For those unable to attend the meetings, comments can be emailed to the Building Safety team using the email mentioned or QR provided.

We have a genuine desire to engage with all residents that live in HRBs the best way we can. We are also accountable and will ensure that we respond to all enquiries within two working days of receiving an email communication. We will then respond with a resolution or suitable update within one week. One month after receiving the communication, we will follow up to ensure that the customer is happy with the resolution. Telephone enquiries will be dealt with in the same time frame.

Where appropriate, we will raise an issue with the relevant department for resolution and request that they keep you updated.

8 Complaints

We welcome complaints, compliments, and comments as an opportunity to listen to what our residents say is important to them and improve our services. Whilst we want to provide excellent customer services and always aim to get things right first time, we accept that sometimes things can go wrong. When that happens, we will say 'sorry' and resolve customers' concerns as quickly as possible.

Our approach to complaints is therefore to:

- Listen and understand.
- Say sorry when we've got it wrong.
- Put things right.
- Learn and improve.

Handling of building safety complaints will be in line with the LiveWest Customer Compliments, Complaints & Feedback Policy. This policy ensures that we consistently record, investigate, and respond to resident feedback and maintain compliance with the Housing Ombudsman's Complaint Handling Code and the Regulator for Social Housing's Tenant Involvement and Empowerment Standard. We will listen and understand, say sorry when we have got it wrong, put things right and learn and improve. To view our Customer Compliments, Complaints and Feedback Policy please follow the link:

<https://www.livewest.co.uk/sites/default/files/2025-06/Compliments%20Complaints%20and%20Feedback%20Policy%20June%202025.pdf>

We aim to resolve most complaints as quickly as we can, however where we cannot do this the Complaint Lead will work with the relevant manager/team leader to resolve the complaint and formally respond to the customer within 10 working days.

We recognise that some complaints may require detailed investigations, where this is the case, we will discuss this with the resident and agree the timescale in which we will respond. This will usually be no more than 20 working days from receipt of complaint. If an extension beyond 20 working days is required by us, we will agree this with you where practicable to do so.

If residents living in HRBs have any complaints regarding building safety, then they should contact the Building Safety Customer Liaison Officer in the first instance who may be able to resolve the issue, either by emailing buildingsafety@livewest.co.uk or by calling 07702 532476 during office hours.

Where building safety complaints cannot be resolved by the internal LiveWest procedure, HRB residents will be entitled to escalate their complaint to the Building Safety Regulator. This additional process will ensure that their concerns are addressed and not dismissed. The Building Safety Regulator can be contact via the following link <https://www.gov.uk/guidance/contact-the-building-safety-regulator> or by calling 0300 790 6787 during office hours.

9 Building safety concerns and Mandatory Occurrence Reporting

If residents living in HRBs have any concerns about the safety of their building, then they should contact the Building Safety Customer Liaison Officer in the first instance who may be able to resolve the issue, either by emailing buildingsafety@livewest.co.uk or by calling 07702 532476 during office hours. This email account is monitored daily by the Building Safety team.

The Building Safety Act also mandates that the Accountable Person for a HRB must have a Mandatory Occurrence Reporting (MOR) process to report major building safety concerns to the Building Safety Regulator. The MOR system must let people report building safety incidents that have caused, or if not remedied are likely to cause the death or serious injury to a significant number of people due to structural failure or the spread of fire in the building. It is not designed to report things such as minor repairs.

Should residents or others be concerned about something that could cause a major building safety incident, they should submit their concern to the email and number above. This email account is monitored daily by the Building Safety team.

If residents find it difficult to describe an incident they can submit, for example, photo or video evidence that helps communicate what happened.

Alternatively, they can report it through the normal LiveWest complaints system stating that it a 'major building safety concern'. The Service Improvement team will then forward the concern to the Building Safety team for review and action.

The customer will need to provide:

- Their contact details.
- The address of the building where the incident or risk has been identified.
- The date the incident or risk was identified.
- A brief description of the incident or risk.
- any immediate actions that have been taken to keep people safe

The Building Safety team will review the information and determine whether it meets the criteria to report to the Regulator. Should it need reporting, the Accountable Person will submit mandatory occurrence notice as soon as possible followed by a full report within 10 days of the safety occurrence being identified.

10 Responsibilities

This engagement strategy pledges what we will do to communicate all relevant information in a timely manner and when we will respond to enquiries from residents.

Residents living in HRBs are strongly encouraged to also take some of the responsibility to ensure that communications are effective, honest, and a two-way process.

To achieve the best possible engagement between LiveWest and those living in HRBs, it must be a joint partnership that recognises the important of working together to achieve a common goal.

The Building Safety Act outlines the responsibilities placed on residents (16 or over) and flat owners to assist with maintaining building safety. It states that a resident must not act in a way that creates a significant risk of a building safety risk materialising and must not interfere with, damage, or remove any safety equipment.

Residents must also comply with a request that is made for information that may help to keep a building safe and allow access when the accountable person makes a reasonable request to carry out works to the building. We aim to give residents a minimum of two weeks' notice when access is required for any works, however there may be a time when emergency works are required and we will endeavour to give as much notice as possible to reduce disruption.

11 Monitoring and review

The Building Safety team will make a record of feedback given during the six-monthly engagement sessions and compare comments received at previous sessions to

determine if we are communicating effectively and how we can improve our engagement. We will also use the annual questionnaires to gauge how well we are communicating with residents, and how safe they feel in their homes. We will share our findings with residents annually via a feedback report.

We also aim to meet with Building Safety Champions at least annually so that we can review our performance based on their feedback.

As required by the Act, we will review the Resident Engagement Strategy every two years following further consultation with our HRB customers to ensure they have a voice in how the strategy evolves. This will be led by the Head of Building Safety and reviewed for approval by our senior management assurance groups.

We have analysed the results of the recent Resident Engagement Questionnaires sent to customers in June 2025, which have shown that most residents across the HRBs prefer to be engaged via email. We plan to tailor our engagement approach for each HRB over the coming months, refining and personalising them in line with the resident feedback. We have also updated the shortened versions of the resident strategies, with the intention of further tailoring these for each HRB.

12 The SAFER Framework

The Building Safety team operate within the SAFER Framework to ensure we provide the safest buildings possible. It lays out a simple and easily identifiable approach to how we will maintain safety in our Higher Risk Buildings.



Safety Information

The Building Safety team will provide all residents with the information about the safety features of their building. This will include details of fire safety equipment such as alarm systems, fire doors, ventilation systems, and equipment that will assist the Fire Service should they need to respond to an emergency. It will also include details of the fire strategy, most recent structural survey, and Fire Risk Assessment.

Audit and Inspect

LiveWest teams will regularly inspect equipment that could affect the safety of a building including gas boilers, lifts, water, and electrical systems. The Building Safety team will work closely with the Compliance team to audit inspections and the timely close out of safety critical repairs. Estate Safety Officers will visit each HRB weekly to audit the fire alarm and fire exit routes.

Find and Reduce Risk

LiveWest will actively seek out fire and building safety risks so that we can address them as quickly as possible. This will be achieved by educating and encouraging all LiveWest staff who visit HRBs to look out for potential safety issues. Estate Safety Officers undertake weekly tests of fire alarm systems, visually inspect communal fire doors for defects, and check that items are not left in fire exit routes. The Building Safety CLO will regularly visit HRBs and report issues back to the team. Residents will also be encouraged in our communications to look for potential risks and report them as soon as possible.

By actively looking for safety risks we can address them quicker and ultimately make buildings safer.

Emergency Procedures

Residents will be given the information they need to respond appropriately if there is an emergency in their building including information about the evacuation procedure, how to raise the alarm to others, and where to assembly.

The Fire Service will be provided with plans of the building, the location of firefighting equipment, and details of lifts and ventilation systems to enable them to better pre-plan and respond in the most effective way.

Resilience

By working closely with residents, the Fire Service, and other LiveWest colleagues the Building Safety team will create resilience in our HRBs through a proactive and positive approach to risk. We will follow the HSE approach of 'Plan, Do, Check, Act'. We will plan ahead, we will do what is required to make buildings safer, we will check we are doing it correctly and in line with regulations, and will we act quickly when we need to.

LiveWest places the safety of our customers at the centre of all we do, and the SAFER Framework employed by the Building Safety team will help to achieve this. Effective communication by regular engagement with all stakeholders are key to safety resilience in our Higher Risk Buildings.

13 Summary

The Building Safety team will promote open and honest communication through a range of different methods with all residents and property owners in HRBs, sharing information about their building and any new guidance issued by government. We will consult when remediation or safety works are required, and we will reasonably adjust our work schedules to minimise disruption.

We will keep other stakeholders informed about what we are doing to maintain the safety of the building including the fire service, local council, and the Building Safety Regulator.

We will act on feedback received and investigate complaints as per the LiveWest complaints policy.

We will continuously monitor and review our approach to ensure that we are getting it right and meeting our customers' expectations. This engagement strategy will be reviewed and updated at least annually, and any changes shared with residents.

14 Linked/associated policies and other references

- Building Safety Act 2022.
- The Fire Safety (England) Regulations 2022.
- The Social Sector (Building Safety) Engagement Best Practice Group: Final Report.
- LiveWest Customer Compliments, Complaints & Feedback Policy.
- LiveWest Customer Engagement Commitments 2022-25.
- Mandatory Occurrence Reporting for HRBs policy.

POLICY END

Version control

This is a controlled document
Please refer to online resources for most up to date version

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Version	Date of change	By whom	Reason
1.0	n/a	Head of Building Safety	Document approved
1.1	04/03/2024	Head of Building Safety	Inserted Section 9 regarding building safety concerns and Mandatory Occurrence Reporting. Replaced 'customer' with 'resident' throughout on recommendation of the Comms team.
1.2	02/07/2025	Head of Building Safety	Update Section 6 Questionnaire paragraph Inserted Section 11 regarding Questionnaire results and tailoring these to each HRB. Inserted Section 8 link to Customer Compliments, Complaints and Feedback Policy.