



Resident engagement

Hop Store

Resident engagement

Hop Store

Customers are at the heart of everything we do, and effective engagement is key to helping us achieve this. As you live in a building which is either seven stories or 18 meters high, we have created a customer engagement strategy for Hop Store. Below is a shortened version of our strategy outlining the main points.

The information we will share:

- The fire safety systems installed and how they operate.
- Evacuation procedure.
- What to do in an emergency.
- Keeping you informed of fire and building safety improvements.



The information will be shared with all residents (16 or over) living in a higher risk building. Property owners who do not live in the building will also be sent information to their preferred postal address.

For more important safety information for Hop Store, as well as some useful information about the building and how to report issues, please scan the QR code above or [use this link](#).

How we will communicate with you:



Letters and emails



QR codes to view building information



In person resident engagement sessions



Text messages



Questionnaires



Contact with your Customer Liaison Officer

When we will communicate with you:

- **Immediately** with any changes that could impact your safety.
- **Regularly** consult and inform you before and during any building safety works, including updates on start and end dates and how the work is progressing. In addition, we'll be taking a more personalised approach with our Customer Liaison Officer reaching out to residents directly, checking in to see if you have any concerns, and offering telephone calls or home visits where needed.
- **Quarterly** we will write to all residents with a general building safety update.
- **Six monthly** resident engagement drop-in sessions at the **Bocobar**, where free tea and coffee will be made available.
- **Annually** you will receive a questionnaire where you can share your feedback on how safe you feel in your building and how well we are engaging with you.

Resident responsibilities

The Building Safety Act outlines the responsibilities placed on residents (16 or over) and flat owners to assist with maintaining building safety. 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.

Customer complaints, compliments and comments

Whilst we want to provide excellent customer service and always aim to get things right first time, we accept that sometimes we can do things better. Should you have a comment, complaint or compliment you can let us know using **buildingsafety@livewest.co.uk**.

Alternatively, you can call our Customer Service Centre on 0300 123 8080 or email enquiries@livewest.co.uk

Full copy of the engagement strategy

If you wish to view a copy of the full Resident Engagement Strategy, please scan the QR code to the right. Alternatively, you can call the **Customer Liaison Officer on 07702 532476 or email buildingsafety@livewest.co.uk** and we will happily send you a copy. We will review the strategy annually following consultation with our customers.



Have a building safety concern?

Contact our dedicated Building Safety Customer Liaison Officer or email us. This will be the first point of contact for building safety issues and provides the link between residents and the Building Safety team, who will in turn feed information back to LiveWest.



07702 532 476 Customer Liaison Officer



buildingsafety@livewest.co.uk

You will need to provide:

- Your contact details.
- The address of your building.
- The date the building safety issue was identified.
- A brief description of the building safety issue.
- Any immediate actions that have been taken to keep people safe.

If we find that your issue meets the Building Safety Regulator's criteria, we will notify the regulator and keep you updated. You can find out more about the criteria in the full Resident Engagement Strategy using the QR code on the previous page.

Got a repair?

Should you notice a repair that needs reporting in your flat or communal area, you can report this by calling, emailing us or reporting the repair through our customer portal.



0300 123 8080



enquiries@livewest.co.uk



LiveWest customer portal



Do you need to translate this leaflet?

Highlight and copy the text from this leaflet into Google translate to view this in your preferred language.