

Resident engagement

Hop Store

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Customers are at the heart of everything we do, and good communication is key to helping us achieve this. As you live in a building which is either seven storeys or 18 metres high, we have created a **customer engagement strategy** for Hop Store.

The strategy explains how we will work with you to **keep the building safe** and make sure **your views are heard**. This booklet summarises the main points and tells you where to find the full strategy.

It also explains:

- how we use the SAFER Framework,
- who is responsible for different safety tasks,
- how we will keep in contact with you.

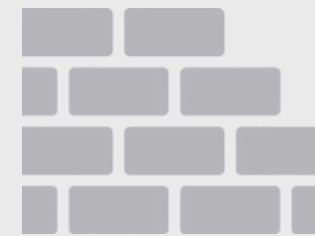
To keep Higher Risk Buildings (HRBs) safe, we use the SAFER Framework. It's a simple plan to **manage building safety**. By following this framework, we can regularly check the building, fix problems early, and protect the people who live in or use the building.

S A F E R

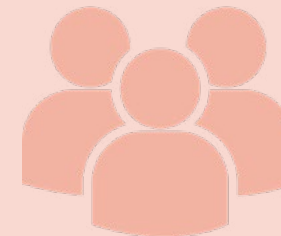


For more important safety information for Hop Store, as well as some useful information about the building and how to report issues, please scan the QR code or [use this link](#).

Built in
2011



Number of
residents
93



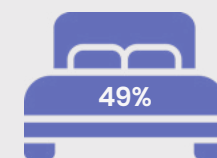
55 homes



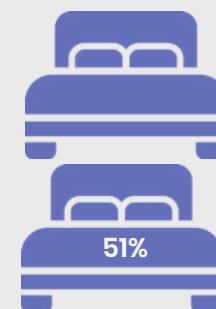
38%
Residents have lived
here for over 10 years



Most residents
preferred to be
contacted by mobile



49%
49% of homes are
1 bed flats



51%
51% of homes are
2 bed flats


Fire doors made
compliant


Fire stopping
works



New fire alarm
system installed

Who is responsible for what?

Responsibilities of the Principal Accountable Person (PAP)

Finzels Reach is the Principal Accountable Person (PAP). This means they are legally responsible for keeping the building safe and meeting the requirements of the Building Safety Act 2022.

- **Register the building** with the Building Safety Regulator.
- Provide key **building safety information**.
- Prepare and maintain the **Building Safety Case Report**.
- Operate a Mandatory Occurrence Reporting procedure.
- Make sure building safety **duties are met**.
- **Maintain** and **repair** the external wall system.



The responsibilities of the Building Safety Team

LiveWest is an Accountable Person and has a dedicated team that keeps tall buildings safe and follows the Building Safety Act 2022 to protect residents. They:

- Identify fire and structural risks and **take action**.
- Carry out regular **safety inspections**.
- Make sure legal **safety standards are met**.
- Maintain important **safety records** (the “golden thread”).
- Share updates and **listen to concerns**.
- Arrange safety-related **repairs**.
- Create and share a **Resident Engagement Strategy**.



Resident responsibilities

The Building Safety Act sets out responsibilities for residents aged 16 and over to help keep Hop Store safe. You must:

- Not do anything that could create a **safety risk**.
- Not interfere with, damage, or remove **safety equipment**.
- **Provide information** when reasonably requested for safety purposes.
- **Allow access** when LiveWest reasonably needs to carry out work.



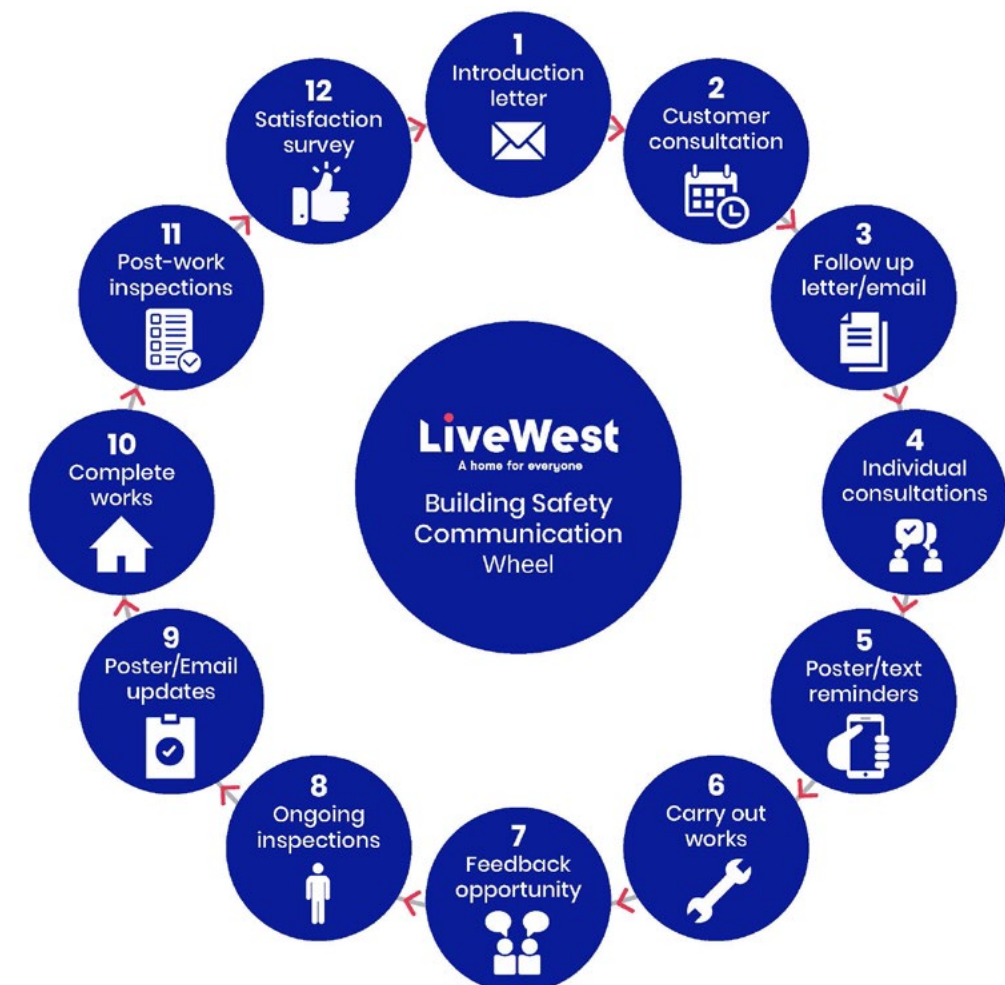
When we will communicate with you:

- **Immediately** – if there are any changes that may affect your safety
- **During safety works** – before and during works, with start and finish dates and progress updates
- **Quarterly** – a general building safety update for all residents
- **Every six months** – resident drop-in sessions at the Boca bar (tea and coffee provided)
- **Annually** – a questionnaire about how safe you feel and how well we communicate with you

Building safety communication wheel

During any project works at your building that are overseen by the Building Safety Team, we will follow the Building Safety Communication Wheel.

This sets out how and when we will communicate with you before, during, and after the works, so you know what to expect at each stage.



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**

The information we will share

You can find full information on the following:

- 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 and over) living at Hop Store.



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 left.

Or 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.

LiveWest

livewest.co.uk