



Building Safety Resident Panel – Final Minutes

Date: Monday 22nd June 2026

Time: 18:30–20:00

Format: Online (Teams)

Chair: Jon Davis & Charles Richards, Resident Engagement & Complaints Lead

Attendees:

- Jon Davis – Head of Building Safety
- Charles Richards – Resident Engagement Lead
- Residents: B V, W M, P A, V O, C P

Apologies:

- CF

Resident Panel Meeting – Summary Minutes

1. Welcome & Introductions

- Meeting opened by Jon Davis (Head of Building Safety).
- New residents welcomed: CP and VO; PA also noted as a recent addition.
- Appreciation given to residents for their time and ongoing engagement.
- Overview of Building Safety team roles provided (engagement, complaints, operational management, safety case work).

2. Purpose of the Panel

- Panel forms part of the Resident Engagement Strategy (post-Grenfell).
- Aim: ensure resident voice informs building safety decisions.
- Strategy was co-produced with residents from earlier panels.



3. Previous Actions – “You Said, We Did”

Building Safety Inspection Visibility

- Residents requested visibility of Building Safety Manager (BSM) inspections.
- **Action taken:**
 - A4 inspection sheets created and approved.
 - Installation of display frames across all 55 high-rise blocks underway.
 - Sheets will show:
 - Date of inspection
 - BSM name and sign-off
 - BSMs will backfill recent inspection records.

Resident Awareness of BSMs

- Residents previously unclear who their BSM was.
- **Actions:**
 - Information included on noticeboards and website.
 - Reinforced via upcoming newsletter.
 - Direct introductions being facilitated (e.g. PA meeting her BSM).

Newsletter Update

- Quarterly newsletter being issued (imminent at time of meeting).
- Includes resident-suggested improvements and key safety updates.

4. Website & Information Accessibility

Key Issue

- Residents reported difficulty navigating the council website and finding information.



Actions

- Engagement with Web Content Team initiated (awaiting confirmation).
- Plan to invite team to future panel to:
 - Explain constraints (corporate branding)
 - Gather resident feedback directly

Note

- Acknowledged limitations on how much web design can be altered.

5. Communication & Information Sharing

Current Methods

- Noticeboards (on-site)
- Council website
- Quarterly newsletter
- Resident panel meetings
- Drop-in sessions

Challenges

- Large volume of legally required information (post-Building Safety Act).
- Technical language difficult for residents to understand.

Planned Improvements

- Simplify language ("de-jargonise" content)
- Increase visual/pictorial communication
- Continue multi-channel approach



6. Noticeboard Feedback

Resident Feedback

- Confusing phone numbers and lack of clarity (e.g. when/why to call).
- Boards not always visible or noticed due to building layout.
- Suggestion for clearer “who to contact and when” guidance.
- Suggestion for more face-to-face engagement.

Response/Actions

- Review and simplify contact information.
- Explore improved signage or guidance layout.
- Consider:
 - “Meet your Building Safety Team” sessions (preferred over block-specific events due to past low turnout)
 - Hybrid approach: targeted meetings + on-request visits

7. Resident Feedback – Key Themes

A. CCTV & Security (Major Theme)

- Concerns raised across multiple blocks:
 - Unclear who monitors CCTV
 - Perceived lack of action on incidents
 - Reports of non-functioning cameras
 - Delays due to reliance on police requests
- **Action:**
 - Building Safety team to engage with CCTV manager
 - Clarify responsibilities, access, and process
 - Feedback to be provided at next meeting

B. Anti-Social Behaviour (ASB)

- Reports of:



- Forced entry to buildings
- Drug-related activity
- Rough sleeping
- Damage (doors, boards, etc.)
- Key point:
 - Residents encouraged to report incidents (101) to build evidence for enforcement.
- Importance of partnership:
 - Police
 - Safer Neighbourhood Teams
 - Council teams

C. Resident Education & Awareness

- Strong support for:
 - Face-to-face induction/education sessions
 - Better explanation of systems (alarms, sprinklers, evacuation)
- Update:
 - New process introduced:
 - All new tenants receive BSM induction within 6 weeks

D. Evacuation Strategy Understanding

- Residents unclear on evacuation strategy ("stay put").
- **Agreed Action:**
 - Dedicated future session on evacuation strategy
 - Potential involvement from London Fire Brigade
 - Planned supporting video resource

E. Building & Repairs Queries

- Delay in post-fire works raised (VO).
- **Update:**
 - Delays due to new regulatory approval process (Building Safety Regulator "Gateway 2")
 - Additional communication to residents to be arranged



8. Positive Feedback

- Residents highlighted:
 - Quick response from BSMs in some cases
 - Effective escalation leading to action (e.g. removal of rough sleepers)
 - Improved engagement when direct contact is made

9. Key Actions Moving Forward

- Install and populate BSM inspection sheets.
- Share Resident Engagement Strategy with panel members.
- Follow up with Web Content Team for future session.
- Review and simplify noticeboard contact information.
- Explore improved engagement events (team-based approach).
- Engage CCTV management for clarity and improvements.
- Plan next session on evacuation strategy (with Fire Brigade if possible).
- Provide updated communications on building works delays.

10. Any Other Business

- Ongoing ASB and safety concerns raised (to be followed up separately).
- One-to-one follow-up requested by resident.

11. Close

- Thanks given to all attendees.
- Next meeting date to be confirmed.