



LEWISHAM COUNCIL BUILDING SAFETY RESIDENT ENGAGEMENT STRATEGY

FOREWORD

Councillor Will Cooper

Cabinet Member for Better Homes, Neighbourhoods
and Homelessness



Building safety is our highest priority here in Lewisham and our housing teams are committed to making sure our high-rise buildings are safe and secure places to live.

We welcome the new responsibilities in the Building Safety Act 2022 and have been working to embed these in our day to day work. That means employing expert staff to advise on building safety and fire safety and taking action to minimise risk. But just as importantly, it means listening to you as residents and involving you in how we manage and improve where you live.

Thank you for taking the time to read the new Strategy. We welcome all feedback and questions about how we make homes safe and what more we can do to make you feel safe in your home.



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01

INTRODUCTION



What is Building Safety

Building Safety Team

What is Building Safety

Building Safety is about managing and controlling risks that may result in the spread of fire or risks that could result in a structural failure. These risks are known as Building Safety risks and may pose a risk to the lives of anyone who either lives in or visits one of our high-rise residential buildings.

Lewisham Council places the highest priority on resident safety. Following the release of the new secondary legislation and emerging good practice in the Building Safety Act, we are re-examining how we can improve engagement with our residents.

It is clear within the Building Safety Act that residents should be at the forefront of all decisions made within their buildings. With this in mind, this strategy has been designed to ensure that we are engaging meaningfully with our residents about their safety and the safety of their homes.

This Building Safety Resident Engagement Strategy is the starting point for our ongoing work. We will continue to update this strategy, and the documents that support it, as and when required. For example, when new legislation or regulation comes into force, and in response to priorities identified by the Building Safety Regulator and our Building Safety Team, or the Building Safety Residents Panel, we will act accordingly.

We have developed this Resident Engagement Strategy in consultation with our residents and key stakeholders.



Building Safety Team

In 2021 we established a dedicated Building Safety Team. The appointment of designated Building Safety Managers for buildings that fall under the Building Safety Act means that our residents will have a named person that they can liaise with surrounding building safety. Any concern/s can be addressed to them and taken forward by this named individual.

We also recruited a dedicated Resident Engagement and Complaints Lead. They are the single point of contact for all things Resident Engagement from a Building Safety perspective.

Principal Accountable Person contact

The named Accountable Person for our high rise buildings is:

London Borough of Lewisham
LAURENCE HOUSE, 1 CATFORD ROAD,
SE6 4RU, United Kingdom
T:02083146000

Each High Rise has a named Building Safety Manager, you can find out who yours is by emailing:

Buildingsafety@lewisham.gov.uk



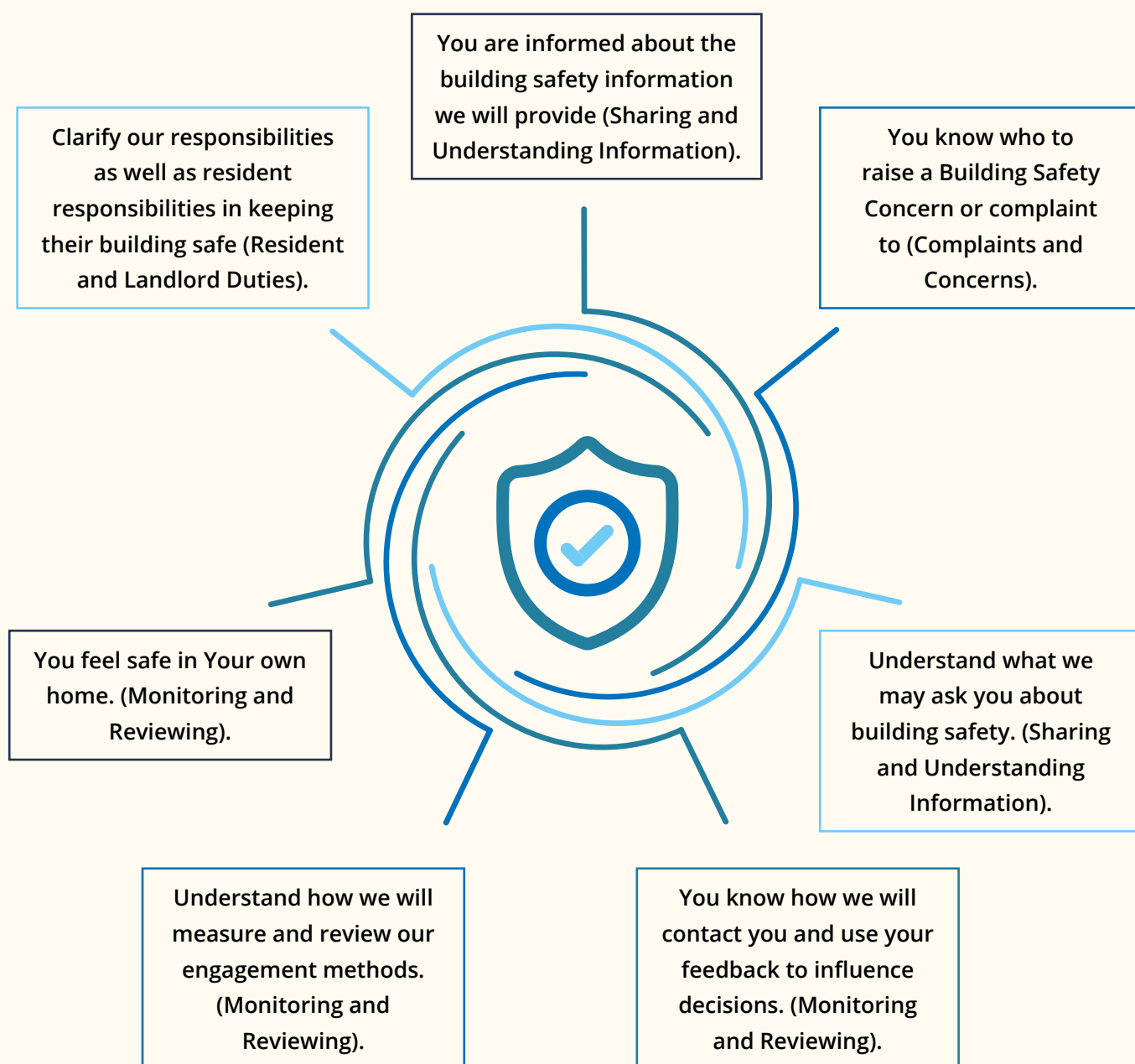
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AIMS



AIMS

Our Resident Engagement Strategy aims to empower those who live in our high-rise buildings. It allows you to play a vital role in making sure that:

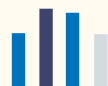




03

SCOPE





OUR BUILDINGS

In line with the Building Safety Act, this strategy currently relates exclusively to all our high-rise buildings (HRB) that are at least 18 metres in height or have at least 7 storeys and have at least two residential units these are:

BELLINGHAM WARD

Bell Green Lane 106 to 168

Bell Green Lane 170 to 232

Bell Green Lane 42 to 104

Porthcawe Road 17 to 48

Winchfield Road 1 to 63

Winchfield Road 2 to 64

Winchfield Road 65 to 127

BLACKHEATH WARD

Rawlinson House 1 to 51

DEPTFORD WARD

Dolphin Tower 1 to 64

Lapwing Tower 1 to 64

Marine Tower 1 to 64

Mermaid Tower 1 to 64

Hawke Tower 1 to 92

Milton Court Road 1 to 24

Milton Court Road 25 to 56

Pitman House 1 to 60

1 Creekside

EVELYN WARD

Daubeney Tower 1 to 145

Lanyard House 1 to 53

Pelican House 1 to 53

Harmon House 1 to 53

Bembridge House 1 to 53

Langford House 1 to 43

Arlington House 1 to 43

Cornbury House 1 to 43

Eddystone Tower 1 to 145

Trundleys Terrace 1 to 50

Bence House 1 to 53

Clement House 1 to 53

Pendennis House 1 to 53

Argosy House 1 to 53

FOREST HILL WARD

Woodvale 270 to 332

Woodvale 182 to 244

Greystead Road 1 to 49

NEW CROSS GATE WARD

Hatfield Close 1 to 48

Hatfield Close 49 to 96

PERRY VALE WARD

Newbridge Point 1 to 40

Radcot Point 1 to 40

Standlake Point 1 to 40

Ashleigh Point 1 to 42

Clairville Point 1 to 42

Deepdene Point 1 to 42

Gibbes Court, Mayow Road

Heathwood Point 1 to 42

Rosemount Point 1 to 42

RUSHEY GREEN WARD

Milford towers 501 to 876

Rosenthal House 1 to 40

SYDENHAM WARD

Pemberton House 1 to 41

Longhedge House 1 to 42

Tarquin House 1 to 42

Cambria House 1 to 42

Hazel Grove 56 - 138 + Laurel

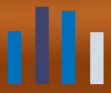
Shamrock House 1 to 42

TELEGRAPH HILL WARD

Gerrard House 1 to 51

The White House





04

WHAT YOU HAVE TOLD US SO FAR



A lot has taken place since housing services were brought back into the council. In October 2023, Lewisham Homes wrote our first Resident Engagement Strategy. We have established drop-in sessions, Building Safety newsletters, Building Safety specific notice boards in each block in scope for the team, with important information within for you, provision of targeted Fire Safety training and created our Residents Panel.

Recently, we carried out a Residents' Survey surrounding Building Safety Information Packs (BSIP).

We wanted to know how you would like to be communicated with surrounding Building Safety information, including language preferences. Responses received made for interesting reading. The results received are included below, alongside the results from a previous survey for a quick comparison of response rates.

Breakdown is as follows:

BSIP Total Surveys returned = 206

Paper-based returns = **152**

Electronic based returns = **54**

Total number of surveys sent = **2712 units**

Overall response rate out of 2712 units = **7.6 %**

206 residents responded, and we learnt:

- How you would like to receive information that we contain within the building safety information packs.
- Email = 57
- By text = 16.
- Building Safety notice boards = 11.
- Website = 7.

The overwhelming majority of respondents requested information to be shared via email. In terms of language preferences, the following question was asked. Would you prefer to receive Building Safety Information in a language other than English. The responses are below.

Yes = 10

No = 94

Results from previous BS survey below.

Total Surveys returned = **239**

Breakdown as follows:

Paper-based responses = **147**

Electronic based responses = **92**

Overall response rate out of 2712 units = **8.8 %** responded

We thank all residents who took part in completing the surveys. Your feedback has helped us set the priorities for this strategy and we would encourage all our residents to continue to engage with us.



05

RESIDENT PANEL



Remit of the Resident Panel

Join the Resident Panel

The Building Safety Act 2022 includes a stipulation that landlords of high-rise buildings should do more to engage with residents on this subject.

As a landlord of 55 high-rise buildings, we take this responsibility very seriously. As part of our efforts, we have set up a Building Safety Resident Panel. We held our first meeting in October 2023.

So far, the Resident Panel has discussed and influenced what building safety decisions residents should be involved in and how the impact of the works on residents can be reduced; how we can better communicate our messages, including to neurodiverse residents; how building safety concerns or enquiries can be raised and the content, design, and layout of our Resident Engagement Strategy.

Remit of the Resident Panel

- Ensure a fit for purpose system is in place so your safety concerns are listened to and responded to quickly.
- Develop standards for communicating critical building safety information to residents, their households, and visitors, including those with diverse needs.
- Agree a process to ensure you can access more detailed building safety information if you wish to.
- Agree building safety performance information that you can easily understand and monitor.
- Explore options as to how you can be made aware of your own role in ensuring your safety.
- Ensure your concerns are considered to identify learning for the future.

Join the Resident Panel

Help to shape services affecting your building.

Have your voice captured surrounding building safety.

Help us ensure that the Resident Panel is truly reflective of our tenants and leaseholders.

Join a positive group, focused on outcomes.

If you are interested in joining the Resident Panel, please email:

Charles.Richards@lewisham.gov.uk



06

SHARING AND UNDERSTANDING INFORMATION



Understanding your preferences
(How you want to be communicated with)

How we will share building safety
information

What information we will share

Information from Enforcing /
Regulatory Authorities

Requesting information

Making sure that you understand
building safety information

Information that we won't share

Understanding your preferences (How you want to be communicated with)

This is where we explore how you want to receive Building and Fire Safety information and how we seek to ensure that you can access and understand the key messages.

Examples of the methods we can use or how to communicate and engage with you to get your opinion may include but will not be limited to:

- Information we currently hold to identify things such as preferred language.
- At Tenancy sign up so that we can meet new residents when you move into a building so that you can tell us your communication needs and preferences.
- Surveys – we will send surveys to ask for regular feedback on how you want to be communicated with, both by post and electronically.
- We will communicate and promote your single points of contact for your building so that you can speak to someone directly about Building Safety.

- Feedback from our Residents Panel.
- In person drop-in sessions.
- Feedback from our Resident Engagement and Complaints Lead.

How we will share Building Safety Information

So that you always receive the most current information, we will always share the most up to date document with you.

However, should you wish to receive older information you can request this, and we will consider it on a case-by-case basis.

To ensure key messages are clear and accessible to all, we also make provision for the following as and where required:

- Translation of key information (As requested by you).
- Liaison with those supporting vulnerable residents - for example a Housing Officer may liaise with Social Workers, family carers etc (in line with data protection).
- Clear pictorial signage – easily recognisable diagrams with minimal wording may be easier to understand for some with limited literacy or levels of written English.

We will use a range of ways to communicate with you, to ensure there are plenty of opportunities for genuine engagement and open communication, and to ensure we have accounted for the diverse needs of people living in the building. Some of these ways will be:

- Letters – where possible we will personalise the letters.
- Text messages.
- Email.
- Surveys.
- Newsletters.
- Information posted on our website including video links.
- Fire Safety information from the local Fire and Rescue Service and Lewisham's Building Safety and Fire Safety Teams.
- Information endorsed by the Fire and Rescue Services, displayed in communal areas (Notice boards).
- Regular local drop-in sessions with the appointed Building Safety Manager and or the Resident Engagement and Complaints Lead. This may be a dedicated drop-in, or we will attempt to make use of where

our residents are, places such as the food banks, health care centres, faith groups or local community centres.

- Community Event Days on estates.
- Estate walk abouts.
- Doorknocking.
- Regular forums including Leaseholder forum.
- Councillor Surgeries.
- At sign up process when a new resident moves in.

What information we will share

Examples of the type of Building Safety information that will be shared with you include but is not limited to:

- A copy of this Resident Engagement Strategy to all residents over the age of 16.
 - We will sign post residents to where a copy of the Resident Engagement is stored.
 - We will also include a copy of the Resident Engagement strategy at sign up to new residents.
- Our Part 4 duties under the Building Safety Act.

- The details of the Principal Accountable Person under the Building Safety Act and the Responsible Person under the Fire Safety Order including contact details.
- Summary of the Fire Risk Assessment for your building.
- Introduction of the named Building Safety Manager for your building.
- How you can prevent a building safety risk materialising and reduce the severity of any incident resulting from the risk materialising.
- List of the fire and smoke control equipment for your building.
- The location of any fire escape routes, fire doors and other aids (fire smoke alarms, emergency lighting, fire alarm activation device, other evacuation equipment).
- Instructions for use of fire and smoke control equipment (where it is intended for use by residents).
- Procedures to follow where a fire occurs in the building, including for evacuation.
- How you can reduce the risk of fire in individual dwellings e.g., not storing flammable materials, testing fire detection in their property.
- A process for reporting a fire risk and/or raising any other safety concerns.
- Building Safety case Report Summary including:
 - A description of any assessment of a building safety risk in the report.
 - A description of the steps taken or planned to be taken to manage any identified building safety risk, and
 - An evaluation of how effectively any identified building safety risk is being or is planned to be managed.
- Our Complaints Procedure and lessons learned from previous complaints or incidents.
- What a Mandatory Occurrence Reporting System is and how you can report a Mandatory Occurrence Report.
 - What you need to report.
 - How to make a report.
 - How and when the report will be dealt with.
 - How you can request an update about a report that you have made.

Information from Enforcing / Regulatory Authorities

We will be open and transparent with you on enforcement actions taken by regulatory bodies on building safety matters. This includes the Building Safety Regulator (BSR) and The London Fire Brigade (LFB). We will display all required building safety regulatory notices that we are served clearly in each building, so it is clear and easy to understand.

We will use each building's Engagement and Communication Plan to engage with you on any other building safety matters brought to our attention by any regulatory body. We will provide clear updates on any actions we need to take to improve building safety and the timescales and the progress we are making with these.

Requesting Information

You can ask for further information and more detailed information about the safety measures in your building if you wish. Such information may include (but is not limited to):

- The Buildings Full Fire Risk Assessment.
- The Full Building Safety Case Report and any assessments in the Building Safety Case report.
 - Any evidence used in the safety case report to support an argument.
- A summary of any consultation undertaken on the latest Residents Engagement Strategy.
- Full, current, and historical Fire Risk Assessments.
- Outcome of building safety inspection checks.
- How assets in the building are managed and maintained, e.g., frequency of lift maintenance.
- Details of preventive measures, e.g., Smoke Alarms; Automatic Opening Vents (AOV).
- Information on the maintenance of fire safety systems.

We encourage when requesting any information to let us know what your preferred method of us returning that information would be. Where possible we will make best endeavours to ensure we can meet your chosen preferred

method, but we will always provide it digitally first.

We will return the requested information within 10 working days.

Where information or a copy of information is requested but is not provided, we will provide you with the reason/s for not providing the information or copy of the document.

If you would like to receive any of the information contained above you can email: buildingsafety@lewisham.gov.uk stating Your name, address and what information it is that you would like to receive, or alternatively request the information from your named Building Safety Manager.

Making sure that you understand Building Safety information

To ensure that you understand key safety messages, we will engage and work with you to develop and/or deliver the following:

- Resident Fire Safety training – delivered by Building Safety Managers and supported by the Fire Safety Team.

- ‘What to do in the event of an emergency’ – information to support understanding of the Fire Safety Strategy for your building, and cause and effect of active and passive fire protection systems.
- Communicating any serious risks identified, and any interim safety measures put in place, with timescales for remediation.

Information that we won't share

There will be some information that we will not be able to share with you such as:

- **Personal Assessments:**
The Person-Centred Fire Risk Assessment (PCFRA) / PEEPS / Evacuation plans) of other residents or third parties.
- **Resident Survey responses.**
All survey responses are anonymous unless stated otherwise.
- **Security Information.**
Any security sensitive information or any security sensitive material.



Engagement plans called Building Safety Information Packs (BSIPs)

Alongside this strategy we will have bespoke resident engagement plans tailored to individual buildings and to your individual needs. A one size fits all approach does not work for all types of buildings or for all residents. The bespoke BSIPs will be personalised to the residents of each building and will consider your needs and preferences. These will explain how we will work in partnership with you regarding specific arrangements for your building. Each plan will have been developed for and with the residents of that building. However, there will be some basic information and common themes that we would expect to be included in all plans.

BSIPs – Resident Consultation Update

We undertook a consultation regarding the development of our BSIP's. We mentioned this in our December 2024 newsletter. It replaces the previous engagement plans that were in place from when the Resident Engagement Strategy was first created. Its purpose was to gather your views on the type of safety information you'd like to receive—and how you'd prefer it to be communicated.

What Are BSIPs?

BSIPs are tailored information packs designed to provide residents with clear, building-specific safety guidance. These

packs are part of our commitment to keeping you informed, empowered, and safe in your home.

What We Asked

We invited residents living in our tall residential buildings to complete a short survey to help shape how we communicate building safety information.

We wanted to know:

- What safety information matters most to you
- How you'd like to receive it (e.g. post, email, portal)
- Whether the language we use is clear, accessible, and jargon-free

Your feedback has provided valuable insights that will directly inform how we design and deliver BSIPs across our 55 high-rise residential buildings.

Your data, your voice

All responses have been stored securely and will be used solely to improve our services and communication. Your voice matters—and your input is helping us build a safer, more transparent future for everyone.

Keep the conversation going

We'll continue to reach out to residents in all buildings within scope. If you haven't yet had your say, there's still time. Play your part—make your voice heard.

07

RESIDENTS AT GREATER RISK FROM FIRE



How we will identify customers who may be at greater risk from a fire or who would need assistance escaping from a fire in the event of an emergency

Action to take in the event of a fire or other building emergency

How we will identify customers who may be at greater risk from a fire or who would need assistance escaping from a fire in the event of an emergency

We recognise that some residents may be at greater risk than others of having a fire start in their property or being able to safely exit in an emergency. Residents are encouraged to contact us to discuss arrangements or advice where the following apply for member/s of their household:

- A disability, impairment, or health condition, that could adversely affect a safe exit from the building if required in an emergency.
- Advice and assistance for dealing with clutter and hoarding.
- Other reasons or combination of reasons that could increase a risk from fire (for example smoking and living with dementia).
- We would encourage our tenants and leaseholders to book a Home Fire Safety Visit with the London Fire Brigade: <https://www.london-fire.gov.uk/safety/the-home/book-a-home-firesafety-visit/>

- We will also offer fire safety advice where requested.

We will promote the opportunity for residents to self-identify to inform us that they would need assistance in escaping from a fire in the event of an emergency:

- At the sign-up process when a new resident moves in.
- Following a fire or incident in a residents flat.
- On all communications such as letters and newsletters and on our website.
- On survey returns.

There are many reasons for answering “yes” when we ask whether you would need assistance escaping a fire in your flat. For example, you may be hearing or visually impaired or a wheelchair user or have other concerns about your mobility in an emergency. You may have a neuro-diverse condition which affects your ability to respond to a smoke alarm. If you are in any doubt, please contact us and we can help you make an assessment.

Once you contact us, we will then be able to meet with you and have a discussion where we can ask some questions. This

process is called a Person-Centred Fire Risk Assessment. Once we have met, we can ensure that, where required, we will recommend additional fire safety provisions. We would also, with your permission, share your location with the London Fire Brigade.

Rest assured only minimal information would be shared with the Fire Brigade and this is to give them vital information at the earliest stage of an incident so they can make informed decisions allowing them to prioritise and plan your evacuation or rescue should a fire occur.

We will ensure that relevant information is communicated to residents in an accessible and clear way – keeping in mind the principle aim of keeping people safe.

You can also request a Home Fire Safety Visit from the London Fire Brigade by following this link www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/

Would you or someone in your household have difficulty responding to a smoke alarm or escaping a fire in your flat without some assistance?

If yes, please contact us at: 0800 028 2028, option 5, then option 1

Action to take in the event of a fire or other building emergency

We will provide you with information and training for fire and building safety awareness to ensure you know what to do in the event of a fire or other building emergency. Examples of this include:

- Training to residents delivered by Building Safety Managers and supported by Fire Safety Team and the Fire and Rescue Service, with refresher training at agreed intervals.
- Clear information for what to do in the event of an emergency. This will include Fire information for their building, and the cause and effect of various active and passive fire protection systems that are in place.
- Written advice and/or instructional videos to improve understanding of what to do in the event of a fire.

Our Fire Safety video [LBL Fire Safety video](#) what we are doing to keep you safe from fire – and what steps you can take in an emergency.



08

CONSULTATION ON BUILDING SAFETY DECISIONS



What are Building Safety Decisions

Building Safety Decisions we will consult on

Building Safety decisions we will not consult on

What are Building Safety Decisions

These are decisions made by us as the Principal Accountable Person relating to building and fire safety and structural management of the building or a decision made in connection with the performance of our duty under part 4 of the Building Safety Act 2022.

Building Safety Decisions we will consult on

Lewisham Council will communicate with residents throughout all stages of any required major building safety works, and where works are taking place, we will always consult on:

- Why the work is happening.
- When it will be happening.
- How long the works will last.
- Areas of the building that will be impacted by the works.
- Who will be carrying out the works.

We will use our Resident Panel meetings to discuss any major works to talk about decisions affecting building safety.

For all works that take place we will offer residents that are affected by the works a 'Meet Your Contractor event, so that you have an opportunity to meet the contractors carrying out the works and ask any questions that you may have.

This will also give you the opportunity to communicate with the contractor carrying out the works on how disruption can be kept to a minimum.

Where works are chargeable to leaseholders, we will consult with our residents in line with all Section 20 legislation.

Some of the ways we will collect opinions on these Building Safety Decisions will be by:

- Letters.
- Emails.
- Text.



Building Safety decisions we will not consult on

Scenario 1

Emergency Works

We might need to carry out emergency works if a building safety risk or risk to life is identified. We are required to inform residents of works before they begin, if emergency works are required, we may not consult residents on this.

However, we would still consult you on:

The days and time the works will be taking place.

If the emergency works are chargeable to leaseholders, we may submit a dispensation application to the first-tier tribunal.

Scenario 2

Change of Evacuation Strategy

In the case of some emergency works or a risk that cannot be quickly mitigated or remediated or based on recommendations from a fire or structural engineer, it may be necessary to change the buildings evacuation strategy. In the examples listed above we would not consult as the safety of all residents is our number one priority. We would however communicate the change of evacuation strategy and the reason why.

We would also discuss the change of evacuation with residents to establish whether any may have cognitive, mobility or hearing challenges which may affect their ability to evacuate the building safely.



09

RESIDENT AND LANDLORDS' DUTIES





Lewisham Council will work with you to ensure that you understand your own responsibilities, as well as our's as the landlord's responsibilities in keeping the building safe, and to understand what actions can affect this.

One key area included under this is ensuring access requirements are understood and observed, so that for example we are able to carry out

fire safety work or checks of Front Entrance Doors (FED's). We have programs of testing to ensure the building stays safe and we require you to cooperate with us to enable us to carry these out promptly and efficiently.

As well as being emphasised within the lease or tenancy agreement, we also highlight resident and landlord safety and security responsibilities under

many of our key policies, such as our Anti-Social Behaviour policy, Clear Corridors policy, Repairs policy, and Fire Safety policy. We recommend residents to familiarise themselves with these policies, which will be available on our website. We remind tenants and leaseholders that they have a responsibility for the safety and the conduct of their household and visitors.

Lewisham Council do not have a direct landlord/tenant relationship with the tenants of a leaseholder. Leaseholders who let out a property to another party take on landlord responsibilities regarding their tenants. This includes:

- Arranging for required safety checks.
- Ensuring any furnishings are compliant.
- Compliance with the Smoke and Carbon Monoxide alarm (England) regulations 2015.
- Conveying important safety messages and ensuring their tenants can understand this

information - for example if they have a literacy or language need which could make this difficult.

We expect you to help us to identify and remediate any safety hazards. These should be reported to us – either as a repair request, or a report of anti-social behaviour.

Where a resident, member of staff or contractor has a legitimate concern regarding building safety, other than an initial request for service, they should report this promptly, and this can be reported directly to the Building Safety Manager (BSM).

We will support residents to stay safe, but they must:

- Avoid behaviour that could cause a building safety risk.
- Avoid tampering with safety features in their flat or communal areas (this includes damaging it, removing it or doing anything that interferes with its intended function).
- Know what information they must provide us with so we can assess or manage building safety risks.



10

COMPLAINTS AND CONCERNS



Raising Building Safety Enquiries / Concerns

To contact the Resident Engagement and Complaints Lead

Complaints

Raising Building Safety Enquiries / Concerns

We are here to listen, learn and, where needed, act on concerns raised by residents who live in our high-rise buildings.

We will communicate the number of concerns raised in your building as we encourage residents to raise any building safety concerns so we can investigate and resolve them.

You can raise your concerns by contacting our Resident Engagement and Complaints Lead.

So that we can ensure that lessons learned are captured and communicated, as part of the process for you raising concerns, we will capture all concerns raised and record the outcome.

We will also communicate and pass information on to other stakeholders to try to improve performance and services.

To contact the Resident Engagement and Complaints Lead



Call:
Charles Richards:
07596891261



Email:
Charles.richards@lewisham.gov.uk



Send a letter to the team:
Building Safety Team, 5th floor
Laurence House
1 Catford road
SE6 4RU

Complaints

If a resident would like to raise a formal Building Safety Complaint

A Building Safety “relevant complaint” means a complaint relating to:

- (a) A complaint regarding the spread of fire or a structural safety risk
- (b) The performance by us as the Principal Accountable Person in relation to our part 4 duties you can:



Email: buildingsafety@lewisham.gov.uk



Website: www.lewisham.gov.uk/mayorandcouncil/complaints-and-feedback/how-to-send-a-complaint-to-us



Send a letter to the team:

Your Feedback, Lewisham Council, Laurence House,
1 Catford Road, London SE6 4RU.

This is a FREEPOST address.

We will Reply within 10 working days of receiving the letter.

If we cannot reply within 10 working days, we will agree a date with the you.

If you remain unhappy with the outcome of a complaint you can escalate a complaint to the Building Safety Regulator directly.

To contact the Building Safety Regulator directly:

Telephone 0300 790 6787 (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)

Fill in the form on their website,

www.gov.uk/guidance/contact-the-building-safety-regulator



11

MONITORING AND REVIEWING



Increasing Participation

Consultation on Reviews

Review

Lewisham Council will work with you to measure satisfaction with the engagement work and the function of the named Building Safety Manager for their building and the Resident Engagement and Complaints Lead.

We will measure the success of this strategy by measuring:

- Overall satisfaction level that the LBL keeps residents safe by surveying our residents.

These surveys will also be used to gather quantitative and qualitative data to help identify data trends and measure response rates.

- Number of Building Safety complaints.
- Number of Building Safety issues and concerns reported (Although a high number of concerns being raised could indicate a performance failure, we will use it as a measure of success that residents are engaging with us).
- Listen to and respond to challenge and feedback from our Residents Panel.
- Building Safety Tenant Satisfaction Measures (TSM's).

- Provide feedback to formal resident groups in line with Lewisham Council Housing's overall Resident Engagement strategy'.

Increasing Participation

Where engagement is considered low and at a level that needs to be increased, this strategy will be revisited. You will be asked for feedback on what changes you would like to be made to the strategy. We will commit to reviewing feedback from our residents to ensure we continuously improve the service we provide.

Review

To ensure the strategy remains effective we will review this strategy and the engagement plans, it will be reviewed:

- At least every 2 years unless it hits one of the triggers below.
- Within a reasonable period after a mandatory occurrence report is submitted to the regulator.
- Within a reasonable period after the completion of significant material alterations to the building "significant

material alterations” include:

- Work which increases or decreases the external height or width of the building.
- Work which changes the number of storeys the building has (including adding or removing a mezzanine or gallery floor).
- Work which changes the number of residential units contained in the building.
- Work which changes the number of, or width of, the staircases in the building or which changes the number of, or width of, any other escape routes within the building.
- Work to the external wall of the building.
- Work which changes the internal layout of the building.

Consultation on Reviews

We will take all reasonable steps to make you aware in advance of the review taking place. This will include making you aware of the different types of consultation. This will be in writing and may also include a text,

email and messaging on our website and notice boards.

The different types of consultation may include, postal, electronic surveys, in person and or focus groups.

The consultation period will be for a period of no less than 3 weeks.

The results of the consultation will be communicated in writing on conclusion of the consultation and will include due considerations to responses received.

The records of these reviews and the results of any consultations will be securely stored in line with our GDPR Policy.

Resident Engagement Strategy last consulted in March 2024

Resident Engagement Strategy last provided to residents April 2024

Next Review Date no later than March 2026



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GLOSSARY OF TERMS AND APPENDIX



Glossary of terms and definitions

Appendix A

Building Safety Manager (BSM)

The BSM's three (Main) functions:

- Building Safety Managers (BSMs) will be the named person appointed to assist in the management of building safety on a day-to-day basis.
- To manage the building in accordance with the Building Safety Case report.
- To carry out regular inspections and report defects and issues.

Building Safety Case

This is all the information we will use to manage the building. It includes but is not limited to the risk of fire spread, and the structural safety of the building and any services which the building contains. This information will demonstrate how landlords are preventing fire spread and structural failure in the building and limiting their consequences. It must show building safety risks have been assessed and that all reasonable steps have been taken to control them.

AOV

Automatic Opening Vents (AOVs) can be used for daily ventilation as well as smoke exhaust. AOV's utilise fresh air to optimise indoor air quality and let smoke

out in the event of a fire to create safe, smoke free escape routes and access for fire-fighters.

Principal Accountable Person (PAP)

Each building must have one clearly identifiable accountable person, known as the PAP.

The principal accountable person is usually an organisation, like a commonhold association, local authority, or social housing provider. In some circumstances, an individual can be the PAP. For example, the individual is:

- The owner of the building.
- Named on the leasehold as responsible for the maintenance of common parts.

Accountable Person (AP)

The AP will have a legal duty to take all reasonable steps to ensure that the building is safe for residents to live in and prevent a building safety risk happening, with building safety risk defined as 'spread of fire and/or structural failure'.

Responsible Person (RP)

The person having control of the building, or a degree of control, who takes

reasonable steps to prevent a building safety risk happening, with building safety risk defined as ‘spread of fire and/or structural failure’.

Fire Strategies

A fire strategy is a complex document specifically tailored to a building, reviewing all aspects of the building’s fire safety features, (including construction, compartmentation strategy, means of escape and other fire safety features/measures - including management arrangements in place), to ensure it is fit for use for the end user of the premises or intended purpose.

Compartmentation

This refers to an enclosed space, comprising one or more separate spaces, bounded by elements of construction, having a specified fire resistance, and intended to prevent the spread of fire (vertically or horizontally) for a given period of time.

BSR

Building Safety Regulator.

Mandatory Occurrence Reporting (MOR)

You must submit a mandatory

occurrence notice for safety occurrences in your high rise building, for fire safety or structural failure that resulted in, or is likely to result in: the death of a significant number of people.

A safety occurrence is an incident involving, or a risk that could cause:

- Structural failure of the building.
- The spread of fire or smoke in the building.

A safety occurrence is something which if not remedied, could cause serious harm to people.

Stay Put (Evacuation policy)

A Stay put policy means residents not in an area directly impacted by the fire should stay inside their flat with doors and windows shut.

When a fire occurs within your flat, or in common parts of the building, you are advised to leave the premises and call the fire brigade.

Those who are not directly affected by the fire should remain in their flat until told otherwise by the fire brigade. However those who wish to leave are not legally beholden to stay put – nor is it said that people evacuating a flat which is on fire can’t alert others.



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