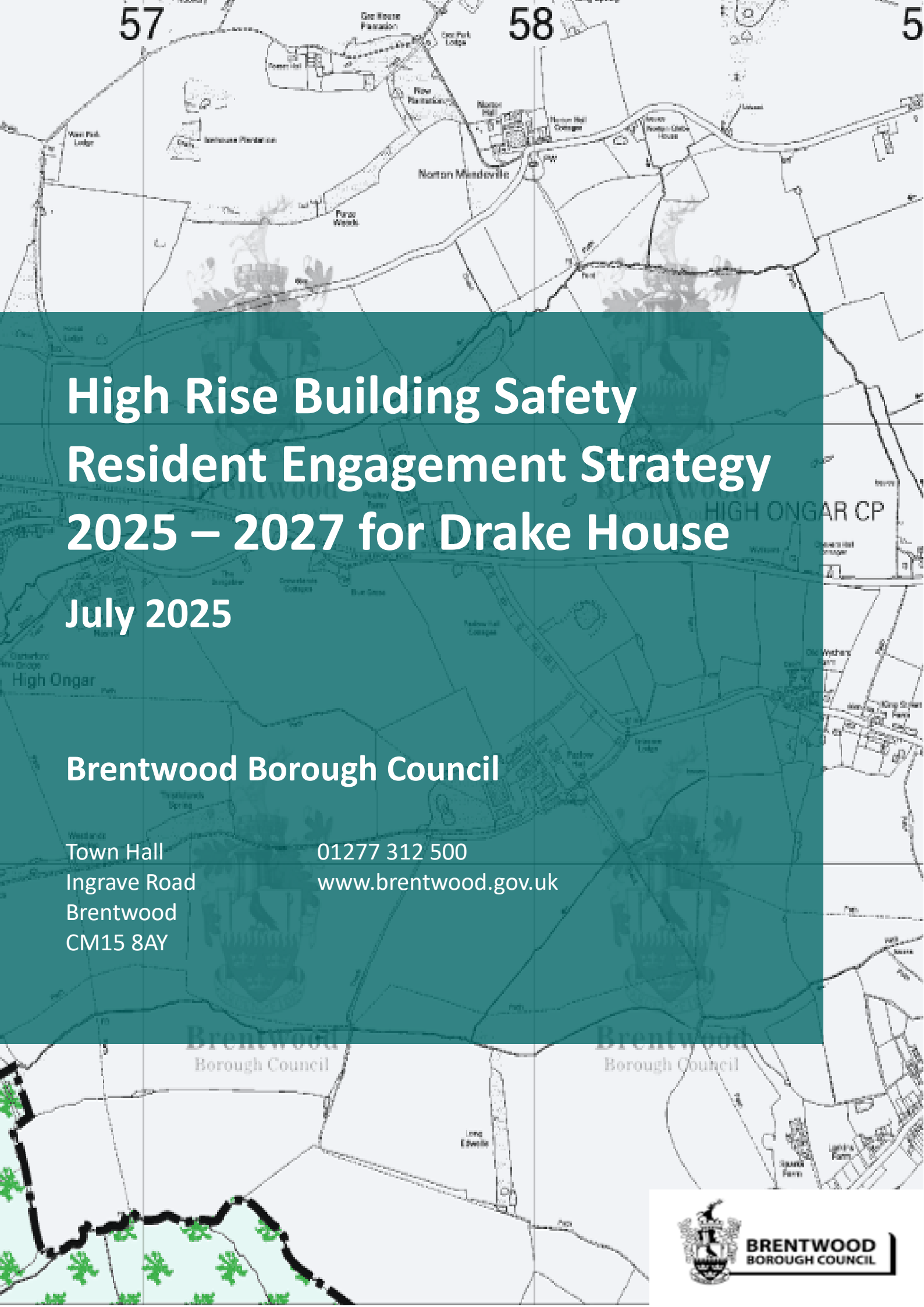




High Rise Building Safety Resident Engagement Strategy 2025 – 2027 for Drake House July 2025

Brentwood Borough Council

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**BRENTWOOD
BOROUGH COUNCIL**

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This plan is an addendum to the Resident Engagement Strategy 2022-2027

1 Introduction

Welcome to Brentwood Borough Council High-Rise Building Safety Resident Engagement Strategy, developed in line with the Building Safety Act 2022. This strategy is all about making sure our high-rise homes are safe and secure for everyone.

The Building Safety Act 2022 is a set of rules that helps keep homes in tall buildings safe. This strategy has been designed using that Government Act with residents in mind, to involve and empower you in making your living spaces even safer.

Throughout this strategy, we will explain how you can learn about your building safety, your emergency procedures, and how you can play an active role in keeping your home safe, and those of your neighbours. We will do this by explaining how you can get involved with discussions on building safety matters and providing you with the information you need to become a safety-savvy resident.

2 Why we want to engage with you

Following the tragedy at Grenfell in June 2017, the Government commissioned the 'Independent Review of Building Regulations and Fire Safety' led by Dame Judith Hackitt. From this review came the 'Building a Safer Future' report which has led to a new building safety regime for all high-rise residential buildings. High-rise buildings are defined as buildings that are 18 metres or 7 or more stories in height. The Council has 3 of these high-rise buildings.

The Building Safety Act 2022, which came in to force in April 2022, is the main piece of legislation that governs the new safety regime and represents a significant step forward in safeguarding residents, addressing potential risks, and promoting a secure living environment for everyone within the community.

3 The purpose of this plan and how we will get there

Empowerment

Through accessible channels and transparent communication, we aim to ensure that you can voice your concerns and play an active role in shaping building safety measures.



Participation

We strive to outline clear pathways for resident participation and highlight the benefits of being involved in building safety initiatives.



Awareness and understanding

We aim to ensure that our staff understand residents' rights to participate in decisions about their homes. We will provide training and resources to staff members, empowering them to support residents in exercising their rights and contributing to building safety initiatives.



Information accessibility

We are committed to improving the way we interact with residents about the safety of their homes. Our objective is to create inclusive and responsive communication channels that prioritise your input and feedback.

Your information your way

Do you need information in a different way?

Do you need support?

 Easy read	 Large print	 BSL
 Braille	 Email or SMS text	 Other communication support

Accessible Information Standard

4 Responsibilities and duties

The Building Safety Act has created a new role called the Accountable Person (AP), for higher risk residential buildings. The AP ensures that all requirements of the Act are met.



If there is more than one AP, the one responsible for the building's structure and exterior is called the Principal Accountable Person (PAP). Brentwood Borough Council is the only Principal Accountable Person as we are the only responsible party for the building's structure and exterior.

Additionally, the Building Safety Act established the Building Safety Regulator (BSR) to regulate high rise building safety and oversee the regulatory framework for all residential buildings throughout their life. If you feel your concerns regarding building safety matters are not being adequately addressed by the Council, you can escalate the issue to the Building Safety Regulator, contact details can be found at the back of this strategy.

Brentwood Borough Council takes all resident concerns seriously and are committed to resolving them promptly and effectively. If you have any concerns about the safety of your building, please contact us directly using the details below.

Principal Accountable Person – Brentwood Borough Council

Named Person for High Rise Buildings – Johanna Batchelor-Lamey

Contacting your Compliance Safety Team:



Brentwood Borough Council
Town Hall
Ingrave Road
Brentwood
CM15 8AY



buildingsafety@brentwood.gov.uk



01277 312 500



5 High Rise Living Forum

We will be introducing a High Rise Living Forum for all residents in Drake House to come together to discuss and consult on building safety matters. We will collaborate closely with this group on all aspects related to building safety, fostering a professional relationship and ensuring communication is transparent.

The forum will play a vital role in keeping building safety at the forefront by evaluating our communication methods and engagement efforts. Any resident of Drake House is welcome to join the group by emailing buildingsafety@brentwood.gov.uk.



Resident Responsibilities

Residents also have a responsibility to prevent and reduce risks to ensure safety in Drake House. You play a critical role in upholding safety standards for yourselves, your neighbours, and any visitors.

As a resident, this means you and your visitors must:

- Not damage, remove or interfere with relevant safety items, such as fire doors, signage, sprinklers, or smoke alarms.
- Not do anything that could increase or create a risk of spread of fire or structural failure, for example carrying out refurbishment or building work that increases or creates a building safety risk.
- Not leave items in any communal area, not smoke in any communal space within Drake House, and adhere to all appointments relating to building safety such as flat entrance door inspections.

6 Delivering Resident Engagement

We have identified the key groups responsible for making sure our strategy encourages participation and collaboration on building safety risks, issues, and decisions. These groups also ensure we follow regulations and regularly look for ways to improve.



High Rise Living Forum

The High Rise Living Forum is made up of residents who meet every three months to discuss building safety and other subjects affecting residents in the block. The Forum is part of our commitment to ensuring residents have an opportunity to influence building safety decisions.

Compliance Safety Team

Responsible for reviewing all high rise buildings and developing our policies and procedures. Ensuring a joined-up approach with other departments and external organisations. Providing residents with key building safety information about their block.

Planned Works Team

Responsible for enhancing building safety within our high rise buildings, managing communications when works are taking place and addressing any concerns or complaints residents may have.

Housing Estates

Responsible for all aspects of estate management and tenancy issues, anti-social behaviour, allocations, estate and block cleaning, and mutual exchanges.



Information About Your Building

Building safety information pack

Alongside this plan, we will provide a Building Safety Information Pack for each building. This encompasses specific communication methods for your building, guidance for handling fire emergencies, details of safety initiatives and regular updates on upcoming work to your building.



We will share building safety information with you via a building safety information pack. Included will be the different methods of communication we use.



Essential roles and duties – who is responsible for delivering our strategy and making sure we engage effectively.



Provide guidance on the Council's complaint process and how to raise a building safety concern with the Building Safety Regulator.



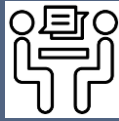
The Council may write letters reminding you not to store items in the communal areas and, explain how you can help us keep the building safe



Information for all residents on what to do in the event of a fire and additional guidance for anyone who may face challenges evacuating is included in the building safety information pack.

How we will consult

CONSULT



We will consult with you via a resident engagement questionnaire and tailored building safety information pack, if there any changes or additional information you would like to see please let us know.

REVIEW



We will regularly review the building safety information pack with residents to ensure it is effective.

This will be following a submission of any structural or fire safety incident or after significant material alterations to the building.

Each consultation will last at least four weeks. We will clearly outline by letter how each individual consultation on a specific area will be conducted and carefully consider all your responses, listening and acting on resident feedback as needed. Additionally, you will have a say on the building safety resident engagement strategy and building safety information pack.

Copies of the building safety information pack will be distributed to:

- All residents of Drake House aged 16 or over
- Each owner (leaseholder) of an individual property in Drake House

You can also access the latest building safety resident engagement strategy by contacting the compliance team using the details in your building safety information pack.

You can also access both the building safety resident engagement strategy and building safety information pack via our website.

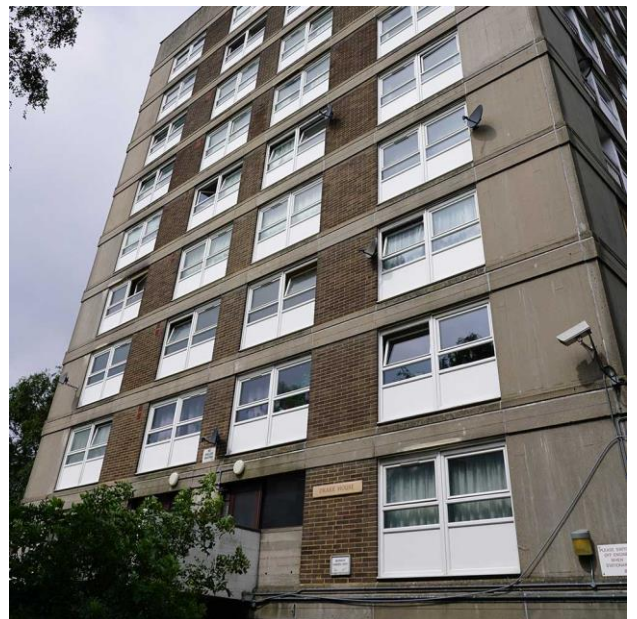
7 Consulting on building safety decisions

Our goal is to help you feel confident in your understanding of the safety of the building, so that you can actively participate in discussions regarding your home.

When we plan to engage with you

When implementing building safety measures, we will consult with you about:

- The reasons behind the work
- The schedule for the work
- The expected duration of the work
- Areas of the building affected by the work
- Who will carry out the work
- Understand when the best time would be to carry out the work to limit disruption.



How will we engage with you

- Workshops and drop-in sessions to discuss proposed alterations to the building
- Surveys sent via postal service, verbal, and digital surveys to gather feedback
- Email, text, WhatsApp group if you prefer this method of communication
- High rise living forum

Decisions that we will engage on

We recognise that residents may not want to be asked for their views on every decision and would rather be asked on decisions that impact them. For example, where improvement works are planned to fire safety systems or other major repairs that will impact residents in their building, we will discuss these elements of work with residents. Other things we may engage with residents are for example, the time that the building contractor can start and finish work during the day.

Engagement with residents may be in the form of a meeting or series of meetings on site with the council's project team, building contractor and residents. Where repairs or works are of a smaller scale, for example repairing or replacing a faulty flat entrance fire door, we will work with residents to ensure repairs are carried out at a convenient time.

Measures of success

To ensure this plan is delivered, the Council will focus on the following measures of success.

Measures of Success
Tenants and leaseholders are satisfied that their views have been taken into consideration.
There are good return rates for satisfaction surveys (when compared to other Registered Providers), and specific comments made on the surveys are followed up and acted on,
There are examples where the Council has acted on feedback, through a "you said, we did" approach.
A variety of methods are used to engage residents.
A variety of residents engage on housing issues, providing feedback, and taking an active role.

8 Engagement and communication with you

Providing information to residents

Information we will share

We will share the following building safety information



• Current Building Safety Resident Engagement Strategy	• Locations of fire safety features like escape routes, fire doors, alarms, and emergency equipment
• Overview of the complaints system	• Details about the PAP (Principal Accountable Person) for Drake House and our representatives
• Key information about Drake House including the measures we have in place to mitigate potential fire and building safety risks	• Information about APs (Accountable Persons) responsible for the building's safety
• Procedures for requesting information or document copies, including reasons for any declined requests	• Contact information for the Building Safety Regulator (BSR) and responsible persons (RPs) under the Fire Safety Order.
• Summary of the latest fire risk assessment	• Roles and duties of APs and RPs and how they differ from each other
• Overview of the safety case report submission to the Building Safety Regulator	• Key contact details including name, telephone number, email, and postal address
• Tips for residents and owners to prevent and minimise incidents in their home	• Evacuation procedures for Drake House
• Procedures for reporting building safety concerns, including using the complaints system	• Results and outcome of regular fire and building safety checks and inspections provided on a six monthly basis

Information we won't share



We are committed to ensuring that building safety information is transparent and available to residents whenever possible. However, there may be instances where we are unable to share information due to restrictions on its disclosure or where it could compromise:

- The safety of the building
- An individual's privacy
- The safety of other residents

We will provide requested information in your preferred format whenever possible. We strive to make information easy to understand and will make reasonable adjustments for specific needs, such as a preferred language, large print, or braille. You can also designate an advocate, representative, or carer to request information on your behalf. Please inform us in writing of any specific requirements when making an information request.

How to request information

Information requests can be made by contacting us on:



01277 312 500



buildingsafety@brentwood.gov.uk

Within 10 working days, we will:

- Provide the requested information
- Specify a timeline for when we can provide the requested information
- Explain the reasons behind our timeline to provide the requested information.

How we will communicate – methods of communication

Communication Approach

We will use various methods to regularly communicate with residents about building safety. The information is tailored to your preferences (once known) and ensure it's easy to understand. This strategy details how we will interact and communicate with you.



Other Communication Methods

Various other methods will be used to convey important building safety messages. These methods include:

- Email and written communication
- Text message or WhatsApp
- Telephone calls
- Social media channels and our website
- Newsletters
- Resident Panel Meetings
- High Rise Living Forum
- Building noticeboards.



Planned safety measures

During your occupancy, we will conduct various activities aimed at ensuring the overall safety of buildings, adhering to legal requirements and industry standards.

These planned activities encompass:

- Carrying out fire risk assessments
- Inspecting communal and individual fire doors
- Checking firefighting equipment
- Conducting electrical installation condition inspections
- Carrying out thorough examinations and maintenance visits for lifts
- Performing gas servicing and safety checks

The frequency of the planned fire safety activities for Drake House will be specified in your building safety information pack(s).

Responsive building assessments

Responsive building assessments are conducted in reaction to reported safety risks or government guidance changes. Residents will be notified in advance of these assessments and will receive written details of inspection outcomes once an approved action plan is established. Additional information, such as the potential impacts of safety risks, remediation works, compliance activities, temporary safety measures, and contact details for addressing questions or concerns, will also be provided.

Planned safety remediation project works

We will keep you informed about any upcoming safety work planned in Drake House by writing to you and putting posters on the noticeboards in the lift lobby area. During the planning phase, we will collaborate with you, gather your opinions on the proposed work, and listen to any concerns or feedback you have. Throughout the project, we will maintain open communication channels for your feedback, both prior to, and after, completion.



9 Extra Help and Support and Complaints

All Council blocks have a Fire Evacuation Strategy detailing what to do during a fire. Your block strategy is on a Fire Action Notice in the communal area lift lobby. ***Please familiarise yourself with it.***

We are reaching out to vulnerable and disabled residents to offer evacuation assistance in case of fire or emergency. For example, if you have limited mobility, or sight or hearing loss.

If you or someone you know needs help to evacuate, inform us. We will create a personal emergency evacuation plan (PEEP) to outline necessary steps for evacuation, which will be shared with emergency services.

To contact the Housing Compliance Team please use the contact information in the box below.



buildingsafety@brentwood.gov.uk



www.brentwood.gov.uk



01277 312 500

Brentwood Council Complaint Process

You can request your issue is dealt with as a formal complaint by email, letter or by using the on-line **form**. To deal effectively with your complaint, if you provide information why a complaint is being made. After submission you will be sent an acknowledgement with 5 working days confirming the name of the senior officer it has been referred to and when a response can be expected.

Stage 1: Resolution – a senior officer will complete a meaningful and informed investigation and respond to your complaint within 10 working days. If you are dissatisfied with the response received, you can request to refer this to stage 2 to be reviewed by a senior manager.

Stage 2: Review – a request for a review must be made within 10 working days of the stage 1 response. You must explain why you are dissatisfied with the outcome and what you think the Council can do to put matters right. The Senior Manager will not reinvestigate the complaint but will focus on understanding the original concerns and if the Stage 1 resolution was undertaken fairly and conclusion was reasonable. We aim to respond within 15 working days.

If the Senior Manager reviews the complaint and decides that nothing further is to be gained from a Stage 2 review, you will be informed and advised of the next options available to you.

If you are still dissatisfied with the outcome after your complaint has been through stage 1 and 2, only then you have the right to complain to the Local Government Ombudsman or Housing Ombudsman.

Building Safety concerns

We will ensure all residents are empowered to play an effective role in making sure that their building is, and remains, safe. This includes identifying and reporting hazards that may impact on the safety of the building and meeting their responsibilities to ensure their own safety and that of their neighbours.

The Building Safety Act 2022 states a “relevant complaint” about building safety may relate to:

- A building safety risk to a specific building
- The performance of an Accountable Person in fulfilling their duties under the Building Safety Act.

Tell us about a building safety risk

If you see anything that could cause a fire, worsen the spread of fire, cause parts of the building to collapse, or affect the structure of your building, then please let us know so that we can respond to the issue. This may include reporting the smell of something burning, loose wiring in the communal areas, a fire door not closing, or structural issues such as cracks in the walls, ceilings, or foundations.

The Building Safety Regulator

If you remain unsatisfied after a complaint has been raised through the Council's complaints procedure above, you can escalate the complaint to the Building Safety Regulator by either:

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

Filling in the form on their website www.gov.uk/guidance/contact-the-building-safety-regulator .

Performance Monitoring

We will regularly assess the effectiveness of this strategy to ensure it continues to meet your needs. To achieve this, we will:

- Listen to and address resident feedback promptly
- Address any challenges or feedback provided by our high-rise living forum
- Evaluate our response to building safety concerns raised by you
- Measure participation levels in engagement activities and keep a record
- Enhance areas where engagement proves less effective by requesting feedback for improvement.



Conclusion

This High Rise Building Safety Resident Engagement Plan has been developed to ensure our residents' feel safe in their home and surrounding areas. The document will remain under review to ensure Brentwood Council remains fully compliant with all relevant legislation, and that the information meets the needs of customers.
