

Hackney Housing Draft Building Safety-Engagement-Strategy

2024 to 2026



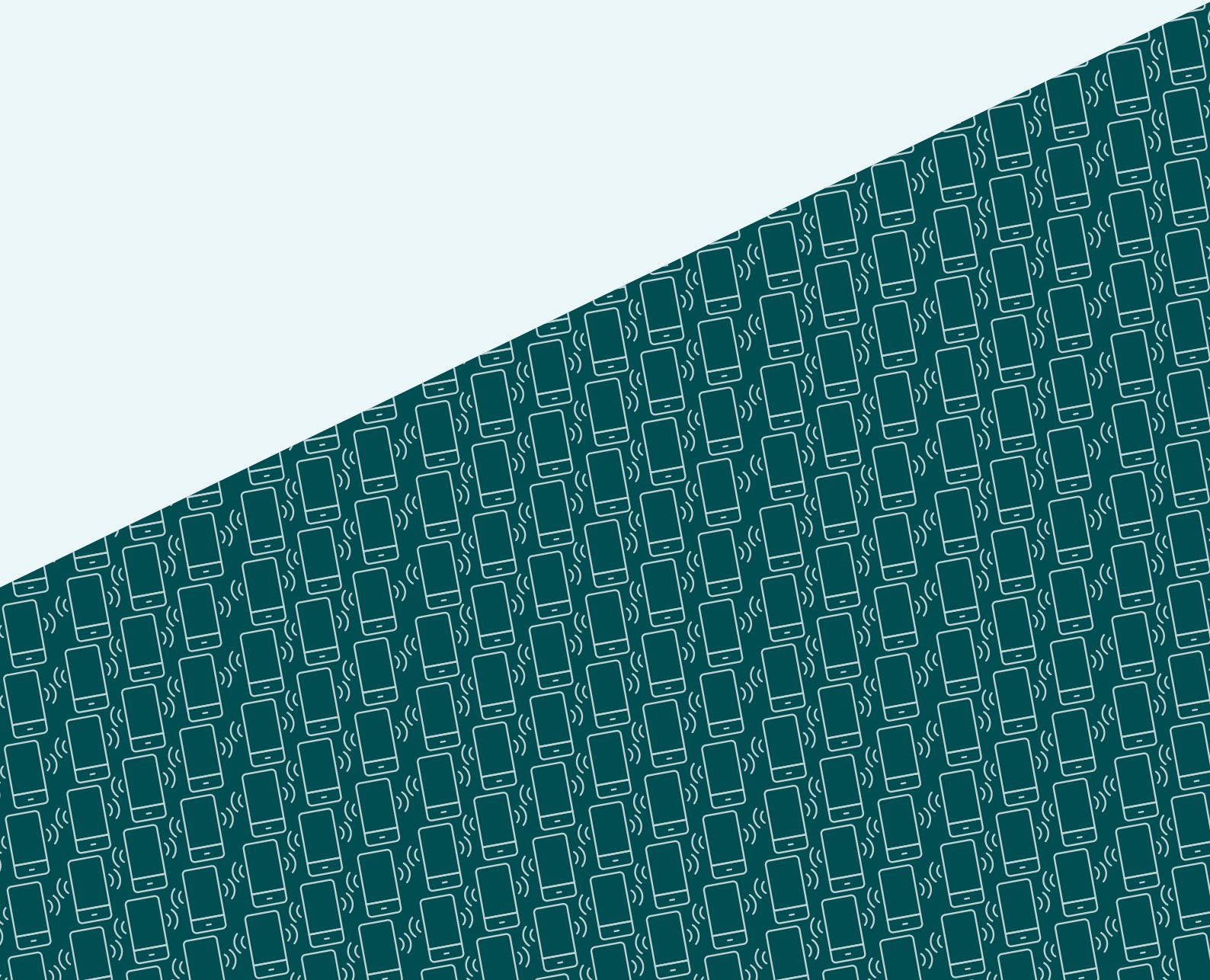
Resident Safety

Accessible information



If you need any information on this survey in a different format please email your requirements and contact details to **buildingsafetymanager@hackney.gov.uk**

We'll consider your request and get back to you in 5 working days.



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“...ensure residents living in our high rise blocks feel able to play an effective role in ensuring their building continues to be safe...”

Why are we developing a Building Safety Engagement Strategy?

Hackney Council Housing Services is developing a Building Safety Engagement Strategy covering all of its blocks of flats of seven storeys or above (or 18 metres in height).

This is to help improve the way the Council talks to and listens to all of the residents living in these blocks and enables those living in the flats to play a key role in the decisions impacting their safety and quality of life.

The strategy is designed to build on the **Resident Engagement Strategy (RES)** which

sets out how the Housing Service as a whole talks to, listens to and involves everyone living in a Hackney Council home in the shaping and improving the service they receive.

It is also a key part of the Building Safety Act 2022 introduced by the government following the tragic fire at Grenfell.

What are the aims of the strategy?

The key aims of the strategy are to:



- ensure residents living in our high rise blocks feel able to play an effective role in ensuring their building continues to be safe;
- set out how residents can get involved in achieving this and the benefits to them from doing so;
- identify the building safety information residents want and need and how they wish to be provided with it;
- improve the way Hackney Council talks to and listens to residents about the safety of their block and individual home;
- outline both the residents and Council's responsibilities for keeping the blocks and homes safe;
- show how the success of the strategy will be measured and any changes made.

In line with the RES we want to ensure we embed a resident first approach in our work and that the way we engage with you is:



Meaningful – we will only consult and engage when there are genuine opportunities for residents to influence the outcome.



Timely – when we engage with you we will make sure there is enough time to hear and consider your views.



Transparent – we will be clear about the reason and potential outcomes of any engagement from the start.



Respectful – residents and officers will treat each other with respect in a shared commitment to listening and working together.



Inclusive – we will ensure any engagement work we carry out takes account of the needs of every resident in the block.



Accountable – we will feedback to you on how your views have been taken into account and the next steps.



Joined up – we will ensure all our engagement is joined up with the overarching priorities and strategies of Housing Services and the Council as a whole.



Communicating with residents

To deliver the aims of the strategy we will use a range of methods to inform and talk to residents ensuring we do all we can to make sure we cater for the needs of every resident - for example those with disabilities, those who are not online and where English is not someone's first language.

Methods we will use to communicate with residents are:

- at sign up of tenancy/lease agreement
- Hackney Council's website
- Web portal (website where you can access safety information about your building).
- estate noticeboards
- text (SMS)
- emails/letters
- pop up sessions to talk about building safety
- videos
- neighbourhood/estate events
- housing surgeries

We will ensure residents are informed as quickly as possible if any serious safety issue is identified with their block. This will include the steps we are taking to rectify the issue and how we will keep you informed.

Accessing information

We will proactively provide all residents with the information they need to help them understand the measures that are in place to keep their building safe. This will include information on:

- the measures we have in place to mitigate potential fire and building safety risks to residents, e.g. fire precautions;
- how residents can reduce the risk of fire in individual homes e.g. by not storing flammable materials;
- how to report a fire risk and/or raising any other safety concerns;
- What to do if there is a fire in the building, including for evacuation procedure;
- the different roles and responsibilities of the accountable person, Building Safety Manager and residents;

Residents can also request more detailed information about the safety measures in their building on request, including;

- full, current and historical fire risk assessments;
- planned maintenance and repairs schedules;
- outcomes of building safety inspection checks;
- how their building is maintained e.g. frequency of lift maintenance;
- details of preventive measures, e.g. smoke and fire alarms;
- fire protection measures in place, e.g. sprinklers, fire extinguishers;

- information on the maintenance of fire safety systems;
- the fire strategy for the building;
- structural assessments; and
- planned and historical changes to the building.

These can be requested by residents living in the blocks by contacting the Building Safety Adviser for your block on email at: buildingsafetymanager@hackney.gov.uk and over the phone on **020 8356 3358**. We will aim to provide residents with the documents they request within a reasonable time.

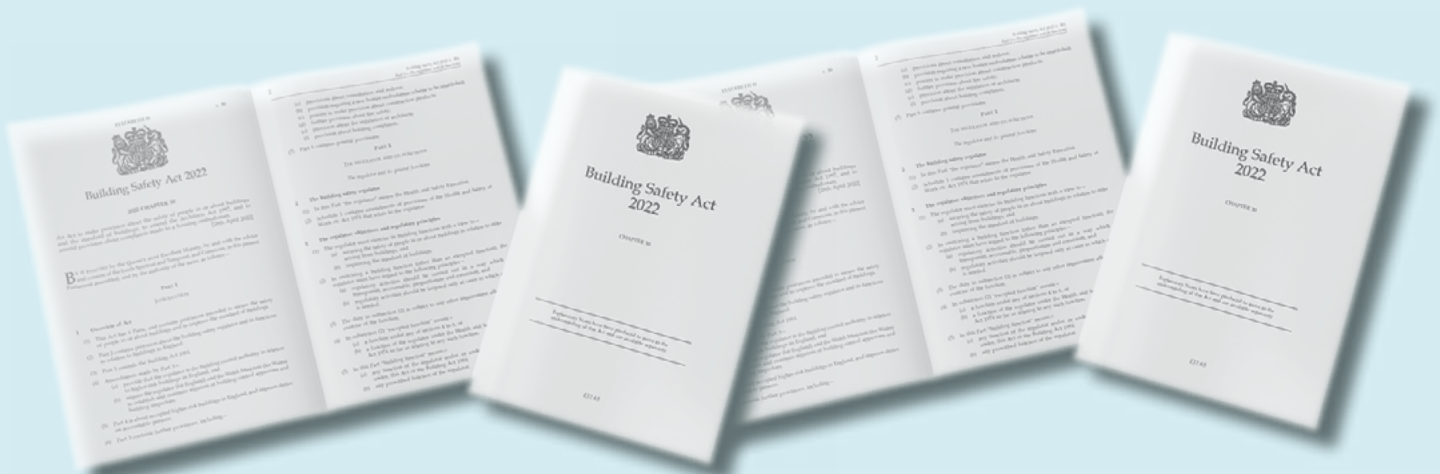
Providing safety information

Every resident will be provided with a fire safety information leaflet when they sign their tenancy with Housing Services.

This will provide general fire and safety advice. There is also signage in key locations around high rise blocks providing fire and safety information.

Further fire safety information will be provided to all residents in high rise blocks when necessary, for example on fire safety in relation to:

- communal areas
- e-mobility wheelchairs & scooters
- fire doors
- household appliances
- balconies
- security gates



Who is responsible for keeping high rise blocks safe

Both the Council and everyone living in a highrise block has the responsibility for keeping them safe and preventing issues that may lead to a fire or issues impacting the safety of other residents.

Residents in the blocks have an obligation to work with the landlord (Hackney Council) to keep their building safe and to inform the landlord of any known safety concerns.

As the landlord, Hackney Council has the responsibility to ensure the block is well maintained and carry out fire risk assessments. General maintenance includes tasks such as regular cleaning, repairs to structural issues, and ensuring that communal areas are safe and well-lit. A fire risk assessment is a systematic evaluation of the potential risks and hazards within a building that could lead to a fire, and it includes measures to mitigate these risks to ensure the safety of residents. Hackney Council also needs to ensure that residents are fully informed of any changes to the fire safety information regarding their block

To support this building safety training, sessions will be made available to everyone living in a high rise block to help enhance the joint work between the Council and residents to identify safety issues. All issues will be treated seriously and will be rectified as quickly as possible.

Dealing with concerns and complaints

While this strategy aims to strengthen the communications between residents in high rise blocks and the Council, there may be occasions when issues are not dealt with to residents' full satisfaction.

If anyone is concerned about the service they have received regarding fire or resident safety issues they should first raise it with the Building Safety Adviser who can be contacted by email at: buildingsafetymanager@hackney.gov.uk and over the phone on **020 8356 3358**. The Building Safety Advisor will provide a clear timescale for the initial response, investigation and a final resolution of the complaint.

Details of all complaints raised and their outcome will be recorded by the Resident Safety team.

The Council also has a clear and transparent complaints procedure should people be unhappy with the service they receive - including around building safety. This can be found at hackney.gov.uk/complaints or telephone **020 8356 3770**.



Ensuring the Building Safety Engagement Strategy is working

The Resident Safety Team will continually monitor how the strategy is working, including through looking at the numbers of residents responding to surveys, focus groups meetings and visits.

The strategy will be fully reviewed annually or if needed following changes in policies or national legislation. We will keep residents informed of any changes made to the strategy.

Contacting the Resident Safety Team

We want all residents to get involved in the decisions impacting their block and quality of life. As part of this we will send out regular building safety engagement surveys

If you would like to get involved or have any building safety concerns contact the **Resident Safety Team** on **residentsafety@hackney.gov.uk** or telephone **020 8356 3300**.



