

# Living the High Life

Resident Engagement in Building Safety



# Setting the Scene

## Introduction



## **Resident Engagement Strategy**

**(University of Exeter – East Park Block L)**

### **What is the Building Safety Act?**

The Building Safety Act 2022 is recently implemented legislation in England, which plays a critical role in ensuring the safety of residential buildings. In line with the legislation, UPP are required to keep comprehensive documentation of how your building is designed, built, maintained and changed (where applicable). Furthermore, there are additional regulations for tall buildings which include any exceeding 18 meters in height or comprising of 7 or more storeys.

### **What is a Resident Engagement Strategy?**

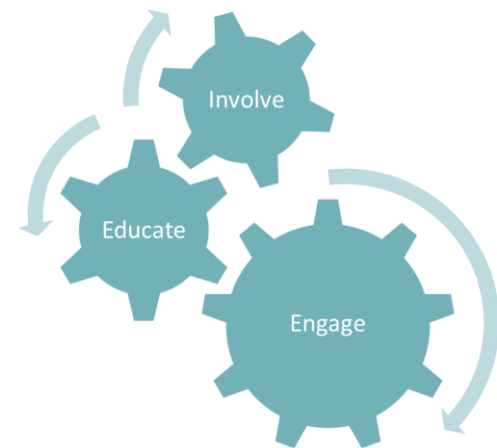
A key part of the legislation is the establishment of a Resident Engagement Strategy. This strategy sets out how UPP will communicate about Building Safety decisions, how UPP will collect and use your opinions, and how UPP will measure and review participation in these building safety decisions.

## **UPP's Resident Engagement Strategy for your student accommodation**

UPP has created a Safety Programme using Government recommendations. Ensuring your safety is a top priority. UPP is committed to keeping you informed about its safety protocols and outline how it plans to communicate any unforeseen circumstances. This encompasses fire safety, electrical safety and structural safety.

UPP is committed to making sure that the Resident Engagement Strategy meets your needs and requirements and therefore outlines what you can expect in terms of communication, how you can get involved and who you can raise any building safety concerns to. UPP have established three main goals:

1. To Involve
2. To Educate
3. To Engage



## Engage

UPP use a range of communication methods to ensure that it is able to cater for, as much as reasonably practicable, the diverse needs of residents. The following highlights examples of the different ways that UPP may communicate with you (but is not limited to):

- Email Communications
- Postal Letters
- Face-to-face meetings
- Home@Halls Application
- Text Messages
- Noticeboards
- Student experience team

UPP is committed to preparing your Resident Engagement Strategy and acting in accordance with it. UPP will review and revise this strategy, keeping records of all reviews and keeping you up to date with any major changes, in addition to this UPP will ensure that the University of Exeter has a live copy at all times.

UPP will consult with you and the University of Exeter about substantial changes to the strategy and take your opinions into account as well as notifying you about any building work resulting from a building safety decision. UPP will ensure you have the

latest version of the strategy and work collaboratively with the University of Exeter to make any necessary updates to it.

## Involvement

UPP will proactively provide you with the information that you need to understand:

- The process and systems that are in place to keep your building safe
- When work is required to be carried out in your room
- If work is being conducted in a communal area

As standard practice UPP will make the following available:

- The measures we have in place to mitigate potential Fire and Building Safety risks.
- Information explaining how you can reduce the risk of fire in your building e.g. by not storing flammable materials.
- The process for reporting a fire risk and/or raising any other safety concerns.
- Procedures to follow where a fire occurs in the building, including evacuation procedures.

The information that UPP provides will be relevant and in a format that can be understood by all.

UPP will therefore provide this information in different formats on request, for example, in large print, braille or in another language for those that do not speak English as their first language.

Videos can also be made available taking into account visual and/or auditory impairments.

## Educate

UPP will take active steps to ensure that you are involved in any decision that has the potential to impact on the safety of your building. UPP value how it can work together with residents to provide safe accommodation. This strategy is being implemented to ensure that you have a voice and are listened to when genuine concerns are raised.

UPP will engage with you in advance of decisions being taken, so that your views and concerns can be heard and considered. It will also provide feedback to you on the final decision, and the reasons for it, as well as maintaining ongoing communication and updates during the works.

You are provided with the opportunity to complete a Room Inventory at the start of your tenancy where you are able to raise any issues or concerns with your accommodation. The room check process also provides an opportunity for UPP staff to identify any building safety issues as well as providing an opportunity for you to raise any concerns you might have.

Should a serious issue with the building affecting the safety of all residents be identified, UPP will update you regularly about any interim safety measures necessary to put in place, remedial works and further investigation(s) that are required. These updates may be in the form of updates via Emails, Text Messages, Home@Halls notifications and/or face to face meetings.

You are able to raise concerns directly with UPP or via University of Exeter's complaints Procedure. Finally, if you feel your concerns remain unresolved you may wish to contact the Housing Ombudsman.

UPP will work with all residents to identify a way to measure how satisfied you are with the way it has delivered the strategy and commit to reviewing any feedback from our residents to ensure it continuously improves the service provided to you.

## Responsibilities

Understanding the responsibilities with regards to Building Safety is something everyone needs to work together on.

| UPP's Responsibilities   | Your Responsibilities  |
|--|--|
| UPP will tell you about any issues relating to structure, electrical, or safety systems and how you are being kept safe while repairs are being carried out. | If a fire alarm sounds, you will leave the building.   |
| UPP will share Fire Safety and Prevention information with you.  | Keep fire doors closed   |
| UPP will carry out regular Fire Risk Assessments.  | Ensure you and your guests are familiar with the escape route(s) from the property.                                |
| UPP will regularly make sure fire safety systems are working, such as smoke detectors, fire alarms, emergency lighting, fire doors and escape routes.        | Inform UPP of any changes to your health that could affect your ability to evacuate safely in the event of a fire. |
| Where UPP identify a safety system fault, a response will be provided and repairs carried out as soon as possible.   | Report any found (or suspected) faults with your safety systems such as the fire alarms or fire doors.             |
| While UPP work on the safety systems, it will have different methods to manage risks, such as increased patrols, or installing temporary systems.            | Adhere to advice on smoking, vaping, and cooking.  |
| UPP will remove any item from communal areas which may cause or escalate a fire and ensure escape routes are kept clear.                                     | Not tamper with or damage safety equipment and Inform UPP if you're concerned about your safety.                   |
| UPP will ensure emergency exit routes are identified clearly and evacuation plans are appropriately located.   | Keep your hob, oven and cooker hood clean to prevent fire and not let rubbish build up in the property.            |
| UPP will keep your safety as a priority when making decisions.   | Read any information we share about Building Safety.   |

**All building users can have a positive impact on the safety of the building, and it is the responsibility of everyone to do what we can to keep the building and its occupants safe**

