

# **Building Safety Resident Engagement Framework**

## **Our Proposed Approach**

At MTVH we are committed to listening to our residents and making sure that they feel safe in their homes. As part of this commitment, our Safer Buildings team are writing our Building Safety Resident Engagement Framework and we would like to hear from residents about our proposed approach.

The information below summarises the four sections we plan to include in our Building Safety Resident Engagement Framework and our proposed approach in each section.

Our Safer Building and Customer Voice colleagues will monitor responses to this consultation and ensure that resident feedback is listened to and incorporated into our finalised Building Safety Resident Engagement Framework.

### **Introduction:**

#### **What will be included in the Building Safety Resident Engagement Framework?**

The Building Safety Act 2022 is clear about what should be included in our Framework so we will make sure that it tells you:

- What information we will provide residents with, about their home in relation to safety
- What we will consult with residents about in relation to the building they live in
- How we will consult with residents about matters relating to building safety
- How we will measure engagement with our Building Safety Resident Engagement Framework

### **Section one:**

#### **What information will be provided to residents as part of the Framework?**

The information we will provide to residents will vary from building to building.

Below are some examples of the information we propose to share with residents as part of our Framework.

- how to report a safety issue.
- summary fire risk assessment
- summary of the measures in place to mitigate the potential spread of fire
- summary of the measures in place to mitigate any structural building safety risks
- how residents can reduce the risk of fire
- how residents can help us manage building safety risks
- how to make a complaint to us
- how we will consult and engage with residents about building safety

Other information about the resident home safety may be available, upon request.

We plan to share this information in a summary document that will be given to all residents and also plan to have this information available on our website.

If a decision relating to safety is being made, we will provide relevant information to residents at the appropriate time, to make sure they are kept up to date on what is being decided.

## **Section two:**

### **What will we consult with residents about in relation to the building they live in?**

Wherever possible we will consult with residents about decisions we are making in relation to building safety in their homes. We may limit consultation to specific aspects of decisions that directly impact residents.

There may be times that we cannot consult with residents about safety decisions, for example in the event of an emergency, however we will do our best to limit these instances.

## **Section three:**

### **How will we consult with residents about matters relating to building safety?**

Our Building Safety Resident Engagement Framework proposes that each building covered by the Building Safety Act 2022 will have a tailored engagement plan. The engagement plan will include the relevant information for the building and information about how MTVH colleagues will consult with residents.

Each engagement plan will consider the needs of residents, their preferred communication methods and any residents' groups or associations for the building.

We will usually consult with residents in a variety of ways such as:

- by letter
- by email
- through surveys
- door knocking
- residents meetings

We will make sure that, where possible, communication needs of individual residents are met. This could include translating communications or providing information in large print, braille, easy read format etc. We will always communicate and consult in clear, friendly, plain English.

We will consult with residents' groups or associations where these are in place, and we will take reasonable steps to ensure all residents living in the building are informed and invited to take part in our consultation processes.

Where there are prolonged building safety works taking place, we will provide updates regularly to residents.

## **Section four:**

### **How will we measure engagement with the Framework?**

We will listen to customer feedback through regular communication and interactions with residents. We will also monitor feedback through our Tenant Satisfaction Measures surveys and complaint processes.

Where we are observing a limited level of resident engagement or dissatisfaction with our Framework approach, we will review our Framework and consider making changes. We will share any changes that we make with residents. We will formally review our Resident Engagement Framework at least every 2 years and ask residents for their feedback during this review.