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Approach to review	This framework and associated procedures will be reviewed in line with the legislation, regulations and operational needs, any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues

Building Safety Resident Engagement Framework,

Introduction – Why we have this framework?

Following the tragic fire at Grenfell Tower a new regulatory regime has been introduced for Higher - Risk Buildings (HRB's) As outlined in The Building Safety Act 2022 (BSA), these buildings are generally identified as residential buildings with 2 or more residential units of 18 metres or more in height or with at least seven storeys.

At MTVH we are committed to listening to our residents and making sure that they feel safe in their homes. This framework will make sure Residents will have confidence in the safety of their building and will have a greater say in how their buildings are being managed.

This will involve greater accountability on those that manage the building: MTVH the Principle Accountable Person will have clear responsibilities overseen by the Regulator.

Residents will understand how they can be involved in the Residents' Engagement Framework, which promotes the participation of all residents in decision-making about their building. Residents will be able to request further information about the safety measures in place for their building from MTVH.

Residents will also be able to hold MTVH to account and will be required to operate a complaints process, where complaints cannot be resolved, they can be referred to the Regulator.

Residents will also have a duty to work with MTVH keeping the buildings safe for themselves and other building users ensuring they are following advice above.

Background and Context

As a registered social landlord, we are required to operate within a regulatory setting, the impact of any non-conformity to our regulatory requirements can have a significant impact on our relationship with the Regulator for Social Housing (RSH) and their assessment of our governance of and our performance in meeting Decent Homes Standard.

We have important working relationships with local regulators such as our Local Authority Partners and local fire services as well as national regulators such as the Health & Safety Executive and the Environment Agency.

The framework has been produced in accordance with current legislation related to Building Safety, further information can be found in Appendix D.

Purpose of this Resident Engagement Framework

This framework describes how MTVH includes residents over the age of 16 and anyone who owns a residential unit in our building safety decisions.

A building safety decision is any decision made by the principle accountable person about the management of the building, the management of building safety risks or any other decision connected to the duties of an accountable person.

Our complaints policy, that residents and others can use to raise safety concerns has been updated to include information of how residents can make a complaint regarding building safety, the framework, does not deal with how MTVH handles complaints about the building's safety.

The Key Aims and Objectives of this Framework

MTVH is committed to ensuring that our buildings are legally compliant. This supports us to provide safe, warm, and dry homes for our residents, to protect our assets and to maintain our reputation as a responsible landlord.

To ensure residents are safe and feel safe in their homes and are educated, confident, and helped to speak up regarding any building safety concerns.

To confirm our responsibilities and residents' responsibilities to ensure all homes remain safe.

To proactively provide residents with the building safety information they need.

To confirm our Use of a variety of communication channels to inform, update and engage with residents on key building safety messages.

To commit to Engagement with staff by raising awareness of building safety by using established internal communication channels.

To Focus on how residents can get involved and benefit from participating in engagement activities and provide feedback on building safety matters.

To include 'specified information' as stated below and directly from section 91.2 BSA.

The strategy must include information about:

(a) the information that will be provided to relevant persons about decisions relating to the management of the building,

(b) the aspects of those decisions that relevant persons will be consulted about,

(c) the arrangements for obtaining and taking account of the views of relevant persons, and

(d) how the appropriateness of methods for promoting participation will be measured and kept under review.

MTVH buildings included in this framework include new build /existing buildings
Higher Risk Residential Building – see Appendix A for current relevant building list

How will we be implementing this Framework?

This framework outlines how we will engage and involve residents regarding the safety of their homes, it will include the 'specified information' relevant to each building.

Building safety is everybody's business at MTVH, we will be working closely with colleagues and key stakeholders, these include.

- Fire Safety Team, Property Team, Development Team, Regeneration, Customer Services
- The London Fire Brigade and regional Fire Services (LFB)
- MTVH Competent Contractors

Information and confirmation of responsibilities as a landlord

We will provide residents with the information they need to help them understand the measures in place regarding building safety.

Accessibility of information – MTVH is proud of its cultural diversity and providing homes to residents from various racial, linguistic, religious, and cultural backgrounds. We are committed to recognising and celebrating diversity and promoting community cohesion.

We understand it is important that we provide inclusive information and equality of opportunity to key groups of residents by providing accessible information about the building safety services that they need.

Other Formats - we will work with residents to ensure information is resident friendly across all our communication channels. It will be provided in different formats, such as translated, extra-large font, or illustrated pictorially where there is a need within the block, so all residents can understand important building safety messages.

How will safety information be provided for new tenants?

It is important that we get things right from the start. When a new resident moves into a relevant building, we will ensure that at the start of a lease or tenancy we will provide with information in relation Building Safety, and how to access the 'specific information' on your block. This will be included as part of the sign-up pack or welcome pack.

After moving into their new home, residents will be provided with a home user guide, this document will provide building safety information and details of how to contact

their decanted Building Safety Customer Liaison Officer and Building Safety Manager. This is to ensure that the resident has a directly point of contact for questions, are clear on how to contact their BSM and on how they can get involved.

We will ensure that the following information is always available for all residents in our relevant buildings : Clear signage in accessible font size will be displayed on the walls in strategic places in accordance with BS 5499 Part 4:

- What to do in the event of a fire or lift breakdown.
- Fire Exit signs.
- Emergency lighting signs,
- fire prevention, any
- fire alarms and dry risers;
- Fire Doors keep closed or keep locked depending upon its use

Building Specific information including fire risk assessments (FRAs), records of safety testing and servicing and planned maintenance and remediation information is currently available on request from our dedicated Safer Building Customer Liaison Team. A full list of the 'Specific Information residents can request can be found in Appendix B.

We are reviewing our approach to sharing information with residents and exploring the use of a resident's portal via MTVH website or MyMTVH online.

This is so residents can access information relating to the Building Safety case(s) and providing all buildings safety information available in one place.

General guidance and information related to how residents can keep their home and building safe is available on our website.

Raising awareness and communications:

Residents can report a building safety issue in a variety of ways, online via our Contact Us webpage <https://www.mtvh.co.uk/contact-us/report-a-problem/> or over the phone to our Customer Services Hub on 020 3535 3535.

We will use a variety of communication channels to share the building safety messages, this will cater for the diverse needs of our residents, examples include:

- A dedicated Customer Liaison Officer (CLO) – first point of contact for residents, stakeholders and contractors
- A dedicated Building Safety Manager (BSM)
- New Tenancy welcome pack
- Building Safety website pages
- Resident portal (future)
- Remediation newsletters
- Letters

- Posters on notice boards
- Resident Newsletters (postal or email)
- Resident 'drop in' surgeries and 'face to face' meetings.
- Texts messages
- Resident awareness days / events (customer voice)
- Online meetings via Teams or Zoom
- Social media platforms (WhatsApp and Facebook)

A building specific building safety communication plan will be created for each of our relevant buildings, this will provide vital and timely information regarding any remediation works and consultation. We will provide written updates regarding remediation at least once a quarter and hold residents meetings at key milestones throughout the project, we will use SMS messaging to communicate urgent or emergency updates.

We will make this available as part of our building safety cases and on our website, so residents can have easy access to this at any time.

Resident engagement and involvement opportunities

We will offer opportunities for residents to engage and get involved with building safety events, to ensure their home and communities remain safe now and the future. Alongside our Customer Voice Framework, which can be found on our website we will offer resident involvement in building safety through:

- Strategic Fire Safety involvement
- Resident feedback will be sought on perception of and satisfaction with the safety of their buildings.
- We will develop access for residents to all relevant building safety information through a resident's portal.
- We will develop a programme of feedback surveys and virtual focus groups on building safety

Block-by-block involvement

We will encourage volunteers to be a building champion to help deliver information, keep us informed and report issues (we will provide guidance)

We have provided personal emergency evacuation plans, PEEPS, for every resident who needs one and refer residents to the relevant Local Authority where required

We will work with our resident associations or groups during remediation or planned works and invite them to engage with us at key milestones during these projects.

We will work with Tenants and Residents' Associations and other resident groups to support them to hold events, publicise building safety events and campaigns and share FRA and inspection reports.

Once a year or upon request the BSM will hold a building safety residents meeting

The BSM will undertake a 'walk about' with residents every other month, this will change to quarterly inspections upon completion of the remedial work.

Residents – what are your responsibilities?

Landlords and residents must work together on building safety.

As landlords we are responsible for undertaking different types of building safety inspections monthly, quarterly, 6 monthly, annually etc. A list of our compliance servicing and inspection frequencies is available upon request and can be found in Appendix C. This list is based on regulatory requirements or best practice (where there is no legislation) and may vary from building to building:

As a resident this includes letting us know of any safety concerns, understanding and complying with all our building safety messages and taking responsibility for the safety in their home and the buildings they live in.

Resident's duties

Residents have an important part to play in the safety of their building, and the BSA places a responsibility on residents to make sure their actions do not negatively impact on the safety of others. We would anticipate that most residents will already be fulfilling this obligation.

To ensure the safety of residents and enable MTVH to effectively assess and manage their building's safety risks, The BSA placed, clear and proportionate obligations on residents.

Residents:

- Must not do anything that creates a risk to your building's structural safety
- Must not do anything that creates a risk of causing or spreading fire in your building
- Must not damage or remove any of your building's fire safety measures, such as smoke detectors, fire alarms, fire doors, fire notices and fire extinguishers.
- Must Comply with the PAP/AP requests for information reasonably required to assess and manage building safety risks.

How will we measure success?

MTVH will deliver meaningful engagement with the residents of our relevant buildings. An important part of our approach to engagement is measuring success.

We will measure

- Resident attendance at BSM meetings.
- Resident attendance at site walks around or upon request.
- Requests for information via the online portal
- Number of building safety enquires made via the website.
- Number of reported incidents related to building safety, deficiency and enforcement notices
- Number of complaints relating to fire safety and time taken to resolve them
- Number of complaints reported to the Building Safety Regulator
- Tenant satisfaction with the safety of their home
- (Key performance Indicator that is set by the Social Housing Regulator)
- Number of outstanding Fire Risk Assessment (FRA) actions which will be reported and monitored by our Fire Safety Team
- Gas, Electrical, Mechanical & Lift compliance tests
- Asbestos compliance.
- Number of faults reported to the regulator which cannot be repaired within 24 hours

Complaints

MTVH has a well-established and effective complaints management process this has been updated to reflect the requirements of the BSA. These complaints will be managed by our central complaints team with the support of the Building Safety Manager.

We will ensure that it is easy for residents to raise a complaint in relation to building safety with a link via our website or resident portal.

The Building Safety Regulator has its own complaints process, this gives added assurance to residents that their concerns about building safety will be taken seriously. Where the complaint is not dealt with satisfactorily the resident may escalate it to the BSR.

Details of MTVH's complaints policy can be found at the link below

<https://www.mtvh.co.uk/contact-us/report-a-problem/make-a-complaint-about-mtvh/>

Details of how to contact the BSR are here

<https://www.gov.uk/guidance/contact-the-building-safety-regulator>.

Mandatory Occurrence Reporting, MOR

MTVH has a duty to establish, operate and maintain a single reporting system to record mandatory occurrences.

A 'mandatory occurrence' is an incident relating to structural integrity or fire safety which, if not remedied would likely present a risk of serious injury or death to a significant number of people.

The system will be used by all Principle Accountable Persons to record occurrences reported to them by residents and other stakeholders.

This will enable information on building safety risks for the whole building to be captured by PAP's and reported to the BSR.

We will be usually aware if any of the above events occur however it is important for residents to report any issues, they are aware of or accidentally create so that the correct reporting and of course remediation can take place.

[Additional Reading](#)

House of Commons Library - Fire Safety In Houses and Flats Oct 2023

<https://researchbriefings.files.parliament.uk/documents/CBP-9770/CBP-9770.pdf>

HSE Insite Research Summery – High Rise Residents Oct 2023

<https://www.hse.gov.uk/Research/insight/bsr-hrb-residents-summary.pdf>

HRB Registration Number	HRB Name	BLOCK_ID	Block Address	Local Authority 2020	Local Housing Manager
HRB08011M7N8	1 - 22 Reliance Wharf	8070513	FLATS 1 - 22 RELIANCE WHARF, HERTFORD ROAD, N1 5EW	Hackney	Eva Adjepong
HRB12043P4Z6	1-27 Gaumont House	8000950	UIJMA - GAUMONT HSE - FLATS, MARMONT ROAD, SE15 5TL	Southwark	Christopher Prempeh
HRB09098P7J0	115 Chalkhill Road	8000958	115 CHALKHILL ROAD, WEMBLEY, HA9 9GY	Brent	Sobia Isahaque
HRB11599B4F1	1-26 Gaumont House	8000761	1-26 GAUMONT HOUSE (LSR), STAFFORDSHIRE STREET, SE15 5TS	Southwark	Christopher Prempeh
HRB09126T6S7	1-55 North Court	NTCH0B1	1-27 North Court Upper Charles Street, Camberley GU15 3GX	Surrey Heath	Hayley Martin
HRB09126T6S7	1-55 North Court	NTCH0B2	28 -55 North Court Upper Charles Street, Camberley GU15 3GX	Surrey Heath	Hayley Martin
HRB08012W3V1	23- 45 Reliance Wharf	8070515	FLATS 23- 45 RELIANCE WHARF, HERTFORD ROAD, N1 5EW	Hackney	Eva Adjepong
HRB09076Z8F2	35 Streatham Place	5B099911	31-41 Streatham Place, SW2 4AQ	Lambeth	Janay Worrell
HRB08543M9B3	395 Eastern Avenue	8070776	395 EASTERN AVENUE, ILFORD, ILFORD IG2 6LR	Redbridge	Emeka Seivwright
HRB07103L1G5	4 St James's Crescent	8070778	FLAT 1-40, 4 ST. JAMES'S CRESCENT, LONDON SW9 7BY	Lambeth	Sherelle Wisart
HRB07239R2X9	43 Streatham Place	5B099085	43 Streatham Place, SW2 4AW	Lambeth	Sanjay Lewis
HRB15985L6L9	95 New Park Road	5B097091	95 New Park Road, SW2 4AX	Lambeth	Sanjay Lewis
HRB15987K9H3	97 New Park Road	5B070630	97 New Park Road, SW2 4BF	Lambeth	Sanjay Lewis
HRB15988Q7G8	99 New Park Road	5B090631	99 New Park Road, SW2 4BP	Lambeth	Sanjay Lewis
HRB07050C8G2	Abels Mill	8070224 / 8070225	MIDDLE MILL, BROOKBRIDGE COURT, DERBY, DE1 3LG / ABELS MILL, BROOKBRIDGE COURT, DE1 3LG	Derby	Vacant
HRB09132T1M1	Amber House	AMBE0B1	Amber House (Flats 4-194) Market Street, Bracknell, RG12 1LQ	Bracknell Forest	Elizabeth Mulgai / Harpreet Banga
HRB06433M7V8	Aquila Court	8070713	AQUILA COURT, 78 PARK LANE, CRO 1JE	Croydon	Susan Powell
HRB11643S6V8	Ashfield Court	8020646	1-46 ASHFIELD COURT, CLAPHAM ROAD, SW9 9BB	Lambeth	Priscilla Ogwuru
HRB06298N9P1	Bannerman House	8027552	BANNERMAN HOUSE, LAWN LANE, SW8 1UA	Lambeth	Julia Palluqi
HRB06254P6B1	Bloomsbury House	8001228	BLOOMSBURY HOUSE EXTERNAL, GUILDHALL ROAD, NN1 1AG	West Northamptonshire	Dann Meakin-Smith
HRB11721J1S3	Bream Court	8070939	FLAT 1-33 BREAM COURT, 13 MILLS GROVE, BARNET, BARNET NW4 1DN	Barnet	Cherelle Wisart
HRB09118S1C9	Bryant Court	8092004	37-78 BRYANT COURT, WHISTON ROAD, E2 8EG	Hackney	Eva Adjepong
HRB06384C3B6	Burgess House	8070245	BURGESS HOUSE, SANVEY GATE, LE1 4BR	Leicester	Michelle Donnellan
HRB10442K2G2	Cordwainer House	8000965	CORDWAINER HOUSE, 43 MARE STREET, E8 4RX	Hackney	Michelle Smith
HRB10424K9W3	Desmond House	8000200	1-32 DESMOND HOUSE, CAT HILL, EN4 8JA	Barnet	Adesuwa Igbini
HRB06243N4W8	Eclipse House	8000866	1- 62 ECLIPSE COURT, STATION ROAD, N22 6UX	Haringey	Adeel Abd Al-Malik
HRB06282P7Q1	Elm Court	8020193	1-63 ELM COURT, GRANGEWOOD DRIVE, TW16 7DJ	Spelthorne	Sophie Gill
HRB07053Q4D0	Eversley House	8070622	EVERSLEY HOUSE, MULLINS PLACE, SW4 8EU	Lambeth	Janay Worrell / Natasha Chambers
HRB09114P4X3	Flannery Court	8048170	FLANNERY COURT, TRANTON ROAD, SE16 2JX	Southwark	Christopher Prempeh
HRB08910K7W4	Freedom House	FREB0B1	CORE A Flats 1-104 Freedom House, Brownlow Road, W13 0FW	Ealing	Pamela Cain
HRB11711N0G3	Gilbert House	8070948	GILBERT HOUSE, FLATS 1-101 STUDIO WAY, HERTFORDSHIRE AL7 3FJ	Welwyn Hatfield	Ashif Choudhury
HRB07046M4S4	Glebelands Close	8000760	1-71 GLEBELANDS CLOSE (LSR), GLEBELANDS CLOSE, N12 0AH	Barnet	Lavern Richards
HRB08544V8F5	Grand Union House	8070794	GRAND UNION HOUSE, 257 EALING ROAD, WEMBLEY HA0 1GH	Brent	Lavern Richards / Ruth Botchway
HRB07047H9W9	Gwen Morris House	8048171	GWEN MORRIS HOUSE, WYNDHAM ROAD, SE5 0AD	Southwark	Christopher Prempeh
HRB06434V8V1	Gwynne House	8096012	GWYNNE HOUSE, CHALLICE WAY, SW2 3RB	Lambeth	Charlene Francis-Lyons
HRB07044G6P6	Haverstock House	8020256	3-64 HAVERSTOCK HOUSE, CARSLAKE ROAD, SW15 3DQ	Wandsworth	Nesli Wheatly
HRB11614R2P9	Huntington House	8070947	HUNTINGTON HOUSE, 1-107 BROADWATER ROAD, HERTFORDSHIRE AL7 3FE	Welwyn Hatfield	Ashif Choudhury
HRB07054R3B4	Kymer House	8070621	KYMER HOUSE, 6 MULLINS PLACE, SW4 8EU	Lambeth	Natasha Chambers
HRB06435H8I6	Kynaston House	8096000	KYNASTON HOUSE, CHALLICE WAY, SW2 3ER	Lambeth	Charlene Francis-Lyons
HRB09066T3Q2	Liberty House	LIBR0B1	CORE B Flats 1-33 Liberty House, Brownlow Road, W13 0FU	Ealing	Pamela Cain
HRB07051Q5V0	Longs Mill	8070223 / 8070224	LONGS MILL, BROOKBRIDGE COURT, DE1 3LG / MIDDLE MILL, BROOKBRIDGE COURT, DERBY, DE1 3LG	Derby	Vacant
HRB06437X7C2	Mendip House	8090010	21-254 MENDIP HOUSE, EDMONTON GREEN, N9 0TA	Enfield	
HRB10436J2Y9	Myline Apartments	8070600 / 8070601	1-18 PETERS COURT, STOKE NEWINGTON ROAD, LONDON, N16 8BJ / 1-20 MYLNE APARTMENTS, BARRETT'S GROVE, N16 8AP	Hackney	Eva Adjepong
HRB08017Q2H1	Novello House	8070893	NOVELLO HOUSE, BRIDPORT PLACE, HACKNEY N1 5FS	Hackney	Michelle Smith
HRB06432T8G3	Pearmain House	8070712	PEARMAN HOUSE, APPLE GROVE, HA2 0FJ	Harrow	Rachel Anane
HRB06438Y4F7	Pennine House	8090011	21-254 PENNINE HOUSE (LSR), SOUTH MALL, N9 0TE	Enfield	Darlane Lomanga
HRB09122H9G0	Queens House	QUNE0B1	Flat 4-31 Queens House - Block 6 Holly Road, Twickenham TW1 4EG	Richmond upon Thames	Doreen Tawiah
HRB08010X0C7	Raleigh Square	8070218	RALEIGH SQUARE II NEW BUILD 36A & 36-95, RALEIGH STREET, NG7 4DN	Nottingham	Jake Smith
HRB10432X4X9	Rye Lane	8070781	FLATS 1-23, 237-243 RYE LANE, LONDON SE15 4TP	Southwark	Christopher Prempeh
HRB06306D0D0	Sirinham Point	8027553	SIRINHAM POINT, MEADOW ROAD, SW8 1QE	Lambeth	Julia Palluqi
HRB14182H5D8	TARLETON COURT - PENWORTHAM COURT - HOLMESWOOD COURT	8000292 / 8000293 / 8000450 / 8000451 / 8000561 / 8000562 / 8070231	1-27 HOLMESWOOD COURT, HIGH ROAD, N22 6AY / 28-62 HOLMESWOOD COURT, HIGH ROAD, N22 6AY / 19-31 PENWORTHAM COURT, MAYES ROAD, N22 6SR / 32-64 PENWORTHAM COURT, MAYES ROAD, N22 6SR / 1-34 TARLETON COURT, HIGH ROAD, N22 6AX / 35-59 TARLETON COURT, HIGH ROAD, N22 6AX	Haringey	Adeel Abd Al-Malik
HRB07052Z8W9	The Annexe	8070231	THE ANNEXE, JUNIOR STREET, LE1 4QF	Leicester	Michelle Donnellan
HRB06436N0R8	Tillman House	8096024	TILLMAN HOUSE, CHALLICE WAY, SW2 3RA	Lambeth	Charlene Francis-Lyons
HRB02471F7M2	Time House	TIME0B1	1-36 Time House 71 Plough Road, London SW11 2BL	Wandsworth	Nesli Wheatly
HRB09082L9I9	Waterfield House	8070795	WATERFIELD HOUSE, 259 EALING ROAD, WEMBLEY HA0 1GL	Brent	Ruth Botchway
HRB16113K1L6	Keithshaw House	8071006	FLATS 1-41, KEITHSHAW HOUSE, LONDON SW4 8FE	Lambeth	Ayat Mahmoud

Appendix B

Building Information for Resident Engagement	
	first occupied,
	when a new resident moves in,
	or when the information becomes out of date
1)	Measures to reduce the risk of fire and ensure the structural integrity of the building
	a) a summary of the most recent fire risk assessment
	b) a summary of the measures in place to mitigate the potential spread of fire
	c) a summary of the measures in place to mitigate any building structural safety risks
	d) information on how residents can reduce the risk of fire
	e) information on how residents can report a safety issue
	f) information on how residents can help the accountable person manage building safety risks
2)	Contact information for building safety matters and a short explanation of their role
	a) the accountable person providing the information for the principal accountable person (mtvh freeholder)
	b) the accountable person providing the information for any accountable person (mtvh is responsible for the repairs to the structure and common parts)
	c) the accountable person providing the information for the Responsible Person under the Fire Safety Order (MTVH freeholder)
3)	Information about residents' rights
	a) a copy of the residents' engagement strategy
	b) the principal accountable person's complaints policy
	c) a list of the further information residents can request
	A list of the further information residents can request
1)	current and previous relevant fire risk assessments for the higher-risk building
2)	the current safety case report, and previous relevant safety case reports
3)	any other information that forms part of the information and evidence compiled by the principal accountable person or accountable person(s) as required to underpin the safety case report
4)	details as to how building safety assets in the higher-risk building are managed, the reasonable details of, and the schedule for, any planned maintenance and repairs of the building and fire safety features
5)	the outcome of any building safety inspection checks for the higher-risk building that have been undertaken
6)	the fire safety strategy for the higher-risk building
7)	copies of structural assessments of the higher-risk building
8)	planned and historical changes to the building which are relevant to building safety risks
9)	a risk register of fire hazards for the building and how they are being managed
10)	any information required to be provided to the resident as part of the initial provision of information
11)	all other building safety information that the principal accountable person or accountable person(s) reasonably considers should be provided to residents on request so that
	a) residents are able to play an active role in building safety decisions as part of the residents' engagement strategy
	b) residents are able to play an active role in the safety of their higher-risk building; and
	c) residents are able to fully understand the building safety features of, and building safety measures in place for, the higher-risk building in which they live
12)	previous residents' engagement strategies for the building
13)	in higher-risk buildings where there is more than one accountable person, the principal accountable person must be clearly identified
14)	in higher-risk buildings where there is more than one accountable person, the principal accountable person must be clearly identified

Appendix C - Compliance Servicing and Inspection Frequencies

Work Stream	MTVH Testing Frequency
Air Conditioning	12 months
Ammonia Service Test	12 months
Booster Pumps	6 Months
CCTV	12 Months
TMV2/TMV3	12 Months / 6 Months
Chlorination	When required
Closomat	12 Months
Cold Water (inspection)/ Break Tank	12 Months
Disabled Toilet/ Bath	6 Months
Domestic Lifts	6 Months
Dry/ Wet Riser	6 Months Visual / 12 Months Test
Emergency Lighting	12 months
Fire Alarm/ Smoke Alarm	6 Months
Fire Extinguishers	12 Months
Hot Water (Calorifier)	12 Months
Lightning protection	12 Months
Man Safe	12 Months
Mechanical Bed/ tables	6 Months

Appendix D - The Legal Parts

The below statement is taken directly from the requirements of a Resident Engagement Strategy as described in the BSA 22

As the principal accountable person, you must:

prepare a resident engagement strategy.

act in accordance with the strategy.

review and revise the strategy and keep a record of the reviews.

provide the latest version to each accountable person.

when necessary, consult residents, owners of residential units, and accountable persons about the strategy and take their opinions into account.

Accountable persons, for the parts of the building that they are responsible for, must:

provide the latest version of the strategy to residents and owners of residential units.

tell residents about building safety work.

tell them about who will carry out the work.

Accountable persons must work with other accountable persons for the building to help prepare and review the strategy.

The Building Safety Act, (BSA) gives more power to residents of HRB's to get involved with the safety of their homes and provides them the tools to hold MTVH to account for the safety of our buildings and our residents. It also gives us more powers to enforce on building safety issues. This means everyone either living in or visiting the building has a responsibility to keep it safe. Working together to ensure that we are held accountable in the event of any failures.

This is MTHV's Resident Engagement Framework, which focuses on how we will

- Encourage the participation of residents in the making of building safety decisions.
- Review this framework at prescribed times and revise, if necessary,
- Consult with residents on the delivery of this framework and listen to the feedback received.
- Act always in accordance with this framework.

The Building Safety Act has created a new Building Safety Regulator, BSR, to oversee building safety with powers of enforcement and sanctions to make sure that:

- *a copy of the Resident Engagement Framework is given to all residents occupying HRB's*

- *the resident's voice is heard and gives them clear channels to raise their concerns through, to escalate their concerns and to whistle blow if they are not listened to.*
- *Residents have access to "specified information" including vital safety information about their building.*
- *There is a complaint handling process in place and that effective action is taken where concerns are raised.*

Other Relevant Pieces of Legislation

Fire Safety Act 2021:

The Fire Safety Act strengthened the Fire Safety Order 2005 to clarify that the responsible person or duty-holder for multi-occupied, residential buildings must manage and reduce the risk of fire for:

the structure and external walls of the building, including cladding, balconies, and windows entrance doors to individual flats that open into common parts.

This clarification aids fire and rescue services to take enforcement action and hold building owners accountable if they are not compliant.

Fire Safety England Reg 22:

This act introduced requirements on Building owners to provide information to fire and rescue services to support them in the event of an incident. The bulk of the information relates to HRB's.

This includes items such as Floor Plans, Building Plans, evacuation strategy, ensuring Wayfinding signage is in place etc.

For 11m + blocks (5 storey plus) additional requirements for checking communal Fire Doors/Flat Entrance Doors quarterly/annually and for all Blocks the provision of fire safety information including the use of fire doors.

Fire Safety Order 2005:

This act combined all previous fire safety legislation into 1 overarching piece of legislation and introduced requirements on the Responsible Person with regards to fire safety.

The main requirements being:

- Duty to take general fire precautions.
- Risk assessment.
- Principles of prevention to be applied.
- Fire safety arrangements.
- Elimination or reduction of risks from dangerous substances.

- Fire-fighting and fire detection.
- Emergency routes and exits.
- Procedures for serious and imminent danger and for danger areas.