RESIDENT ENGAGEMENT STRATEGY

Document Revision Schedule

Revision	Purpose/Suitability	Revision Description	Date
Ver 01	*For Review & Feedback*	*Initial Document Published for Review and comments*	*12/12/2025*
Ver 02	*For Information*	*Feedback Implemented and Document Issued for Information as current live application*	*12/12/2025*

01 - INTRODUCTION

This document outlines the strategy of how MTVH engages residents in Higher-Risk Buildings (HRBs) as per the requirements introduced via the Building Safety Act 2022. It ensures residents are informed, involved, and can participate in decisions regarding building safety.

01-01 Purpose of the Strategy

Inform residents about building safety risks and measures.

MTVH's Resident Engagement Strategy demonstrates our commitment to ensuring that residents are actively involved in decisions that impact their safety.

The strategy outlines how we will comply with Section 91 of the Building Safety Act 2022 by engaging residents through accessible, inclusive, and effective communication methods. It emphasizes transparency and accountability in the management of building safety risks.

Empower residents to participate in safety decision-making.

By setting clear standards for resident involvement, this strategy is committed to enhancing safety, building trust, and creating a collaborative environment.

01-02 Scope of the Strategy

This strategy applies to **395 Eastern Avenue** which is classified as a Higher-Risk Building under the Building Safety Act 2022

A high-rise residential building has at least:
- 7 storeys or is at least 18 metres high
- 2 residential units

The scope of this strategy includes all resident engagement activities relating to building safety, such as consultation on the Safety Case Report, communication of safety information, and feedback mechanisms.

01-03 Legal Framework

Fulfilling our legal obligations under the Building Safety Act (BSA) 2022.

This strategy supports compliance with the regulatory requirements, reinforcing our commitment to transparency, accountability, and resident wellbeing.

Our goal is to create consistent procedures for information exchange and consultation in line with our Duties of Principal Accountable Person (PAP) and Accountable Persons (AP) to ensure resident input is integral to safety protocols.

Accountable Persons (AP) and the Principal Accountable Person (PAP) manage the fire and structural safety risks of a high-rise residential building.

Building trust through transparency and accountability.

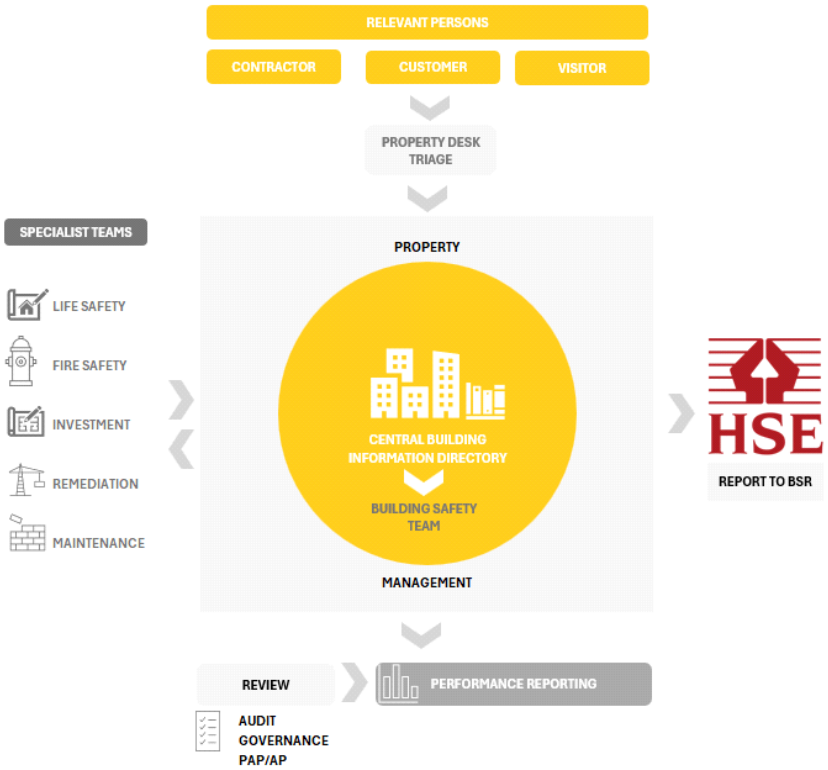
MTVH is committed to proactive engagement with residents, ensuring their voices are heard and their safety is prioritized.

This document provides a comprehensive Resident Engagement Strategy, which will be periodically updated and maintained to foster continuous improvement and responsiveness to resident needs and in compliance with the Building Safety Act 2022.

This document also references secondary legislation and statutory guidance that inform this strategy.

02 - MTVH OPERATIONS SUMMARY

02-01 Customer Reporting and Operational Workflow



For incidents requiring immediate attention, emergency services, where they have not already been notified, will be engaged.

• **Critical Occurrences**: Present an immediate threat to life or building safety. Require urgent escalation.
• **Non-Critical Occurrences**: Do not present an immediate danger but require action within a set timeframe.

Critical and Urgent Reports: Address incidents requiring immediate response due to imminent danger.

Non-Critical Reports: Document incidents posing potential risks but with no immediate danger.

Resident Guide: Emergency vs Non-Emergency Reporting

Report as an EMERGENCY if you notice:
Examples:
(These may be life-threatening and must be reported to the Building Safety Regulator)
• Large cracks in walls or ceilings that appear suddenly
• Floors, ceilings, or walls that are sagging or moving
• Signs of a potential collapse or falling structural parts
• Fire doors that don't close or are damaged
• Fire alarms or sprinklers that are not working
• Blocked or locked fire exits
• Smoke or fire spreading beyond one flat
• Smell of gas or visible fire hazards affecting the whole building
• Sudden failure of key safety systems (e.g. smoke vents, alarms)

Still important, but NOT an emergency:
Examples:
(Report to building management through usual channels)
• Damp or mould in your flat
• Small cracks in paint or plaster
• Broken lights or switches
• Lift not working
• General noise complaints
• Rubbish or cleanliness issues
• Issues with heating or water pressure

02-02 MTVH Operational Teams Overview

Property Desk Triage

MTVH Customer Hub and Property Desk is a dedicated 24 Hours Service for customers and staff to report incidents, raise concerns, repair requests and any general enquiries

Life Safety Team

Dedicated Team responsible for servicing and maintenance of life safety systems, carried out regularly, ensuring the systems are in working order at all times.

Fire Safety Team

Compliance & Technical Services teams who are jointly responsible for providing competent fire risk management, in the form of risk assessment, risk treatment and risk reduction

Planned Investment Team

Dedicated Planned Investment programme that ensures the continuity of MTVH's regulatory compliance as well as the improvement of our buildings performance including management of planned works which are carried out to the highest standards.

Remediation Team

Dedicated Team to Remediation Programme Planning & Delivery

Maintenance Team

In addition to MTVH's responsibility for maintaining communal areas and carrying out repairs where needed including emergency and planned repairs, the Maintenance Team is commited to keeping residents' homes warm, safe and dry.

Review

Proactive & Reactive Monitoring Systems including Building Safety Management

Audit

Routine internal and external audit programmes are in place, with audits carried out by personnel from within and external to the organisation. The audits assess compliance with the defined expectations and the effectiveness of the management review arrangements.

Governance

The management system that MTVH uses to apply a "Plan – Do – Check – Act" process to managing building safety is effective and meets the essential requirements set out in BSR guidance as well as in documents such as ISO45001 and HSG65.

Building Safety Management Team (BSMT)

The Building Safety Manager undertakes regular audits of the performance of controls including utilisation of a number of inspection activities. In addition, they attend site on a quarterly basis

Performance Reporting

Audit opinion and findings from the framework audits are reviewed with specified levels of management. Building Safety has now been incorporated into these arrangements

Central Building Information Directory

MTVH maintains a centralised directory for the building lifecycle during operation as a single source of truth. This approach ensures excellent coordination between various teams and all levels of management and significantly reduces risk of delays and accidental misplacement of critical or any other activity records. The system has rigouros governance procedures in place to safeguard against loss of data and ensure the continous operation in case of a system downtime.

03 - RESPONSIBILITIES

03-01 Principal Accountable Person (PAP)

Oversees engagement, compliance, and reporting

Principal Accountable Person (PAP): **Metropolitian Thames Valley Housing Limited**

The PAP is responsible for overall building safety management, will lead engagement efforts, ensuring the sharing of safety information and swift responses to resident feedback.

They are accountable for setting standards and managing the input from residents effectively, taking their concerns into account at the highest decision-making levels.

The PAP must ensure that engagement activities are proportionate, inclusive, and meet the needs of all residents, with records maintained for review by the Building Safety Regulator (BSR).

03-02 Accountable Persons (APs)

Facilitate activities, respond to residents, implement safety actions

Accountable Person (PAP): **Metropolitian Housing Trust Limited**

An AP has an obligation to repair any common parts of the building for which they are responsible.

Common parts are used by residents, such as:

- the structure and exterior of the building
- corridors
- lobbies
- staircases

MTVH is the PAP and AP for 395 Eastern Avenue

03-03 Resident Liaison Officers

Supports engagement and communications

Customer Liaison Officer : Britney Da Silva, 07701388923, britney.dasilva@mtvh.co.uk

Resident Liaison Officer is the key point of contact that link the community to our internal teams.

They provide peace of mind to residents and ensure that they will be accommodated for throughout the process so that any questions they may have are answered promptly.

03-04 Designated Points Of Contact

Main BSR contact: **Jules Bickers Director Of Property and Asset Management**

Other contact (please specify): **Sally Anne Lees, Head of Building Safety**
SallyAnne is responsible for Delivering Building Safety Across MTVH

Building Safety Manager: Toyosi Mohammed

Toyosi Mohammed is the Building Safety Manager named as responsilbe for overseeing **395 Eastern Avenue** Building Safety. All Building Safety Managers have an oversight of all of our HRB's ensuring checks are carried out, any works in the building have been checked and documented and liaising with the Fire Safey Team and planned works teams to track outstanding actions. The Building Safety Managers engagement with residents, the Fire Service and Teams across MTVH to ensure that **395 Eastern Avenue** is safe and all enquiries and concerns are reported, assessed, tracked and managed appropriately.

Local Housing Manager : Glory Menga

The local housing managers are resident focussed ensuring that all residents needs are met. They laise and communicate with other teams within MTVH reporting any indentified issues and working particulalry with the Buildingsafety Managers and Fire Safety tema who can identify themes across the protfolio as well as addressing specific building and resident needs. The local housing maangers ar the key to community engagement which is a particular focus with such a large number of residents in neighbouring buildings.

Building Safety ,as well as the right to live well in a decent home is the responsibility of all MTVH staff, a wider understanding of the responsibility to dare, care and collaboration is the at the core of our values and this is embedded from induction at MTVH.

To acheive this there is an expection that all staff are made aware of risks that can be present in a building not matter the employees role. We ask that any representitive of MTVH to be curious, to ask and we embed how to report. This is across the organisation including Fire Safety, Building Safety and Safegaurding and the wider orgaisation

03-04 Resident Responsibility

Residents play a crucial role in maintaining building safety.

Their responsibilities include cooperating with safety measures, following instructions relating to building safety, reporting hazards or risks promptly, and participating in consultations.

Residents have obligations under Section 95 of the Building Safety Act which generally translate to compliance with reasonable safety instructions.

395 Eastern Avenue Residents Responsibility

Respect and Protect Safety Equipment: Residents must not damage, remove, or interfere with critical safety items such as fire doors, ventilation, dry risers, smoke alarms or signage. Tampering with these components could compromise the building's ability to contain and manage emergencies, making everyone's safety dependent on each person's responsible conduct. As Building Name has balconies, all residents are to be aware of the risks of fire spread from balconies. Storing flammable liquids, fire spread from BBQ's and heaters, MTVH has a policy that prevents their use. Residents should be aware of the risks of lithium ion batteries and thermal runaway when they are involved in fire. Lithium Ion batteries are loacted in rechargeable items such as phones and e scooters. E scooters are a growing issue in all HRB's, MTVH will keep updating residents regarding the latest regulations and advice. We ask all residents not to charge devices in hte means of escape from your flat, keep them away from your flat front door.

Follow Lease or Rental Agreement Provisions: Your agreement specifies rules regarding modifications or refurbishment of your unit. Any work you plan for your residence must be approved or coordinated with your MTVH beforehand. Unauthorized alterations can inadvertently increase building safety risks like the spread of fire or create structural vulnerabilities.

Allow Reasonable Access for Safety Checks: To continuously assess and manage safety risks, residents are required to permit MTVH or other safety officers access to their homes at reasonable times. These inspections can range from routine safety checks to urgent assessments if an incident raises concerns about the building's fire or structural integrity.

By adhering to these responsibilities, residents not only comply with legal requirements but also contribute to a collective culture of building safety that benefits everyone in Building Name . Each small action—whether it's not interfering with a fire door or promptly reporting a potential safety issue—plays a vital role in maintaining the overall and ongoing safety of the building.

04 - PRINCIPLES OF ENGAGEMENT

04-01 Transparency & Clear Communication Of Safety Issues

Objective:

Transparency is a core principle guiding our resident engagement strategy.

MTVH is committed to providing accurate, timely, and understandable information to residents about building safety risks and mitigation measures.

We will share relevant summaries of safety case reports and decisions affecting residents' safety, ensuring information is presented clearly and accessibly.

Open communication builds trust and encourages active resident participation.

Actions:

We will communicate essential building safety information, including:

- Findings from building safety risk assessments, including identified hazards and associated risks.
- Actions being taken to manage and mitigate risks, including any planned or ongoing remediation works.

We will provide clear information about the scope and purpose of consultations, including:

- Why resident feedback is sought.
- What decisions are open to influence and which are mandated by law or regulation.
- Timelines for decision-making and implementation.
- Make safety case reports and the Safety Case Summary available to residents in accessible language, ensuring they understand the key issues.
- Share information via multiple channels (newsletters, meetings, online portals), ensuring clarity, consistency, and accessibility.

We will ensure transparency in decision-making by reporting:

-How residents' views have been considered.
- What decisions have been made and why.
- Any limitations due to legal, financial, or regulatory frameworks.

04-02 Consultation Channels & Scope Of Consultations

Objective:

We will conduct regular consultations with residents on building safety matters, particularly when developing or revising the Safety Case Report, introducing new safety measures, or planning major refurbishment works.

These consultations will take place via meetings, surveys, and focus groups, and MTVH will clearly demonstrate how residents' feedback has influenced decisions.

The engagement process will be documented, and outcomes will be communicated to residents and ensure their views and concerns shape building safety management.

Actions:

We will implement formal consultation processes for:

- Building safety measures.
- Resident safety information dissemination.
- Significant building works impacting safety.

Offer multiple channels for consultation, such as:

- Resident engagement meetings (virtual and in-person).
- Digital platforms/portals for feedback submission.
- Surveys/questionnaires regarding specific building safety topics.
- One-on-one consultations for vulnerable residents.
- Provide adequate notice periods and timeframes for residents to participate in consultations (best practice: 28 days for formal consultations).
- Ensure consultations are inclusive, with materials translated into multiple languages and formats (braille, audio).
- Clearly explain how consultation outcomes will influence decisions and provide feedback to residents post-consultation.
- Maintain records of consultations, attendance, and feedback received for transparency and audit purposes.

04-03 Inclusivity & Engagement Of All Residents Regardless Of Background Or Needs

Objective:

Inclusivity ensures that every resident has equal opportunities to engage with MTVH on building safety matters.

Communication and consultation methods will be tailored to meet diverse needs, including language differences, literacy levels, disabilities, and access to digital tools.

We are committed to eliminating barriers to engagement, ensuring all voices are heard and considered in safety decision-making.

For **395 Eastern Avenue** we have incorporated the following approach:
- Multi-format Information: Large print, audio, translated materials.
- Accessible Venues: Meetings held in accessible locations.
- Virtual Participation: Provide online options for engagement.

Actions:

We will conduct a resident profile audit to understand the demographics, languages, and specific needs of residents.

We will tailor communications and consultation materials to be inclusive, including:
- Providing translations in key community languages.
- Offering materials in accessible formats (easy-read versions, large print, audio descriptions)

We will arrange targeted engagement sessions for vulnerable groups, such as:

- Residents with disabilities.
- Elderly residents.

Residents with language barriers.

We will appoint resident liaison officers or community champions to ensure underrepresented groups have a voice.

We will offer flexible participation options, including:

- Evening meetings for those who work during the day.
- Childcare options during in-person consultations.
- Conduct training for staff to support inclusive communication and engagement practices.

04-04 Responsiveness & Addressing Safety Concerns Promptly

Objective:

To create a culture of accountability and prompt action by ensuring residents' safety concerns are acknowledged, investigated, and addressed without delay.

Actions:

We will establish clear, simple processes for residents to report safety concerns, including:

Dedicated phone lines.

Email addresses and online enquiry forms

Drop-in sessions with building management.

Online Microsoft Teams meetings

24/7 Out Of Hours emergency Incident / repairs line

Service standards for response times:

Acknowledge all concerns within 2-5 working days.

Investigate and provide a substantive response within 10-20 working days (or sooner, depending on the severity).

MTVH's **incident triage system** to prioritize safety concerns based on risk.

Maintain a **log of all reported concerns**, actions taken, and communication with residents.

We will provide regular updates to residents on the status of their concerns until resolution.

Escalate unresolved issues to the Principal Accountable Person or Building Safety Regulator (BSR) if necessary.

Educate residents on their right to escalate unresolved concerns to the BSR.

04-05 Record-Keeping: Document all engagements and feedback

Objective:

To maintain accurate, secure, and comprehensive records of all resident engagement activities, consultations, and feedback in compliance with regulatory requirements.

Actions:

We will document:

- All engagement activities (meetings, consultations, surveys)
- Attendance records and demographic participation data.
- Actions taken in response to feedback and their outcomes.

We will store information as part of the Golden Thread, ensuring:

- Accuracy, completeness, and currency of data.
- Security, privacy, and compliance with UK GDPR.

We will provide residents with access to relevant records, including:
- Agreed actions and resident questions raised at meetings.
- Safety case summaries.
- Consultation outcomes.
- Make records available for inspection by the Building Safety Regulator (BSR) upon request.
- Retain records for a minimum of 15 years or the life of the building safety case, whichever is longer.

04-06 Continuous Improvement: Regularly enhance engagement methods

Objective:

To ensure the resident engagement strategy evolves in line with best practices, feedback, and regulatory changes, fostering continuous improvement.

Actions:

We will conduct reviews of the Resident Engagement Strategy in collaboration with residents and stakeholders every 2 years

We will gather regular feedback from residents on the effectiveness of engagement methods.

Benchmark practices against industry standards and learn from sector case studies.

We will act on recommendations from:
- Internal audits.
- Resident panels or focus groups.
- Independent resident engagement evaluations.

We will update staff training and development programs to reflect new regulations, technologies, and engagement techniques.

We will embrace new technologies (e.g., mobile apps, SMS alerts, virtual reality safety tours) to improve accessibility and engagement.

We will report on lessons learned and changes made as a result of resident feedback through newsletters and engagement forums.

We will maintain open channels for ongoing dialogue, beyond formal consultations.

05 - RESIDENT ENGAGEMENT METHODS

05-01 Resident Engagement Schedule Overview

Method	Purpose	Frequency
Resident Meetings/ Workshops	Share updates on safety measures and encourage participation.	Quarterly
Newsletters/ Information Packs	Provide updates on building safety policies, inspections, and actions.	Biannually
Information Guide and Letter drop	Educate residents on evacuation routes and emergency procedures.	Biannually
Resident Surveys/Feedback Forms	Gather feedback on safety concerns and suggestions for improvement.	As Needed
Online Portal/Email Updates	Share urgent safety updates, reports, and FAQs.	Ongoing
Estate Walk about	Gather feedback on safety concerns and suggestions for improvement	Ongoing
On-Site Noticeboards	Display critical safety information and engagement opportunities.	Ongoing

06 - PROVISION OF SAFETY INFORMATION TO RESIDENTS

06-01 Safety Information Pack

MTVH will provide residents with an accessible comprehensive Building Safety Information Guide that includes information on building safety features, evacuation procedures, fire safety measures, and residents' responsibilities.

The information will comply with Regulation 10 of the Fire Safety (England) Regulations 2022

Information will be presented in plain language and made available through multiple channels, such as email, post, MTVH website, noticeboards or communal spaces in the building.

We will ensure that security-sensitive information is appropriately redacted while maintaining transparency about safety risks and mitigation strategies.

06-02 Delivery Channels

Safety information will be communicated through various channels, including newsletters, digital platforms, noticeboards in communal areas, and face-to-face briefings.

Information will be regularly updated to reflect changes in building safety management or legislation.

MTVH will ensure that all residents are aware of where and how to access safety information, with specific efforts made to reach vulnerable residents.

06-03 Building Safety Risks & Control Measures

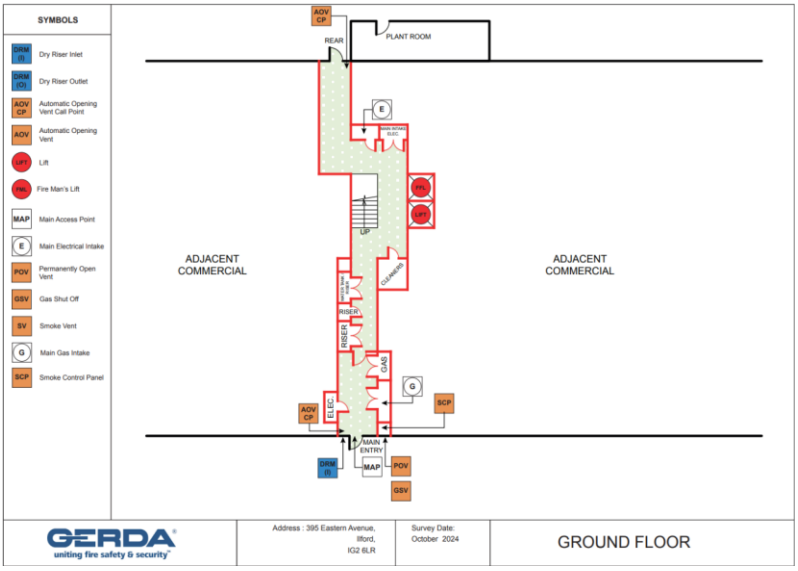
Fire Door, alarms and Inspections - graphical layout

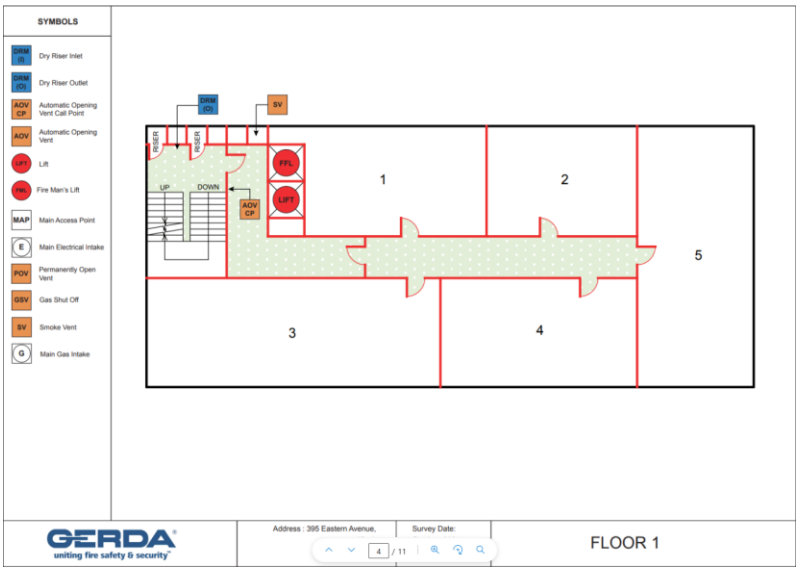
Functionality inspections carried out by MTVH				
Fire safety asset	Servicing frequency	British standard	Note	In-house testing functionality
Fire alarm system Grade D	Annually	BS 5839- 6:2019	Full service	Monthly
Emergency lighting	Annually	BS 5266- 1:2016	Full duration (3 hours)	Monthly
Dry/wet rising mains	6/12 months	BS9990/BS999	6m service/12m	Monthly
Communal fire doors Flat entrance doors	Annually	BS9999 BS8214	Fire door function test and visual	Quarterly Annually
EICR	5 years	BS7671	100%	
Lightning protection	Annually	BS EN 62305	Inspected and tested	
Gas safety checks	Annually	Reg 36 1998	Full inspection	
Lifts				Monthly

MTVH ensure that all fire safety systems are checked regularly in line with regulatory requirements

Emergency Procedures: Evacuation Plans & Routes

Floor Layout of residential floor - Escape is via the single stair





Residents Responsibility

We are committed to providing you with information about how we are managing safety risks and keeping you informed about the steps being taken to keep your home safe. You can help us to make sure **395 Eastern Avenue,** its residents and visitors are safe by continuing to provide access to your home for us to carry out safety inspections or fire and structural safety-related maintenance. We will continue to work together with you and aim to and give reasonable notice where access is required.

You and visitors have an important role to play in keeping the building safe **(before, during and after the building safety remediation work at your building)**

Although these requests may seem common-sense, and we believe that most residents use their home carefully; we feel it is important to remind you of the key responsibilities.

You must not Act in a way that creates a significant risk of fire or structural failure Interfere with a relevant safety item, including the smoke detectors and sprinkler heads. **You must** Upon request, share information with us, to help us to assess and manage any building safety risks. Be responsible for your own behaviour and that of your household members and visitors.Be responsible for the maintenance of all the walls in your home and report any damage immediately to MTVH.

06-04 How to report a safety issue

https://www.mtvh.co.uk/contact-us/report-a-problem/

Home / Contact us / Report a problem

- Report a problem
- Make a complaint about MTVH
- Office locations
- Service standards
- Share your voice

Report a problem

If you have questions about your home, making payments or your MTVH Online account, you can send us a message.

If it's an emergency

- Call 999 if you or someone else is in immediate danger.
- Request an emergency repair for things like burst pipes or no heating.

Estate maintenance issues

Report problems with the maintenance of communal (shared) areas around your building. For example, cleaning or garden maintenance.

Report a problem with your estate →

Damp and mould

Tell us about damp and mould in your home and we'll work with you to try and fix it.

Report damp and mould →
Dealing with damp and mould →

Abuse or neglect

How to get help if you or someone you know is experiencing abuse or neglect.

Report abuse or neglect →
Domestic abuse →

Or Scan the QR code below

06-05 Safety Awareness

Safety Training

MTVH Offer many anvenues for safety advice for our residents, information guides and resident packs are regulary updated and communications sent and displayed within **395 Eastern Avenue** for residents, visitors and attending relevant persons.

Specialist Team support residents within their field of expertise, such as the Fire Safety Team. They provide ways to communicate directly or they can offer support through the Building Safety Manager or Local Housing Managers.

Building Management Informaiton is displayed in the building for all relevant persons, we advertise our website that offers further advice and channels for comminucation regarding safety awareness . https://www.mtvh.co.uk/manage-your-home/keeping-safe-in-your-home/.

Example from our latest Resident Engagement Guide June 2025 include;

How to play your part in maintaining building safety

Read all safety information we send to you and share it with the people you live with.

Read all safety information we send to you and share it with the people you live with.

Make sure everyone in your household knows what to do in the unlikely event of a fire.

- Follow all the advice to reduce the risk of fire
- Put candles, incense sticks and oil burners out and never leave them burning when you are asleep
- Avoid purchasing second-hand cookers. When ignited, your gas cooker should have a steady blue flame; a yellow or red flame can indicate incomplete ignition, and the production of carbon monoxide. Always use Gas Safe gas engineers to install gas appliances.
- When cooking, make sure pans are never left on the heat unattended
- Avoid overloading plug sockets and don't leave electrical items charging overnight
- If you have a tumble dryer, make sure you empty the filters regularly
- Do not tamper with your flat entrance door (FED)
- Check to ensure your smoke alarms are working
- Check your electrical appliance regularly for any faults
- Take care when using portable heaters and keep clear of furniture and curtains
- If you smoke, take extra care with matches, lighters and finished cigarettes

Protect yourself and others from the dangers of e-bike, e-scooter or lithium-ion fires. For more information see the London Fire Brigade's 'Guidance and principles for the charging and storage for electric-powered personal vehicles'

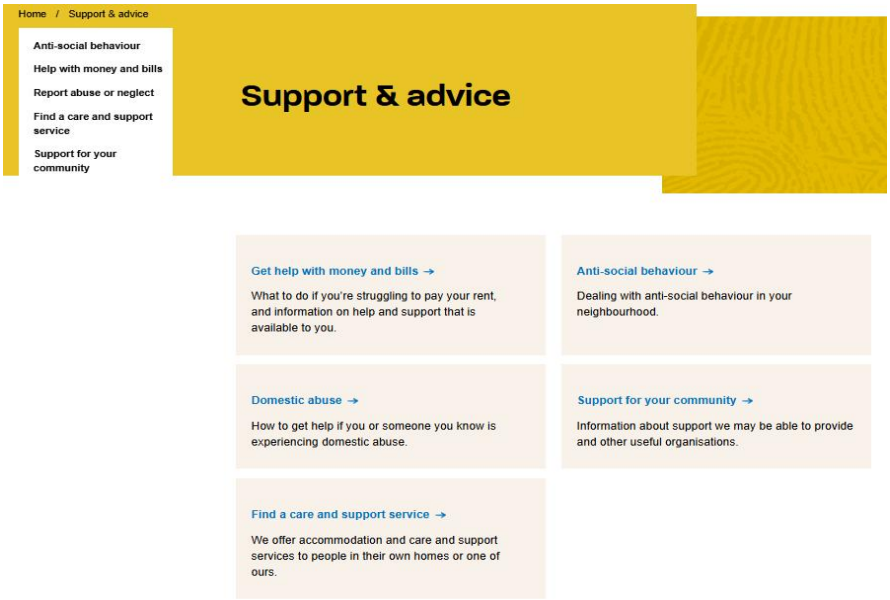
Click to view

MTVH are redeveloping their E-scooter and E-bike strategy to ensure that we can adeqautely educate and support residents and visitors in managing lithium ion battery products within our buildings and in residents homes. This is being developed listening to Fire Safety experts, the National Fire Cheifs Council and Fire and Rescue Service advice as well as speaking to our couterparts in other Housing Associations.

Support Resources

MTVH's core value is that we beleive that everyone should have a decent home and the chance to live well

To achieve that we set core behaviours to Dare, Care and Collaborate to ensure that every resident can live to their full potential.



07 - RESIDENTS FEEDBACK & COMPLAINTS

07-01 Feedback Mechanism

Overview

Residents will be provided with clear and accessible channels to submit feedback on building safety issues, including online portals, feedback forms, and dedicated contact points.

MTVH will acknowledge receipt of feedback within a specified timeframe and take appropriate action.

We will ensure that feedback mechanisms are easy to use and encourage participation from all resident groups.

Channels

If you would like to speak to a member of the Building Safety Team , please contact us via our online form: https://www.mtvh.co.uk/contact-us/contact-us-about-fire-and-building-safety. Or by calling our direct contact number on 020 8607 0691

We want to make sure you are involved in the decisions we make about safety in your building, you can find our Building Safety Resident Engagement Framework on our 'Keeping Safe In your Home' page at https://www.mtvh.co.uk/wp-content/uploads/2024/03/MTVH-Building-Safety-Resident-Engagement-Framework.pdf

We hope you do not have any cause to complain about our services.

If you do wish to make a complaint, please contact your Local Housing Manager or visit our website at https://www.mtvh.co.uk/contact-us/report-a-problem/make-a-complaint-about-mtvh/

07-02 Complaints System

Overview

Residents can raise formal complaints regarding building safety issues through a transparent and fair complaints process.

The process will outline how complaints are handled, the expected timescales for response and resolution, and escalation routes, including referral to the Building Safety Regulator (BSR) if necessary.

MTVH is committed to resolving complaints promptly and using them as an opportunity to improve building safety management.

Raising Complaints

If you do wish to make a complaint, please contact your Local Housing Manager or visit our website at https://www.mtvh.co.uk/contact-us/report-a-problem/make-a-complaint-about-mtvh/

- Acknowledge concerns within 5 working days.
- Investigate and respond within 20 working days.
- Escalate unresolved concerns to PAP or Building Safety Regulator (BSR).

08 - COMMUNICATION CHANNELS

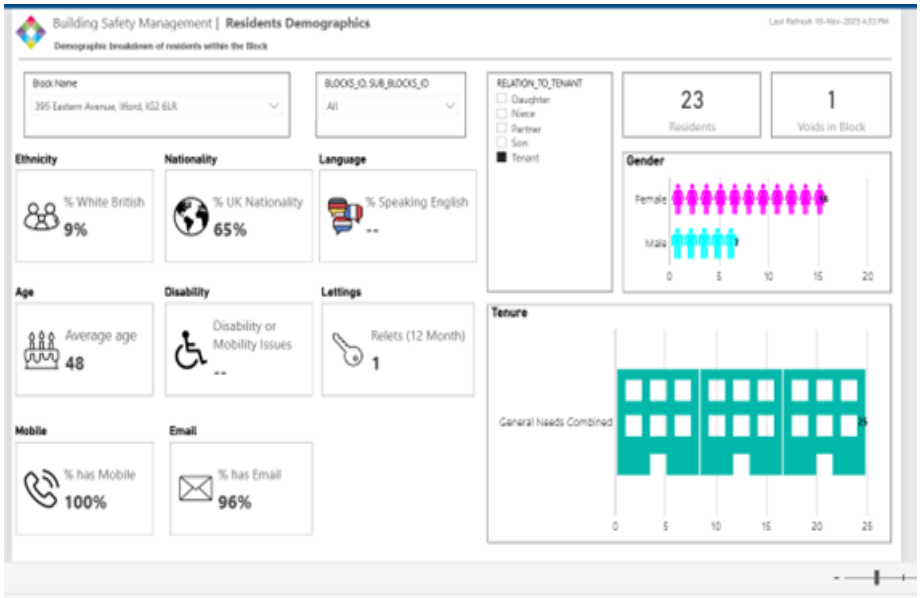
08-01 Available Communication Methods

MTVH will utilize a range of communication channels to engage with residents, ensuring that everyone can access important safety information and participate in consultations.

Channels will include email updates, SMS alerts, community noticeboards, resident portals, and in-person meetings.

Communication will be adapted to suit residents' preferences and accessibility needs, ensuring inclusivity in line with the Building Safety Act's requirements

To be able to acheive this effectively we have to understand the profile of our residents, In **395 Eastern Avenue** we engage across the organisation to gather information and use this to assist in ensuring tailored communications where neccesary.



09 - RECORD KEEPING AND EVIDENCE TO BSR

MTVH will maintain detailed records of all resident engagement activities, including consultation outcomes, safety communications, feedback received, and actions taken in response.

Records will be stored securely and made available to the Building Safety Regulator (BSR) upon request.

These records will demonstrate compliance with legal requirements and the effectiveness of our Resident Engagement Strategy.

10 - REVIEW AND CONTINOUS IMPROVEMENT

10-01 Strategy Review

The Resident Engagement Strategy will undergo a review every 2 years , or sooner in the event of significant incidents, changes in legislation, or feedback from residents or the BSR.

The review process will involve residents through consultation activities, and changes to the strategy will be communicated transparently.

MTVH is committed to continuous improvement, ensuring the strategy remains relevant and effective.

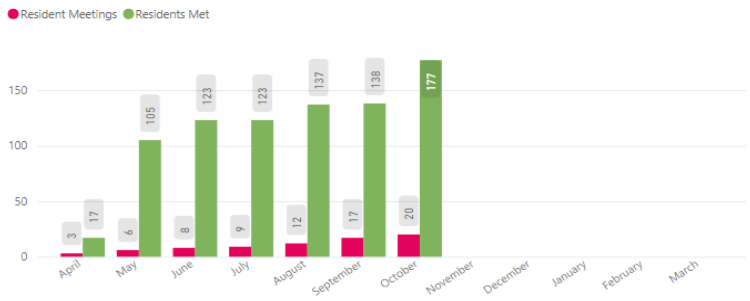
10-02 Performance Monitoring

MTVH will monitor the effectiveness of the Resident Engagement Strategy using key performance indicators (KPIs), such as resident participation rates, satisfaction surveys, and feedback quality.

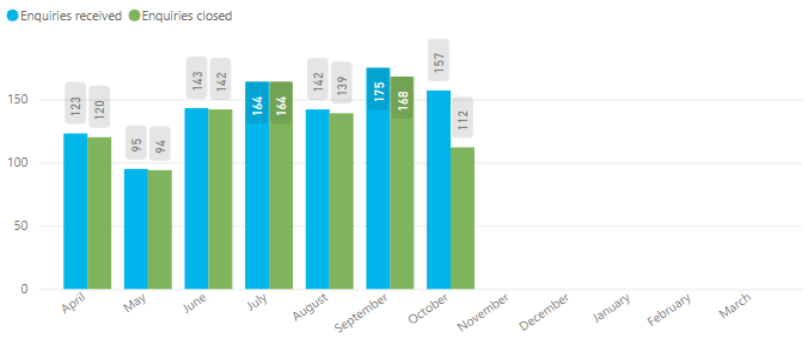
Regular assessments will identify areas for improvement, and action plans will be developed to address any gaps.

Lessons learned from incidents and resident feedback will inform ongoing strategy refinement.

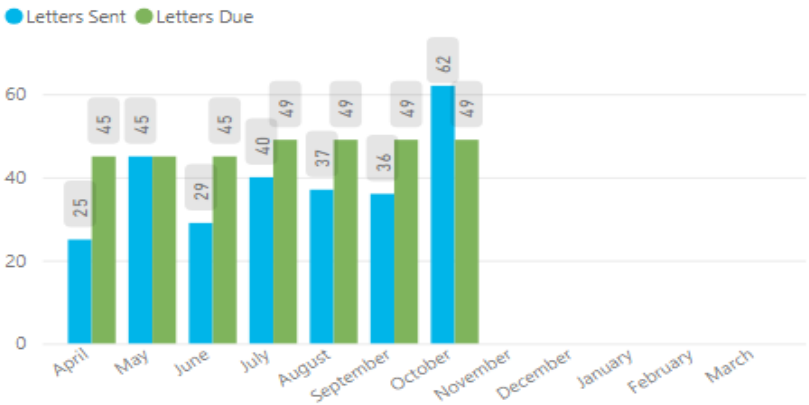
Number of resident meetings (YTD)

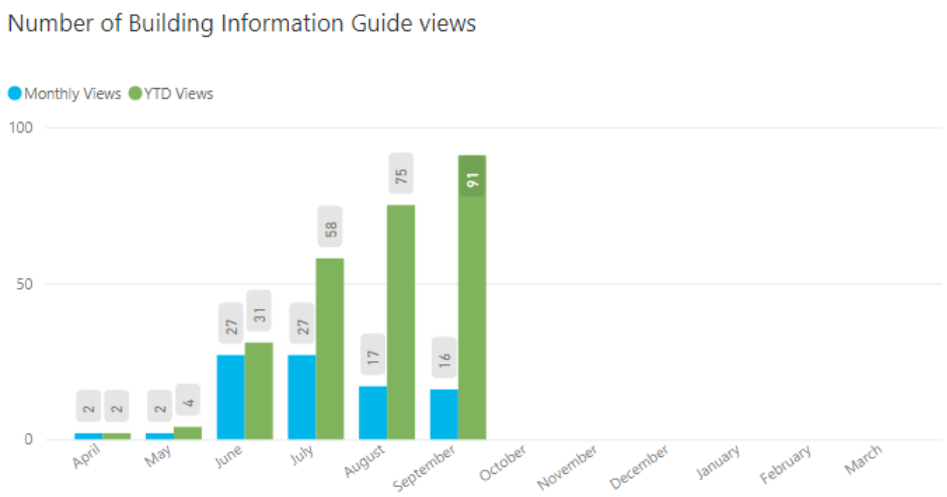


Number of CRM Enquiries



Building Safety Update Letters Sent per month





11 - DATA PROTECTION

11-01 GDRP Compliance

MTVH will ensure that all personal data collected during resident engagement is processed in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Data will be collected for specific purposes, such as consultation and communication on safety matters, and will be securely stored.

Residents will be informed of how their data is used and will have access to MTVH's privacy notices.

11-02 Resident Rights

Residents will be informed of their rights under data protection law, including their rights to access personal data, request rectification of inaccurate information, and request erasure where appropriate.

MTVH will provide clear contact details for residents to exercise these rights and will ensure that any data subject requests are handled promptly and in line with legal requirements.

Privacy statement
Metropolitan Thames Valley Housing Association (MTVH) takes privacy and the protection of personal and sensitive information seriously. We have robust technical and organisational systems and measures in place to manage and protect all personal data. These measures include data encryption, up to date security software and controls to guard against unauthorised access, unlawful processing, accidental loss, damage or destruction.

Our Privacy Notice explains how we use and protect your personal information, to show that we are adhering to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. It also explains how we collect and use the personal information that you provide to us whether, in person, online or via phone, email, letter or via other correspondence. This includes data from our website and sets out how MTVH uses and protects any information that you give us.

Contact our data protection team

Name: Data Protection Officer

Address: Waterfront House, Beeston Business Park, Technology Drive, Nottingham, NG9 1LA

Phone: 0203 535 3535

Email: dataprotection@mtvh.co.uk