



Building safety resident engagement strategy

2025-27



OUR HIGHER-RISK BUILDINGS (HRB)

Our resident engagement strategy applies to all our higher-risk buildings, with the aim to extend this approach across all our homes, where possible.

Residents' safety is our top priority, and our commitment goes beyond legal requirements. We believe in open, ongoing communication with residents to ensure every voice is heard and every home is safe.

The map below shows the areas we operate in, as well as the locations of our HRB. For more information visit www.southernhousing.org.uk/hrb

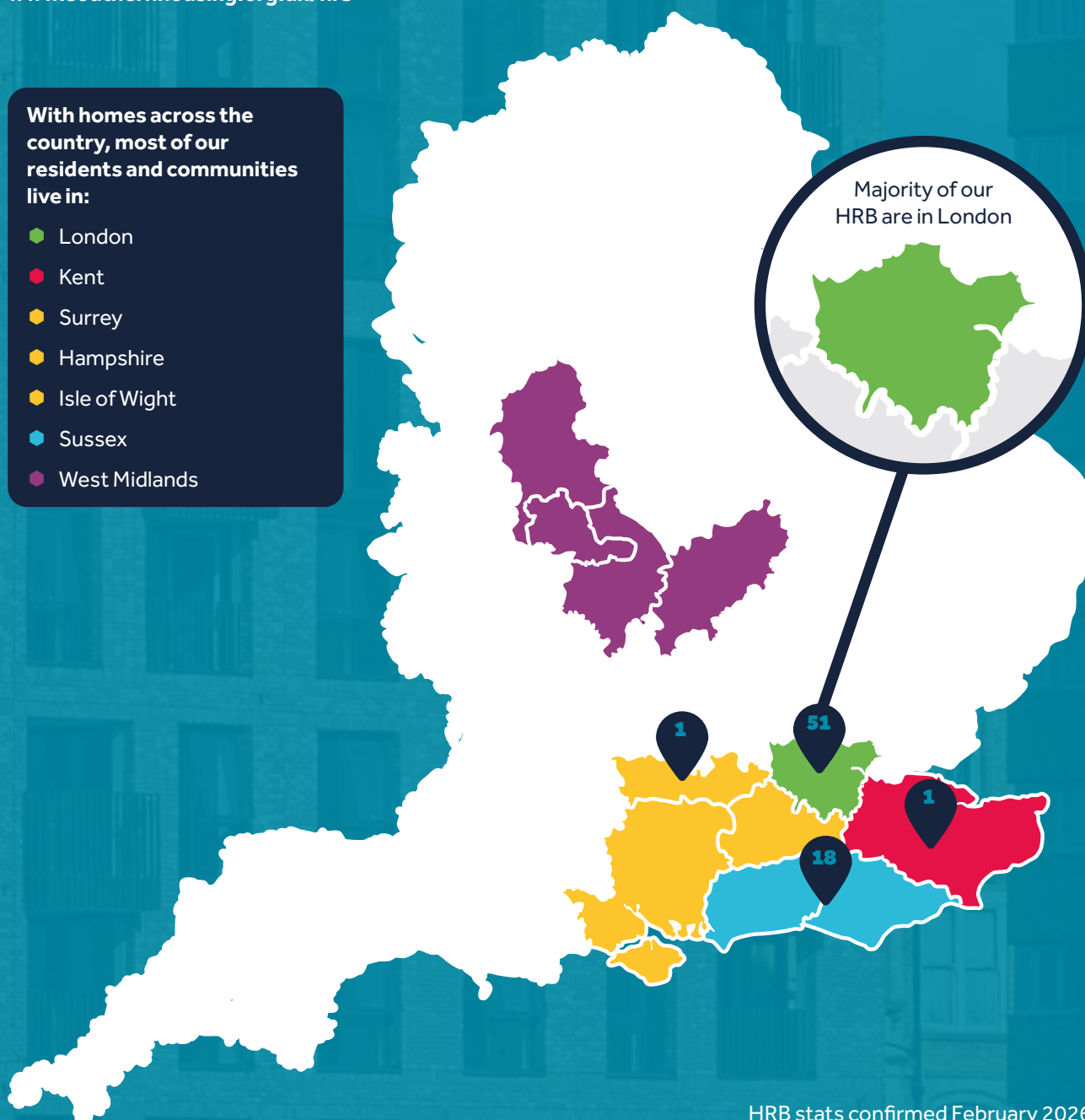
Meaning of Higher Risk Building

A building that is:

- at least 18 metres or has at least seven storeys and
- contains at least two residential units.

With homes across the country, most of our residents and communities live in:

- London
- Kent
- Surrey
- Hampshire
- Isle of Wight
- Sussex
- West Midlands



HRB stats confirmed February 2026

Contents

A message from our sponsors	4
01 Introduction	5
02 Delivering consultations and measuring impact	11
03 Our commitment to engaging on building safety decisions	16
04 Our commitment to communications on building safety	22
05 Sharing and retaining information	27
06 Residents' responsibilities	30
07 Complaints	33

A message from our sponsors

Our number one priority will always be ensuring our residents are safe. But it's equally important they feel listened to. That's why we're so proud of our Building Safety Resident Engagement Strategy, which puts residents at the very heart of our approach to building safety.

We produced this document to both fulfill our requirements under legislation and to reinforce our commitment to resident safety. The building safety industry is constantly evolving and our strategy will help us ensure we're responding to any changes.

It was co-created with residents. That means residents, colleagues and board members working together as equals to design brilliant services – in this case through the creation, and continual evolution of this strategy.

First published in 2023, creating the strategy was just the beginning. Since then, we've been engaging with our communities through surveys, conversations, and consultations, ensuring that residents' voices directly shape the way we work.

Resident feedback has been instrumental in developing this strategy and we're incredibly proud to launch our latest version. It reflects a truly resident-focused approach to building safety – one that's clear, inclusive, and responsive to residents' needs.

We'll continue to take every opportunity to listen to and learn from residents' feedback. We want to make sure their insight, scrutiny and lived experience is front and centre of our approach. With this strategy in place, we're confident we'll be able to achieve that goal.



Paul Hackett
CBE Chief Executive



Karin Stockerl
Executive Director of Assets & Sustainability
& Chair of the Building Safety Programme Board





01

INTRODUCTION

Dawson Heights, London

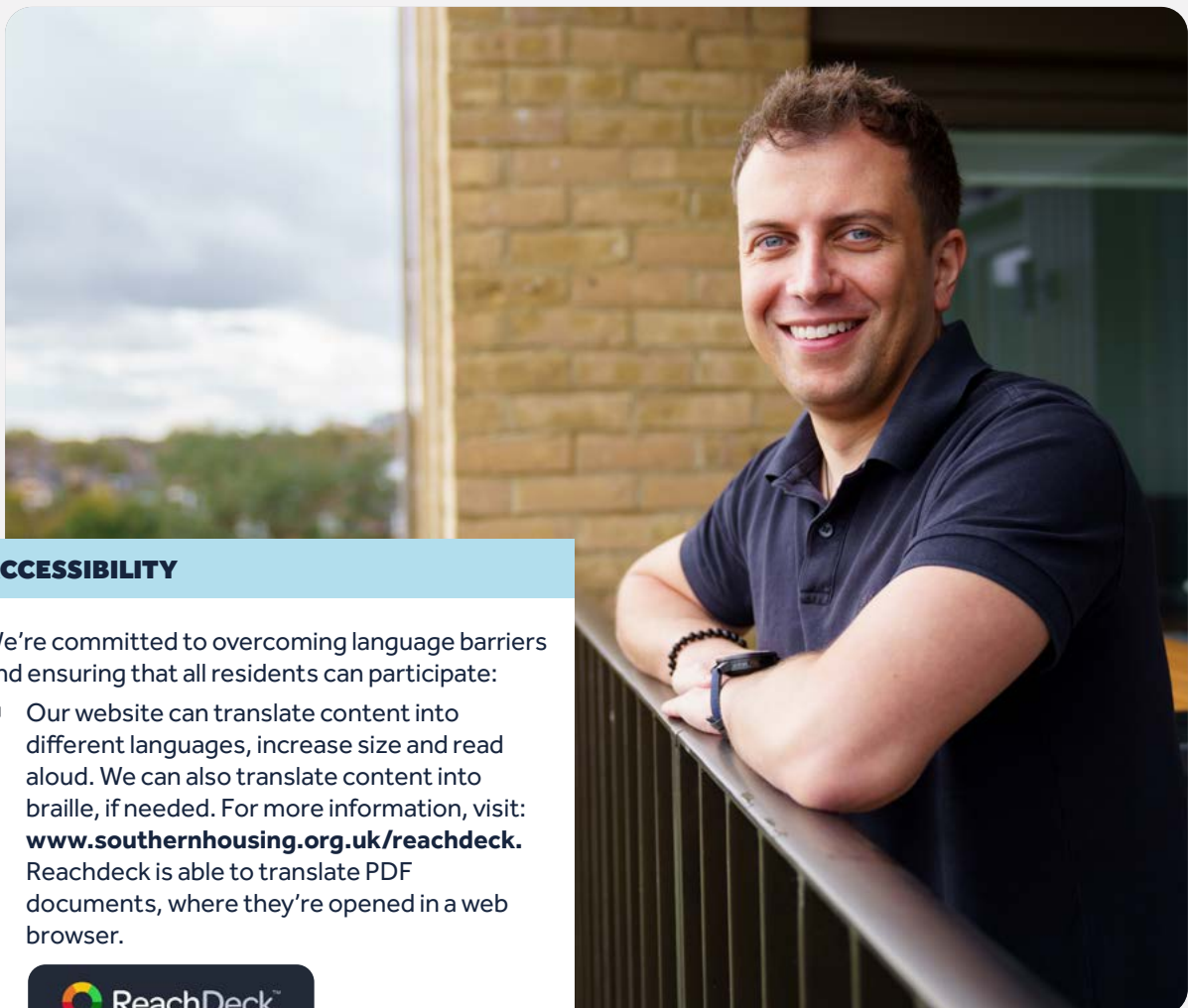
Introduction

We know the importance of strong communication and engaging with our residents about building safety.

Our priority is to ensure residents feel safe and secure in their homes, and that building and fire safety information is shared in a clear, accessible way - so residents can understand it easily and take part in decisions about their buildings.

In the strategy, you'll find:

- How the strategy has evolved since we launched it
- How we'll deliver consultations
- How we'll communicate and engage with residents
- Our commitment to building safety.



ACCESSIBILITY

We're committed to overcoming language barriers and ensuring that all residents can participate:

- Our website can translate content into different languages, increase size and read aloud. We can also translate content into braille, if needed. For more information, visit: **www.southernhousing.org.uk/reachdeck**. Reachdeck is able to translate PDF documents, where they're opened in a web browser.



If we can adjust our service to better support any resident, or if a different format is needed, please get in touch. To get in touch about any of the information in this strategy, you can email us on: **hello@southernhousing.org.uk**

Aims of the strategy



BUILD TRUST AND TRANSPARENCY

We want to build an open and transparent relationship with our residents and other people who use our buildings.

We'll provide clear, accessible information about building safety measures, upcoming works, and potential building safety risks.



PROMOTE AWARENESS AND UNDERSTANDING

We'll ensure residents have the knowledge and tools they need to understand how their building's safety systems work, such as fire safety procedures and evacuation plans.



ENCOURAGE RESIDENT PARTICIPATION

Residents live in their homes and know them best, so they're key to helping us spot safety issues, maintenance needs, and concerns.

Regular communication helps us address these more effectively.



MEET REGULATORY REQUIREMENTS

Our strategy helps us comply with building safety legislation and best practice. It ensures residents' voices are a key part of our decision-making.



IMPROVE ACCOUNTABILITY

We aim to create open channels for feedback and conversation, so residents feel heard and know how to report safety concerns.

We'll also keep residents updated on how their feedback informs improvements.



CREATE A SAFE LIVING ENVIRONMENT

By working in partnership with residents, we aim to ensure everyone feels confident in the safety of their home.

What is building safety?

Building safety covers a wide range of issues, including controlling risks around fire prevention and spread and structural integrity, and ensuring buildings are safe for those in and around them.



WHAT ARE BUILDING SAFETY DECISIONS?

Building safety decisions are made by an 'Accountable Person' and relate to fire safety and structural management of the building. A decision may be made as part of their duties under part 4 of the **Building Safety Act 2022**.

Part 4 duties include:

- **Identifying and assessing building safety risks** through surveys of the building, concerns raised by residents and/or contractors or managing agents
- **Managing building safety risks**, such as the introduction of temporary and/or permanent installations of fire detection systems, external wall remediation or resident relocation
- **Providing information** to the Building Safety Regulator (BSR), residents, **Accountable Person(s)** and other interested parties
- **Engaging with residents** around developing and delivering the resident engagement strategy and building engagement plans
- **Managing** relevant building safety **complaints**.

Building fire safety and structural management may include, but isn't limited to:

- 🏗 Adding or removing floors or carrying out building extensions
- 🏠 Changes in the number of residential homes in the building
- 🔥 Changes to staircases and escape routes in or around the building
- 🏗 Changes to the external wall system
- 🏠 Changes to the internal layout of the building
- ✅ Changes that may require building control approval
- 📄 Changes to the building's evacuation strategy.

WHO IS RESPONSIBLE FOR BUILDING SAFETY?

An **Accountable Person** can be the organisation or person who owns or has a legal obligation for maintaining the common parts of a building, for example corridors or lobbies. This can be the freeholder, landlord, management company, right to manage company or commonhold association.

A **Responsible Person** is also involved in managing building safety. This can be the owner of the building, or a person/organisation that has overall control over the building in relation to fire safety.

Southern Housing can be either or both of these roles, depending on circumstances.

Co-creating the strategy

TIMELINE

FEBRUARY - MAY 2023 RESIDENT WORKSHOPS

Engagement workshops were held in person and virtually. Residents highlighted challenges such as communication methods, information on contractors and knowing how to get in touch.

APRIL 2023 SURVEY

To gain insight into residents' understanding of building safety challenges they encounter, we sent a survey to 1,400 residents living in higher-risk buildings. Feedback from both the workshops and survey was incorporated into the first version of the strategy.

SEPTEMBER 2023 STRATEGY APPROVED

The strategy was endorsed by both our Resident Strategy Group and our Building Safety Programme Board.

OCTOBER 2023 WE PUBLISHED THE STRATEGY

We published the strategy on our website and shared with residents in our resident newsletter.



HOW HAS THE STRATEGY EVOLVED?

In the autumn of 2024, we invited residents of two higher-risk buildings to join a consultation on the strategy and the engagement plans we've created specifically for their building.

Using online surveys, drop-in sessions and tailored workshops for non-English speaking residents, we captured a diverse range of experiences and opinions.



KEY FINDINGS

114 residents participated in the consultation, which is a 36% response rate. The findings were:

66%

satisfied with the building safety information they received

83%

Understood their responsibilities in maintaining building safety standards in their home and building

92%

were aware of who is responsible for managing building safety

68%

felt safe in their home

What's next?

Based on the findings, we'll explore avenues for:

- a. increasing awareness amongst residents on building safety involvement opportunities;
- b. improving language accessibility through different forms of communications;
- c. boosting resident knowledge and easy access on building safety.

We'll publish our action plan by spring 2026.



AREAS TO IMPROVE

40%

suggested translating documents into other languages

53%

are unsure how to get involved with decisions related to building safety



02

DELIVERING CONSULTATIONS AND MEASURING IMPACT

How we'll deliver consultations

We believe building safety is a shared responsibility and our residents' voices are crucial to this. This is why we've designed a resident engagement feedback loop that creates a structured and continuous approach for consulting on building safety decisions.

This means we won't just ask for your views, we'll make sure they're heard, considered, acted on and followed up.



MINIMISING DISRUPTION

We work closely with residents to ensure works don't affect them more than is necessary.

- We'll be clear exactly when works will be carried out, so residents know what to expect.
- By planning and communicating effectively, we aim to minimise any inconvenience.

ENGAGEMENT PLANS

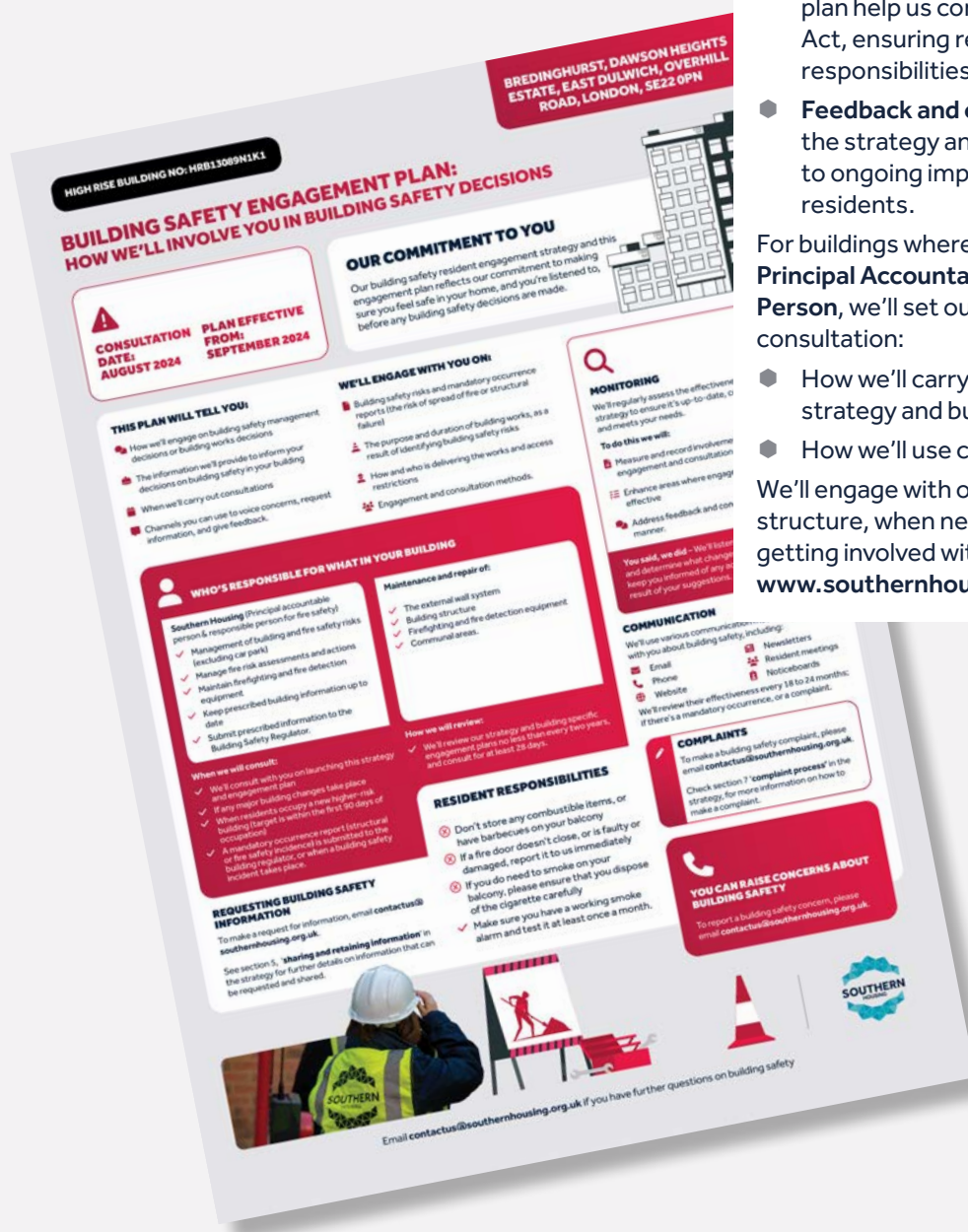
The resident engagement strategy and engagement plans are closely linked. The strategy sets our vision, and the engagement plan is tailored to each HRB and can be accessed by our residents on our website found here: www.southernhousing.org.uk/hrb

- **Consistent resident involvement:** the strategy emphasises meaningful engagement, ensuring residents are involved. The plan explains the methods we'll use, such as our communications approach, or how we'll share information
- **Regulatory compliance:** both the strategy and plan help us comply with the Building Safety Act, ensuring residents know their rights and responsibilities
- **Feedback and continuous improvement:** both the strategy and plan include a commitment to ongoing improvement in engaging with residents.

For buildings where Southern Housing is the **Principal Accountable Person** or **Accountable Person**, we'll set out in writing before each consultation:

- How we'll carry out consultations on the strategy and building safety decisions
- How we'll use consultation feedback.

We'll engage with our resident governance structure, when necessary. To find out more about getting involved with our resident groups visit www.southernhousing.org.uk/get-involved

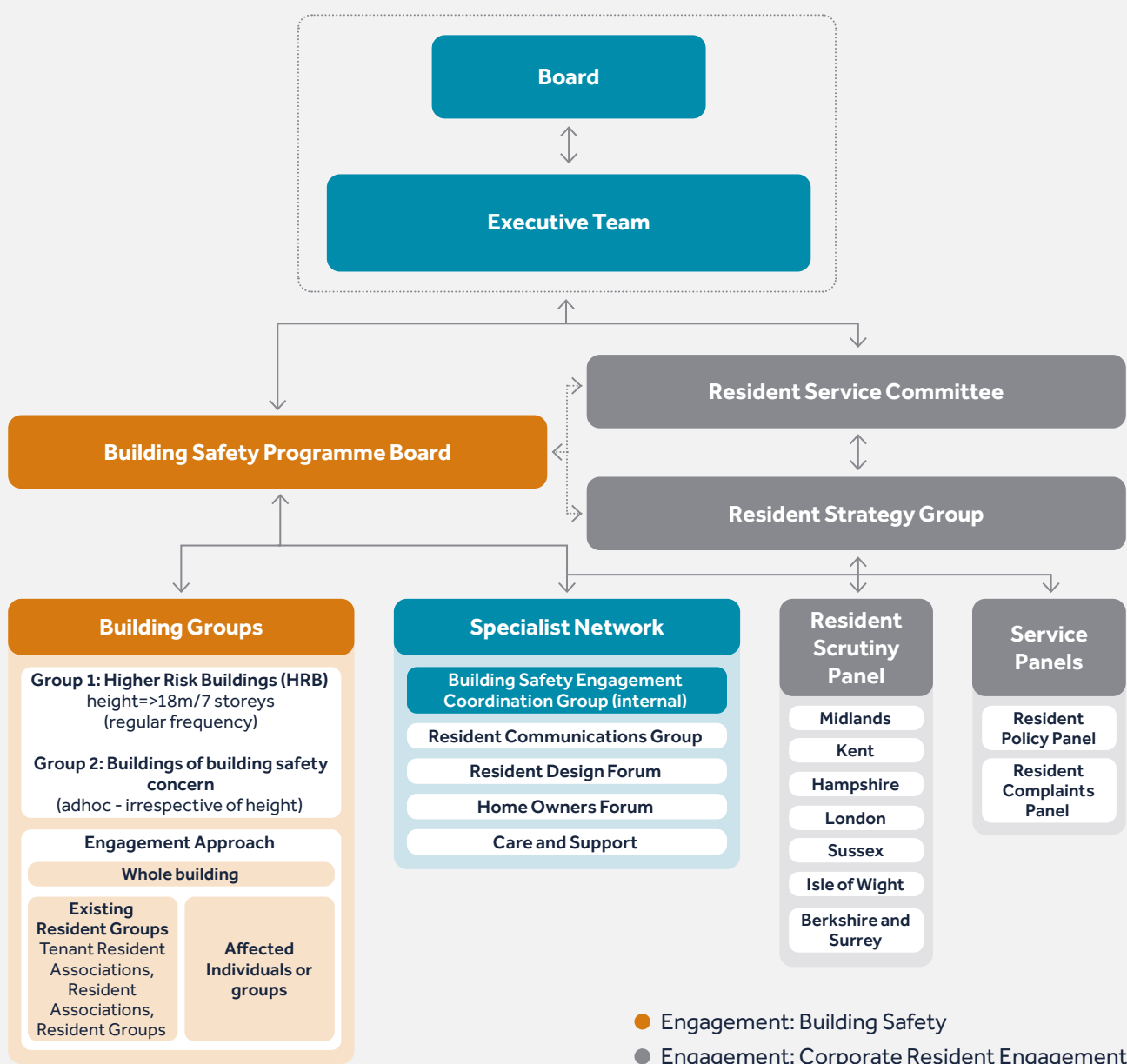


Governance and oversight

Our Building Safety Programme Board plays a key role in overseeing how we deliver safe, compliant and resident-informed buildings across Southern Housing.

For building safety resident engagement, the Board ensures:

1. resident engagement is embedded throughout building works and building safety management process (where reasonable to do so)
2. they review high level findings of resident feedback from consultations and provide direction
3. they decide on significant decisions related to building safety informed by resident feedback. A key part of this is checking actions are reasonable and fair
4. they challenge if engagement and communications fall short, based on resident feedback and KPIs
5. they promote continuous improvement of the resident engagement strategy.



Reviewing the strategy and engagement plans

We want to monitor the effectiveness of this strategy to ensure it works for everyone. We'll review and consult on the strategy and engagement plans with residents and interested parties (e.g. Accountable & Responsible Persons) no less than every two years, for at least 28 days.

We'll also review and consult on engagement plans within a reasonable period when:

- Residents occupy a new higher-risk building – our target is within the first 90 days of occupation
- An **MOR** is submitted to the regulator under section 87 of the 2022 Act
- A significant alteration to the building is completed, unless the impact has been considered as part of the two-yearly reviews.

We'll ask residents how they'd like to be consulted on reviewing the strategy and engagement plans.

Final copies of the strategy and engagement plans will be provided to:

- Residents aged 16 or over, who live in a home where we're the **Accountable Person**
- Homeowners
- Any person outlined by Building Safety Regulations.

We'll publish findings to our residents, our Building Safety Programme Board, Executive Team, and Resident Strategy Group, every 18-24 months.

Baron's Court, West London



DATA PROTECTION AND PRIVACY

All feedback data is collected, stored, and managed in accordance with the General Data Protection Regulation and our own **privacy statement** 



03

OUR COMMITMENT TO ENGAGING ON BUILDING SAFETY DECISIONS

Charter House, London

Our commitment to engaging on building safety decisions

The strategy encourages residents to be involved in decisions about their building's safety and sets out how and when residents are consulted.

We'll engage with residents throughout their tenancy to ensure they can discuss with staff how safety can be improved, and how to reduce risk where possible. We want to ensure residents are informed and feel confident in their level of understanding on building safety matters. It's important they feel empowered to participate in discussions relating to their home. When you contact us, we'll do our best to meet your preferred communication preference.



WHEN WE'LL CONSULT RESIDENTS

We'll use the following prompts - based on risk level and the extent of potential repairs - as triggers for engaging on building safety decisions:

- An identified risk has potential to cause extreme harm or injury
- Work needed because of the risk is classed as a 'significant material alteration' (when work impacts regulatory compliance, for example, removing a load bearing wall, or altering disabled access)
- Work is needed that will result in a significant disturbance to residents – for example, introduction of restrictions in a car park
- The duration of works is likely to exceed 30 days or will require more than ten people on site at once.

For significant material alterations, such as external wall remediation or major works such as roof replacements, we also propose to consult residents during the following stages outlined in the table to the right.

ADDITIONAL REQUIREMENTS

If a building safety decision has been made to proceed with works and we're the **Principal Accountable Person**, we're required to always inform residents of the works being carried out and why.

Where works taking place due to a building safety decision will last for more than one day, limit access to any part of a building, or otherwise cause a nuisance to residents, we're required to consult residents and other relevant persons about:

- The days and times when works are to take place, and
- How to minimise disruption

CONSULTATION STAGE	EXPLANATION OF STAGE
Raising awareness of the risks and issues identified	A safety risk or issue has been raised.
Procurement	A suitable contractor needs to be identified. They will determine the remediation required and carry out works.
Design	Reviewing plans which show the proposed building changes, specifications and what the building will look like post remediation.
Construction	Delivery of building works.
Completion	Completion of building works and handover of building from contractor to Southern Housing.

PURPOSE & BENEFITS	INFORMATION THAT WILL BE PROVIDED (AT MINIMUM)	METHODS OF ENGAGEMENT/ PARTICIPATION (MINIMUM)
We'll highlight the safety risk identified and explain the recommendation of a competent person (or people).	We'll summarise the competent person's (or people's) advice and recommendations, making our communication clear and avoiding technical jargon. This may include taking extracts from their advice.	In writing (email/post).
We want to provide residents with confidence that identified risks are being controlled and managed. We will consult residents on suitability of contractors who meet our legal, financial and competency standards. The Section 20 process is applicable if we plan to recharge residents for works. We must notify residents who face being recharged. Residents will be consulted on the costs, scope of works and works duration.	At this stage, if a building safety decision has been made to undertake works, we'll explain the reasons for works being carried out, the scope of works and the procurement approach with value for money options considered. We'll also share the competencies of contractors and appointment(s), the times and days on which building safety work may happen, the likely duration of works and cost of works (if chargeable).	Online and in writing (email/post).
Residents will be consulted on design solutions, site coordination and be able to raise concerns about disturbances or restrictions. It also gives residents the opportunity to propose recommendations, influence site coordination and seek information.	We'll share the proposed design plans and the delivery programme outline. This will include key milestones and engagement activities.	Hybrid approach – in person, in writing and online.
On site or virtual resident meetings will be held where residents can engage with us and the delivery contractor on progress and issues. This will be at agreed stages throughout the construction phase.	Residents will be informed of progress updates on works and changes to programme schedules or dates.	Hybrid approach – in person, in writing and online.
We can jointly discuss experiences, ongoing issues, other safety risks and lessons learnt for future works.	We'll provide communication to residents if there are ongoing issues and explain how we will tackle other safety risks if identified. We'll give clear timescales on when we will provide responses.	Hybrid approach - in person, surveys, drop-in sessions, resident action group meetings.

***Online:** This includes website, virtual meetings and social media.

When we won't consult residents

The safety of all residents in their building is our number one priority.

It's why there may be occasions when we wouldn't consult with residents before making a decision on building safety.

This would either be in the case of emergency works or because of a change to a building's evacuation strategy, based on recommendations by a competent building engineer (e.g. structural or fire).

SCENARIO 1 – EMERGENCY WORKS

We might need to carry out emergency work if a building safety risk is identified. We (or the **Principal Accountable Person**) are required to inform residents of works before they begin. If emergency works are required, we may not consult residents on this. However, we will still consult residents on:

- The days and times work will take place and
- How we can reduce disruption to residents and visitors.

If the works are chargeable to leaseholders, we may submit a Dispensation Application to the First Tier Tribunal. As part of the process, there's an opportunity for residents to provide feedback on the services, works and costs being proposed.



SCENARIO 2 - CHANGE OF BUILDING FIRE EVACUATION STRATEGY

A fire engineer may recommend we should change a building's evacuation strategy after identifying a building safety risk.

The building's evacuation strategy advises the procedure residents should follow in the event of an emergency, such as a fire.

We'd follow their expert advice and wouldn't consult residents on the change. However, we'll ensure residents are aware of the new strategy by issuing fire safety instructions. We'll also discuss with residents whether they've any vulnerabilities which may impact their ability to evacuate the building safely, or whether they've other challenges that may present risks to other in the building.



TYPICAL ITEMS THAT ARE NOT SUBJECT TO CONSULTATION INCLUDE:

- The decision to carry out works required to reduce building safety risks
- The scope needed to meet safety requirements identified through assessment
- The technical design/specification required for compliance and safe performance
- Statutory duties, inspection findings, and professional recommendations
- The requirement to access areas necessary to complete the safety works safely
- The selection of contractor/designer where already procured through an approved route
- The programme sequencing where required for safety, access, or efficiency.



Dawson Heights, London



04

OUR COMMITMENT TO COMMUNICATIONS ON BUILDING SAFETY

Dawson Heights, London

Building inspections and assessments

We want residents to be fully informed, aware of building safety risks and empowered to participate in discussions throughout their tenancy with us.

We'll provide residents with the following fire and building information, starting from when they first become a Southern Housing tenant.

AT POINT OF SIGN UP

- All residents in our new build homes receive a home user guide, including safety information on their building and the appliances in their home
- Students & key workers receive their building's fire safety instructions as part of their agreement
- All tenancy and leasehold agreements state residents' responsibilities within their building and individual home.

MOVING IN

All residents receive fire safety instructions relating specifically to their building, these explain what to do in the event of a fire and detail actions residents can take to reduce fire spread.

PLANNED STATUTORY BUILDING ASSESSMENTS

We're legally required to carry out the following inspections, in line with relevant Health and Safety and Fire Safety Regulations and guidance:

- Electrical installation condition report
- Fire risk assessments
- Communal and dwelling fire door inspections (for buildings 11m+/5 storeys+)
- Firefighting equipment routine checks
- Landlord's gas safety record
- Lift equipment inspections
- Legionella risk assessments.

Please note: The frequency of statutory inspections and assessments depend on the building type. If a resident would like information on their building's inspections, frequencies and certificates, they can get in touch with us.

We may also provide supporting information outlining the:

- Potential impact of the building safety risk on residents and visitors
- Potential impact of remediation works on residents and visitors (e.g. scaffolding, dust, noise)
- Additional compliance activities needing to be commissioned or changes in inspection frequencies, if required
- Temporary measures to ensure resident and visitor safety in or around the building (particularly for residents with mobility, cognitive or sight impairments)
- Details of who residents can contact, if they've any concerns.

REACTIVE BUILDING ASSESSMENTS

These may take place if a building safety risk is reported about the building or if government guidance changes. We'll provide residents with at least three working days' notice if assessments are needed.

When a plan of action has been approved, we'll provide residents with outcomes of inspections. If there are delays in receiving recommendations by an agreed date, we'll inform residents of this too.

END OF TENANCY, PROPERTY SALE & SUB-LETTING

For buildings at least 11m or 5 storeys, a Landlord Certificate and prescribed information outlined by the Building Safety (Leaseholder Protections) (England) Regulations 2022 can be provided upon request by qualifying leaseholders.



WHERE SOUTHERN HOUSING IS NOT AN 'ACCOUNTABLE PERSON' OR 'RESPONSIBLE PERSON'

Even if we're not an **Accountable Person** for a building, as a landlord, we still have a duty to keep residents safe. This includes working with the **Accountable or Responsible Persons** for the building and encouraging them to fulfill their duties.

We work closely with the relevant persons to provide residents with the building safety information they need.

Resident wellbeing

We know that building safety works, particularly long programmes, can be disruptive and affect residents' daily lives.

Supporting wellbeing is at the heart of how we design and deliver engagement. We want to strengthen trust, improve participation, reduce anxiety and ensure our engagement is effective.

WELLBEING STATEMENT

We'll support residents' wellbeing throughout all building safety activities by:

- Ensuring clear communication
- Providing timely updates
- Minimising disruption
- Offering support where works or safety concerns affect daily life, comfort or peace of mind
- Check in with our elderly/vulnerable residents.



HOW WE DO THIS

Wellbeing is considered through every stage of building safety works. This includes:

BEFORE WORKS START

- Providing information ahead of works, so residents know what to expect
- Offering pre-works briefings focused on what may affect daily life (noise, dust, access, heating, privacy)
- Identifying residents who may need additional support
- Scheduling with wellbeing in mind - avoiding excessive repeat visits and coordinating contractors to reduce disruption.

MANAGING DISRUPTION

- Minimising repeated access requests by coordinating teams
- Reducing dust and noise through agreed contractor standards
- Ensuring works are carried out at appropriate times, with sensitivity to work commitments, families and vulnerable residents.

AFTER WORKS

- Ask residents how they found the works and if any further support is needed
- Sharing what works were done and how they improve safety
- Seeking feedback to understand the impact on resident wellbeing and where improvements can be made.

DURING WORKS

- Providing clear and regular updates so residents know what's happening next
- Ensuring contractors are respectful
- Maintaining clean, safe and accessible environments during intrusive works
- Providing alternative arrangements when necessary (temporary facilities, heating considerations etc.)
- Giving residents a direct point of contact for reassurance or questions.

SUPPORTING RESIDENTS

- Checking in with residents who express worry or discomfort
- Providing extra support for residents who find the works particularly challenging
- Providing clear explanations of safety risks to ensure residents feel informed and ease any worries.



05

SHARING AND RETAINING INFORMATION

We want to be clear what documents we'll share with residents. We'll only share the most recent document, although historic records can be requested and will be considered on a case-by-case basis.

We'll keep information relating to building safety for as long as it remains relevant for identifying, assessing, and managing building safety risks. Information will also be kept in an accessible format for all residents and staff.

REQUESTING BUILDING INFORMATION

We want to improve how residents access building information, so they're aware of the checks we complete to monitor the safety changes in their building.

We've outlined the information we'll share upon request and information we'll share on a case-by-case basis.

Historic records may be requested, and we'll consider each individual request. The most recent document will be shared, as long as it remains relevant to the current safety of the building.

If you'd like to request information outlined in the table, please get in touch.



ACCESSIBILITY

We aim to provide an accessible service for all our residents. We want everybody to be able to access this document so they can clearly understand the information we've included.

If we can adjust our service to better support any resident, we would urge them to contact us on **0300 303 1066** or email **hello@southernhousing.org.uk**

WE WILL SHARE

Can be accessed upon request

Statutory building assessments:

Fire risk assessments; building safety risk assessment; risk assessment; legionella assessment.

(This list is not exhaustive)

Statutory certificates/ checks:

Monthly checks records of firefighting equipment; landlord gas safety record; lifting equipment inspections.

(This list is not exhaustive)

Additional fire safety information:

Fire safety instructions, fire doors information and information on fire safety measures provided for the safety of any or all occupants (such as the means of escape, the measures to restrict the spread of fire and what people should do in the event of a fire)

Mandatory occurrence reporting performance

Building safety complaints records:

We only share complaint records relating to the requesting resident, in line with GDPR. Communal complaints are shared only if the requestor was part of a joint or petitioned complaint.

Landlord certificate and prescribed supporting documentation:

Only relevant to the building the resident lives in.

Resident Engagement Strategy & Engagement Plan(s):

Consultations and reviews relevant to the building the resident lives within.

Prescribed documents:

Mandated by the Building Safety Regulator, Health & Safety Executive and Fire Rescue Services.

WE'LL CONSIDER SHARING Can be requested	WE WON'T SHARE
Surveys and inspection reports (for example. PAS9980, type 4 risk assessments, structural surveys): We'll decide whether the full report can be shared or if a summary of findings can be provided.	Personal assessments: Person-centred fire risk assessments (PCFRAs/ PEEPs/ evacuation plans) of other tenants or third parties (unless required for judicial purposes or requested by the Building Safety Regulator).
Procurement and contractor Information: Scope of works, quotations and fee proposal, competencies and accreditations, selection evaluation criteria.	Building/development contracts, building plans
Legal advice: Only if this does not breach privilege or compromise a prospective claim. We may provide a redacted version of the advice provided.	Residents deeds of certificate: Information will not be shared outside Southern Housing unless requested by the First Tier Tribunal or the Building Safety Regulator.
EWS1 form and cover letter: We will only provide EWS1 forms for buildings that fall within the scope of the RICS March 2021 Valuation Guidance, specifically multi-storey, multi-occupancy buildings with cladding. Forms will be shared if the building has a satisfactory rating (A1, A2, A3, or B1). A B2 rating means further work is needed and will only be shared at a lender's request. Our focus is completing any remediation so the building achieves a satisfactory rating.	Staff personal information
	Resident survey responses: All survey submissions are anonymous unless stated otherwise and will not be shared with third parties outside Southern Housing.
	Complaint records to a new buyer that the seller has made.



06

RESIDENTS' RESPONSIBILITIES

Resident alterations to buildings

Residents and visitors must not make changes that compromise the building's safety without permission from us.

- A resident or visitor must not do anything which creates a risk to the building's structural safety or creates a risk of causing or spreading fire in the building. This includes damaging, removing or interfering with any of the building's fire safety measures, such as smoke detectors, fire alarms, fire doors, and fire extinguishers
- Residents should contact us if they identify any damaged, removed or faulty fire safety measures
- Residents should read our Home Improvements Policy* on our website, if they're planning to make alterations to their home.

ACCESS TO RESIDENTS' HOMES

There may be times when an **Accountable Person** needs to access a resident's home, or part of the building, to assess or manage a building safety risk, or to determine non-compliance with section 95 of the Building Safety Act. When this happens, we'll write to residents, giving at least 48 hours' notice of the visit.

If access isn't provided (by a resident or owner over the age of 16), we'll attempt to revisit at least twice.

If access still isn't provided, the **Accountable Person** may apply to the County Court or First Tier Tribunal to issue an order to allow access.

KEEPING US INFORMED

Residents are responsible for keeping us informed of any changes to their contact details, so we can ensure they receive important information.

Residents should also let us know about any changes to their circumstances that could affect their safety. For example, if someone in your household has a change in mobility that means they couldn't self-evacuate in an emergency.



Independent Living Scheme, Sussex

*Non-compliance with our policy may result in a contravention notice being issued and costs for repairs being recovered. We may take legal action and terminate the tenancy in extreme circumstances.

Mandatory occurrence reporting

Outside of consultations, residents can raise concerns through our **mandatory occurrence reporting (MOR)** process, via our contact centre, or by raising a complaint.

As well as consulting with residents, we'll also consult with other relevant stakeholders, such as managing agents, building owners and commercial tenants.

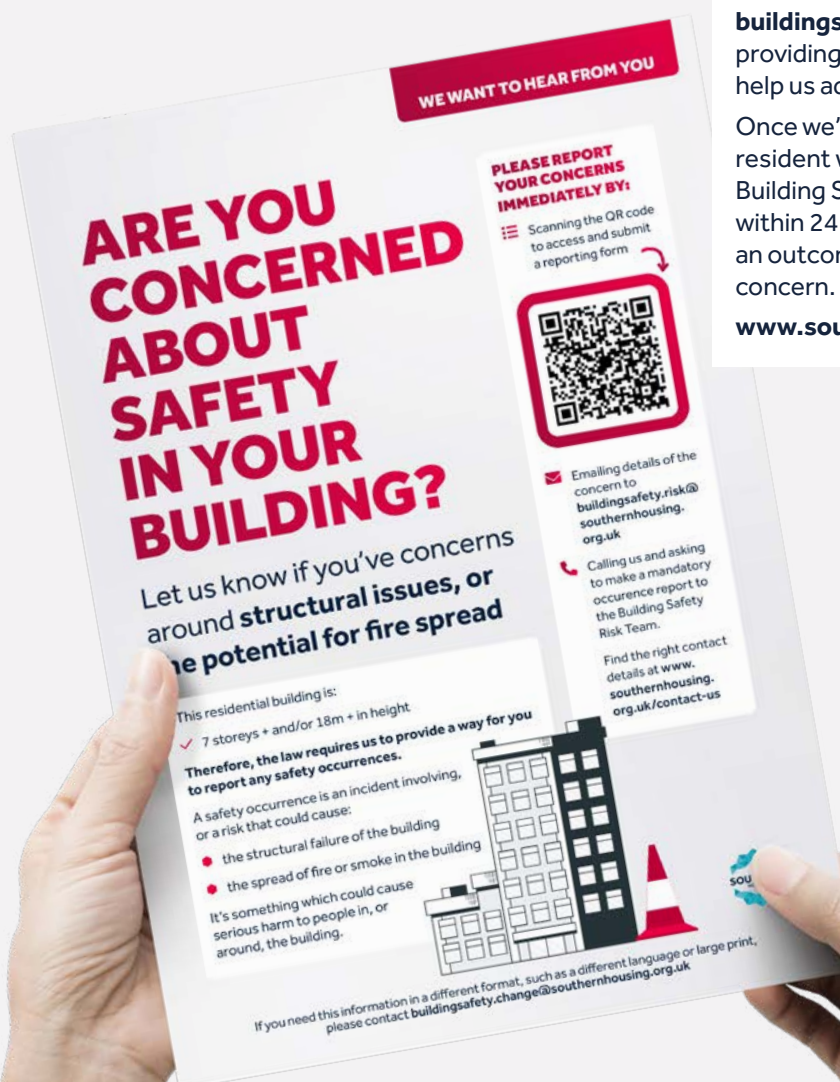
MANDATORY OCCURRENCE REPORT (MOR)

A **MOR** is a formal report submitted when a significant safety concern arises in a residential building. This could include structural issues, fire safety risks, or any other hazard that may affect the safety of residents. The report ensures that any potential risks are identified, investigated, and addressed promptly.

If residents have concerns related to the structure of their building or an increased risk of fire, they should contact **buildingsafety.risk@southernhousing.org.uk**, providing full details of the concern and location to help us address the issue as quickly as possible.

Once we've received a report, we'll respond to the resident who made it within 10 working days. Our Building Safety Team will carry out an investigation within 24 hours. We'll inform the BSR and provide an outcome to the resident who raised the concern.

www.southernhousing.org.uk/hrb



Posters should be available in your building's communal area.



07

COMPLAINTS

What is a building safety complaint?

Under the Building Safety Act 2022, a “relevant complaint” about building safety may relate to:

- A building safety risk to a specific building
- How an Accountable Person is fulfilling its duties under the Building Safety Act.

We’ve a complaints policy and formal complaints process which can be accessed by anybody unhappy about “the standard of a service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”.

We’ll make sure all residents know how to raise a building safety issue and how their concern will be addressed.

All complaints related to building safety can be submitted via our complaints process in line with the Housing Ombudsman Complaint Handling Code. We operate a two stage complaints process which allows residents to challenge the decisions on a complaint and comment on any findings during an investigation.

We’ll ensure residents are informed of expected timeframes for handling and investigating a complaint.

If a resident remains unhappy with the outcome of a complaint after stage 2, they can escalate a complaint to the Building Safety Regulator or any other relevant regulators.



HOW WE’LL INVESTIGATE A COMPLAINT

Once a complaint is received and acknowledged, we will:

- ✓ **Prioritise it:** we’ll prioritise the complaint by assessing how urgently the risk or issue needs to be addressed using a safety risk-based approach. For example, high priority may be a blocked fire exit, medium priority could be a faulty flat entrance fire door, low priority might be requests for information or minor maintenance queries
- ✓ **Investigate the issue:** we’ll investigate the issue by assigning a competent specialist to carry out a site visit, if we deem necessary. They’ll gather evidence demonstrating the significance of the issue, if needed
- ✓ **Communicate findings:** once our investigation is complete, we’ll provide a clear explanation of what we found, any risks identified, next steps and timelines
- ✓ **Take action:** we’ll take action based on the risk level and technical findings. We’ll keep you informed of what’s being done, when it will be completed and if temporary measures will be put in place.





Lea Bon Court, London

