

# BUILDING SAFETY ENGAGEMENT PLAN: HOW WE'LL INVOLVE YOU IN BUILDING SAFETY DECISIONS



**CONSULTATION DATE:**  
**FEBRUARY 2026**

**PLAN EFFECTIVE FROM:**  
**APRIL 2026**

This plan will be reviewed every two years and we'll consult residents for at least 28 days

## OUR COMMITMENT TO YOU

Our building safety resident engagement strategy and this engagement plan reflects our commitment to making sure you feel safe in your home, and you're listened to, before any building safety decisions are made.



### THIS PLAN WILL TELL YOU:

- How we'll engage on building safety management decisions or building works decisions
- The information we'll provide to inform your decisions on building safety in your building
- When we'll carry out consultations
- Channels you can use to voice concerns, request information, and give feedback.

### WE'LL ENGAGE WITH YOU ON:

- Building safety risks and mandatory occurrence reports (the risk of spread of fire or structural failure)
- The purpose and duration of building works, as a result of identifying building safety risks
- How and who is delivering the works and access restrictions
- Engagement and consultation methods.



### MONITORING

We'll regularly assess the effectiveness of the strategy to ensure it's up-to-date, compliant, and meets your needs.

#### To do this we will:

- Measure and record involvement in engagement and consultation activities
- Enhance areas where engagement is less effective
- Address feedback and concerns in a timely manner.

**You said, we did** – We'll listen to your feedback and determine what changes can be made. We'll keep you informed of any actions we take as a result of your suggestions.



### WHO'S RESPONSIBLE FOR WHAT IN YOUR BUILDING

**Southern Housing** (Principal accountable person & responsible person for fire safety)

- ✓ Management of building and fire safety risks (excluding car park)
- ✓ Manage fire risk assessments and actions
- ✓ Maintain firefighting and fire detection equipment
- ✓ Keep prescribed building information\* up to date and submit prescribed information to the Building Safety Regulator.

\*mandatory data and documentation that must be maintained (about a Higher Risk Building)

#### Maintenance and repair of:

- ✓ The external wall system
- ✓ Building structure
- ✓ Firefighting and fire detection equipment
- ✓ Communal areas.

### RESIDENT RESPONSIBILITIES

- ✓ Don't store any combustible items, or have barbecues on your balcony
- ✓ If a fire door doesn't close, or is faulty or damaged, report it to us immediately
- ✓ If you do need to smoke on your balcony, please ensure that you dispose of the cigarette carefully
- ✓ Make sure you have a working smoke alarm and test it at least once a month.

### COMMUNICATION

We'll use various communication methods to engage with you about building safety, including:

- Email
- Phone
- Website
- Letters
- Resident meetings
- Noticeboards

We'll review their effectiveness every 18 to 24 months; if there's a mandatory occurrence, or a complaint.

### REQUESTING BUILDING SAFETY INFORMATION

To make a request for information, email [hello@southernhousing.org.uk](mailto:hello@southernhousing.org.uk).

See section 5, 'sharing and retaining information' in the strategy for further details on information that can be requested and shared.

### COMPLAINTS

To make a building safety complaint, please email [hello@southernhousing.org.uk](mailto:hello@southernhousing.org.uk)

Check section 7 'complaint process' in the strategy, for more information on how to make a complaint.



### YOU CAN RAISE CONCERNS ABOUT BUILDING SAFETY

To report a building safety concern, please email [hello@southernhousing.org.uk](mailto:hello@southernhousing.org.uk)

