

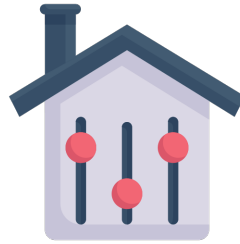
# High-Rise Residential Buildings: Resident Engagement Strategy Summary

This summary outlines the key information from the resident engagement strategy which focuses on our approach and commitment to building safety in high-rise and higher risk residential buildings.

The aims are to ensure all residents:



Feel safe in the buildings where they live



Are aware of the systems and controls we have in place to keep the building safe



Know how to easily report any problems with their home or the building



Are aware of the ways they can get involved and influence building safety decisions



Are effectively communicated with in a way that they find accessible and easy to understand



Know how we are acting on their feedback and how to contact us or make a complaint

## Request a communication method

Please contact our Customer Contact Team to request different formats, and we will try to provide information in a more accessible way, such as easy read or Braille:

**Barnet Homes**

020 8080 6587

[talktous@barnethomes.org](mailto:talktous@barnethomes.org)

**Opendoor Homes**

020 8080 6586

[customercare@opendoorhomes.org](mailto:customercare@opendoorhomes.org)

If you need information in a different language, you can also translate our webpages into different languages.

Our Accessible Communications Policy provides more information about this.

# Communication and information

## How we will communicate

We will identify suitable opportunities to share information and raise awareness of building safety matters.

We will consider different communication needs so that we engage appropriately with residents and make sure our information is accessible.

### The methods include:



barnethomes.org  
thebarnetgroup.org/buildingsafety  
opendoorhomes.org



Facebook  
facebook.com/barnethomes



YouTube  
youtube.com/  
thebarnetgroup



Noticeboard  
or Digital noticeboard



Newsletters  
and leaflets



Text messages and email  
(including WhatsApp groups)



Phone



Letters



Face to face (including pop up  
sessions/door knocking)

## Where to access information

We will share some information proactively through our main website or through our Building Safety website:

- Main website: [barnethomes.org](http://barnethomes.org) or [opendoorhomes.org](http://opendoorhomes.org)
- Building Safety website: [thebarnetgroup.org/buildingsafety](http://thebarnetgroup.org/buildingsafety)

Residents can request other information through the following channels, and we aim to fulfil these within 10 working days of receiving a request.

- The Contact Us page on our website: [barnethomes.org/contact-us](http://barnethomes.org/contact-us)
- The Contact Us page on our website: [opendoorhomes.org/contact](http://opendoorhomes.org/contact)
- The Contact Us page on our Building Safety website: [thebarnetgroup.org/buildingsafety/contact-us](http://thebarnetgroup.org/buildingsafety/contact-us)
- Accessing QR codes published in our newsletters or on noticeboards or Digital noticeboards (where available)
- By phone: Barnet Homes - 020 8080 6587 or Opendoor Homes - 020 8080 6586
- By email: [talktous@barnethomes.org](mailto:talktous@barnethomes.org) or [customercare@opendoorhomes.org](mailto:customercare@opendoorhomes.org)

## What information we will share

Information available to residents routinely online are planned maintenance/repairs schedules and outcomes for:



Fire detection and alarm system



Sprinkler systems



Emergency lighting



Fire doors



Fixed electrical installations



Portable appliance test



Fire smoke dampers



Dry risers



Firefighting lift



Fire Risk Assessments

Our website newsletters, notice boards and digital noticeboards will proactively notify residents of any fire and building safety information or incidents, so they are aware and understand the protections that are in place to keep them safe in the building.

As standard practice we will provide:

- Information on how to reduce the risk of fire in their homes;
- Measures we have in place to mitigate potential fire and building safety risks;
- A process for reporting a fire risk or raising any building safety concerns;
- Fire evacuation and emergency escape plans;
- Key contact information for Building Safety Managers and Resident Engagement Manager.

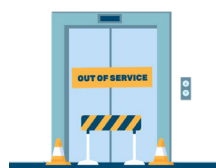
Information that can be provided to residents on request includes:



Full, current and historical fire risk assessments system



Outcome of Building Safety inspection checks



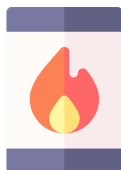
How assets in the building are managed, e.g. lift maintenance



Details of preventive measures, e.g. smoke alarms



Fire protection measures in place, e.g. sprinklers



Fire strategy for the building



Information on the maintenance of fire safety systems



Structural assessments



Planned and historical changes to the building



Building safety cases

## Consultation and involvement

We want to hear your views on building safety and will ask for your feedback to guide our decisions.

Some of the ways you can get involved that suits you best include:

- Periodic or transactional surveys (by phone, email, letter, in person)
- Digital engagement e.g. polls, news feeds, safety guides
- Events and activities including meetings, focus groups, workshops, coffee mornings, pop ups/ drop-in sessions, walkabouts with residents, forums, and fun days (tailored events to engage with our elderly and vulnerable residents)
- Campaigns e.g. communal area clearance/community waste day
- Formal involved resident groups, including our resident involvement groups and formal residents' associations

More information about the options to participate in a way that suits your interests and circumstances, from low-level informal involvement to membership of the board, can be found on our website:

**Barnet Homes:** [barnethomes.org/community/involvement-opportunities](https://barnethomes.org/community/involvement-opportunities)

**Opendoor Homes:** [opendoorhomes.org/your-neighbourhood/get-involved-with-opendoor-homes-2](https://opendoorhomes.org/your-neighbourhood/get-involved-with-opendoor-homes-2)

## We are all responsible

### What to expect from us

It is important that residents living in our buildings trust us and feel safe in their home. We will ensure our buildings are safe by meeting all the correct regulations and standards.

Our legal responsibilities include to:

- being the Accountable Person who is ultimately responsible for the safety of a building and must take steps to prevent any building safety risks;
- prepare a resident engagement strategy, act in accordance with it, and keep it under review;
- provide the resident engagement strategy to residents;
- tell residents about building safety work and who will carry it out;
- meet the requirements of the Regulator for Social Housing's consumer standards, including the Safety and Quality Standard.

### How residents can help

Residents can help by living safely in their home and not doing anything that puts other residents at risk.

For example:

- a. not making alterations to the flat entrance fire door without permission;
- b. consulting with us before undertaking any alterations in their home that would change the layout and could compromise fire safety arrangements;

- c. smoking in a safe place and fully extinguishing cigarettes afterwards;
- d. never using BBQs and patio heaters inside buildings, on balconies, or near any flammable material;
- e. keeping any communal fire doors closed;
- f. keeping communal areas clear of items such as bikes, prams, and ebikes/escooters;
- g. knowing your buildings fire evacuation plan and what to do in the event of a fire in their home or another part of the building (see our website: Buildings list – The Barnet Group Building Safety);
- h. checking smoke detectors in their home are working at least once a month;
- i. contacting us if their living circumstances change, meaning not being able to self-evacuate in the event of a fire or changes to household members;
- j. reporting any issues to us, particularly if it is a fire safety concern; (see our website: Contact us – The Barnet Group Building Safety);
- k. allowing access for inspections of vital fire safety equipment, including fire doors, smoke/heat/carbon monoxide alarms, and sprinklers (both tenants and leaseholders);
- l. leaseholders ensuring their property has valid gas and electrical safety certificates, and tenants giving access to Barnet Homes operatives to meet this requirement

## Complaints

If a resident is dissatisfied with the standard of service we have provided or with our actions or lack of actions, they can make a complaint.

Our Complaints and Compliments Policy sets out how you can do this and how we will handle a complaint. You can read it, along with other information about our process, on the complaints page of our website:

**Barnet Homes** - [barnethomes.org/contact-us/complaints](https://barnethomes.org/contact-us/complaints)

**Opendoor Homes** - [opendoorhomes.org/contact/complaints-and-compliments](https://opendoorhomes.org/contact/complaints-and-compliments)

If a resident is not satisfied with the outcome of the complaint, it can be escalated to either the Housing Ombudsman or the Building Safety Regulator once our process has been exhausted, depending on the nature of the complaint.

## Contact Us

**Email:** [talktous@barnethomes.org](mailto:talktous@barnethomes.org) or [customercare@opendoorhomes.org](mailto:customercare@opendoorhomes.org)

**Building Safety Website:** [thebarnetgroup.org/buildingsafety/contact-us](https://thebarnetgroup.org/buildingsafety/contact-us)

**Phone:** **Barnet Homes** 020 8080 6587 or **Opendoor Homes** 020 8080 6586

**Write via post:** Barnet Homes, Building Safety Team, 2 Bristol Avenue, Colindale, NW9 4EW

Read the full **High-Rise Residential Buildings: Resident Engagement Strategy Summary** on the Building Safety Website: [barnethomes.org/buildingsafety/resident-engagement/](https://barnethomes.org/buildingsafety/resident-engagement/) or scan the QR code.

