

**High-Rise Residential Buildings:
Resident Engagement Strategy:
13-56 Norfolk Close**

**Barnet
Homes**

CONTENTS

	Page
1. Introduction	3
2. Internal and External Context	4
3. Our Commitments	6
3.1 Communication and information	6
3.2 Consultation and involvement	8
3.3 Monitoring our commitments	9
4. We Are All Responsible	9
4.1 What to expect from us	9
4.2 How residents can help	10
5. Complaints	10
6. Contact Us	10
APPENDIX	
	11
A. Building List & Accountability Roles	
B. High-Rise Residential Buildings: Resident Engagement Strategy Summary	12

1. INTRODUCTION

Building safety refers to the measures that are in place to protect residents in buildings. These measures reduce and mitigate risks, such as the spreading of a fire, structural failures, and gas and electric hazards. We want residents of high-rise buildings to be central to decision-making where they live. This strategy sets out Barnet Homes' commitment to building safety, following the guidance set by the Government.

The aims of this strategy are to ensure all residents:

- feel safe in the buildings in which 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 any part of the building that may impact on their or their neighbours' safety;
- are aware of the ways they can get involved and influence building safety and the decisions we make;
- know what we are doing in response to their feedback;
- are effectively communicated with in a way that residents find accessible and easy to understand; and
- know how to make a complaint if they feel their concerns are not being listened to.

This Resident Engagement Strategy has been specially tailored for 13-56 Norfolk Close and is based on the main version available on our website - (www.barnethomes.org/about-us/our-policies/).

A copy will be provided to every resident in the building (over the age of 16) and this bespoke version can be accessed via our dedicated Building Safety mini-site - [Resident engagement – The Barnet Group Building Safety](#).

A summary version of the strategy is included at the end of this booklet and available on these websites, which outline the key information about the strategy and our approach.

Request a communication method.

We want to make sure this information is easily available to all residents.

You can request different formats and we will try to provide information in a more accessible way. Our Accessible Communications Policy provides more information about this.

If you need information on the website in a different format, such as easy read or Braille, please contact our Customer Contact Team on:

020 8080 6587
or email talktous@barnethomes.org

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

2. INTERNAL AND EXTERNAL CONTEXT

Barnet Homes is the Arms-Length Management Organisation for the London Borough of Barnet and is responsible for managing all the council's social housing in the borough.

We are the Responsible Person (RP) and Accountable Person (AP) for Norfolk Close and the London Borough of Barnet are the Principal Accountable Person (PAP) for this high-rise building. *(Please refer to the building list in the appendix for further details).*

The Building Safety Act 2022, Fire Safety Act 2021, and the Regulatory Reform (Fire Safety) Order 2005 were introduced following the tragic failures in building safety that led to the Grenfell Tower fire in 2017. They are designed to take forward a fundamental reform of the building safety system and address the issues identified by Dame Judith Hackitt DBE in her independent review, Building a Safer Future.

These changes highlight the importance of residents feeling safe in their home, and ensure their views and concerns are listened to and acted upon. The key areas of change include:

- the introduction of a 'golden thread' of information to support duty holders to understand a building and the steps needed to keep both the building and people safe, now and in the future;
- clear responsibilities for individuals and organisations managing high-rise buildings;
- a stronger voice and better information for residents;
- greater oversight by the new Building Safety Regulator to make sure landlords are accountable.

Building safety legislation has created two roles to oversee the operation of the new building safety regime: the Building Safety Regulator (BSR) and the Accountable Person. They are intended to provide a clear line of responsibility for matters relating to building safety defects and will provide tenants and leaseholders with a point of contact for information about the safety of their buildings.

The Government has named the Health and Safety Executive (HSE) as the new BSR to regulate high-rise residential buildings.

High-Rise Residential Building (HRRB)

This is defined under the **Building Safety Act 2022** as a structure that meets both of the following criteria:

- It is **at least 18 metres tall** or has **7 or more storeys**.
- It contains **at least 2 residential units**.
- Are hospitals or care homes (during design and construction).

These buildings are classified as **higher-risk buildings** and must be registered with the **Building Safety Regulator (BSR)** before they can be occupied. This classification brings with it specific legal responsibilities for building owners and managers, particularly around safety and resident engagement.

The Building Safety Regulator (BSR)

The primary function of the BSR is to oversee the safety and standards of all buildings; help and encourage the built environment industry and building control professionals to improve their competence and lead the implementation of the new regulatory framework for HRRBs.

The Accountable Person (AP) and Principle Accountable Person (PAP)

The Accountable Person (AP) is the duty holder for occupied buildings. Where there is more than one Accountable Person, a Principal Accountable Person (PAP) is the duty holder. This role is defined as the person who is in possession of the common parts of a building, for example corridors or lobbies, or has the relevant repairing obligation.

The purpose of the AP or PAP is to create a clear line of responsibility for the safety of a building. Their core duties concern the assessment and management of building safety risks in their higher-risk residential building.

The PAP must prepare a safety case report containing an assessment of building safety risk carried out by the APs and steps they have taken to address or reduce those risks, and also a resident engagement strategy for involving residents in building safety decisions.

The AP's duties include:

- Put measures in place to prevent building safety risks happening and reduce the severity of any incident that does happen;
- Report certain fire and structural safety issues or incidents;
- Engage with residents about the building's safety and perform duties relating to the resident engagement strategy;
- Keep, update, and provide information about the building for the building's safety case.

The Responsible Person (RP)

- The employer, if the building is a workplace.
- The person in control of the premises, such as a building owner, landlord, or managing agent.
- In residential buildings, this could be the freeholder, leaseholder, or managing agent, depending on who has control over the common parts of the building.

We have developed this strategy in partnership with residents, engaging with residents living in Barnet Homes and Opendoor Homes properties. Over 30 residents who live across nine of our high-rise buildings took part in telephone surveys about building safety. We held two focus groups and invited involved residents to review our draft strategy. We also organised five pop up sessions close to each high-rise building, so residents could easily be involved and share their thoughts. All feedback was valuable and contributed to how we communicate and ensure our approach meets the diverse needs of all residents.

We thank all those residents who took part and helped shape this strategy.

3. OUR COMMITMENTS

3.1 Communication and information

a) How we will communicate

We will provide information about the management of the building and communications about building safety issues. We will identify appropriate opportunities to share information about and raise resident awareness of building safety matters, including events such as Fire and Building Safety Awareness Month. We will consider different communication needs so that we engage appropriately with residents and make sure our information is accessible, using the information we hold about our residents (including managing agents' details for leasehold properties) to do so.

Based on your feedback, the ways you prefer to be contacted are:

- Via text messages and email (including WhatsApp groups)
- Letters

The method of communication may vary depending on the type of information being shared, therefore our other methods may include:

- At new tenancy sign ups / new tenant visits
- On our main website
- On our Building Safety website
- Through our social media
 - Facebook: [facebook.com/barnethomes](https://www.facebook.com/barnethomes)
 - X (formerly known as Twitter): [@barnethomes](https://twitter.com/barnethomes)
 - YouTube: www.youtube.com/@barnethomes1560
- Noticeboards
- Newsletters and leaflets
- Phone
- Face to face
- Pop up sessions/door knocking
- QR codes for residents to quickly access information online, and to signpost where more information can be accessed

b) Where to access information

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

- Main website: www.barnethomes.org
- Building Safety website: www.barnethomes.org/buildingsafety

We will make other information available if residents request it; we aim to do so within 10 working days of receiving a request.

Residents will be able to make requests through the following channels:

- The Contact Us page on our website: www.barnethomes.org/contact-us
- The Contact Us page on our Building Safety website: www.barnethomes.org/buildingsafety/contact-us
- Accessing QR codes published in our newsletters or on noticeboards
- By phone: 020 8080 6587
- By email: talktous@barnethomes.org

c) What information we will share

Our Building Safety website will provide residents with easy access to up-to-date information about any works, inspections, or assessments being carried out.

The type of information that will be shared and available to residents routinely online are planned maintenance/repairs schedules and outcomes for:

- Fire detection and alarm system
- Sprinkler systems
- Emergency lighting
- Fire doors (*communal*)
- Fixed electrical installations
- Portable appliance test
- Fire smoke dampers
- Dry risers
- Firefighting lift
- Fire Risk Assessments

We will also use text messages and noticeboards to 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. Similarly, residents will be informed of any incidents and what action we have taken to manage and resolve the situation. 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, such as the PAP/AP, Building Safety Managers and Resident Engagement Manager.

Information that can be provided to residents on request includes:

- Full, current and historical fire risk assessments;
- 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;
- Information on the maintenance of fire safety systems;
- Fire strategy for the building;
- Structural assessments;
- Building Safety Cases;
- Planned and historical changes to the building
- Fire doors e.g. individual flat doors

All the information available above will be updated on a regular basis; depending on the information, this may be weekly, monthly, quarterly or annually.

3.2 Consultation and involvement

We want to hear your views about how we can keep you safe in your building, and we will ask you questions and seek your feedback to help us make building safety decisions. We want to make sure we engage with you in a way that suits you best, so we will offer a range of options for getting involved.

We understand that residents may not wish to be consulted on every decision but prefer to be involved in matters that directly affect them. For example, when improvement works are planned, such as upgrades to fire safety systems or major building repairs—we will ensure residents are meaningfully informed and consulted by:

- Clearly explaining the purpose, expected impact, and duration of the works
- Collaborating with residents to agree on suitable dates and times for the works
- Sharing details of the appointed contractor carrying out the works
- Providing at least three weeks' notice before the works begin
- Supplying contact details for a dedicated person to handle any questions or concerns
- Offering regular updates and opportunities for residents to share feedback throughout the process

From your feedback, your preferred ways to get involved are:

- Periodic or transactional surveys (by phone, email, text, letter, in person)
- 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)

We may also engage with you about building safety through:

- Digital engagement e.g. polls, news feeds, safety guides
- 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:

www.barnethomes.org/community/involvement-opportunities/

When we consult you, we will:

- seek your feedback using one or more of the methods above.
- provide you with adequate time (usually at least 10 working days) to share your feedback.
- review and carefully consider your feedback.
- make any necessary amendments based on the responses.
- share the changes we have made based on the feedback. This may be in a “you said, we did” format.
- ensure any personal data we gather is handled in accordance with UK data protection law, including the UK-GDPR and the Data Protection Act 2018.

We may collaborate with other organisations to help us engage effectively with residents and build strong, involved, and integrated communities. If we need to share any personal data with

our partners, we will make sure we only do so where UK data protection legislation permits us to do so. The partners we may work with include, but are not limited to:

- London Fire Brigade
- Age UK
- AICO
- Red Cross
- Mediquip

3.3 Monitoring our commitments

We want to monitor our effectiveness and will review this Resident Engagement Strategy to make sure it works for both residents and staff. This will take place every two years, or sooner in the event of a mandatory occurrence report or completion of significant material alterations to a building.

We will measure and review resident participation and how residents' views have been acted upon, including by maintaining records of how many responses are received when we ask for feedback on building safety matters and attendance at events.

As part of our day-to-day monitoring of building safety performance, we monitor several performance indicators, some of which we will publish on our website. Other areas we will monitor include:

- The performance building safety tenant satisfaction measures (TSMs) set by the Regulator of Social Housing. These checks include gas safety, fire safety, asbestos safety, water safety, and lift safety;
- Satisfaction levels of tenants that their home is safe (one of the satisfaction TSMs)
- Number of fire brigade call outs (percentage change);
- Reduction in level of items in communal areas;
- Number of complaints; and
- Number of reports on building safety issues.

4. WE ARE ALL RESPONSIBLE

4.1 What to expect from us

It is important that residents living in our high-rise buildings trust us and feel safe in their home. We will ensure homes and high-rise blocks are safe by meeting all the correct regulations and standards. We will aim to identify engagement opportunities and work in partnership with residents to develop and improve building and fire safety services.

Barnet Homes' legal responsibilities include:

- 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.

Commented [AM1]: Changed from PAP to AP!

Our Board, Executive Management Team and all staff are responsible for setting and supporting a culture of resident involvement and engagement. We will identify engagement opportunities and make sure we work in partnership with residents to develop and improve building safety services, including aiming to resolve building safety repairs promptly.

4.2 How residents can help

Residents can help us to meet our obligations 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 Barnet Homes 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, furniture, bikes, e-bikes/e-scooters and mobility scooters;
- g) knowing your buildings fire evacuation plan and what to do in the event of a fire in your 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 Barnet Homes if any residents' living circumstances change meaning a resident may not be able to self-evacuate in the event of a fire;
- j) reporting any issues to Barnet Homes, particularly if a resident feels 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 have valid gas and electrical safety certificates, and their tenants giving access to Barnet Homes operatives to meet this requirement.

5. COMPLAINTS

If a resident is dissatisfied with the standard of service we have provided, 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: www.barnethomes.org/contact-us/complaints

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. Information on how to do this will be shared with the complainant at the appropriate stage in the process.

6. CONTACT US

You can contact us using the following methods:

Email: talktous@barnethomes.org

Building Safety Website: www.barnethomes.org/buildingsafety/contact-us/

Phone: 020 8080 6587

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

Appendix

A. Building List & Accountability Roles

High-Rise Residential Buildings (HRRB)	Postcode	PAP	AP	RP
Calanthe Court (1-77)	NW9 4GJ	Redrow	LBB	BH
Camomile House (1-107)	NW9 4GF	Redrow	LBB	BH
Crimson Court (1-65)	NW9 4GH	Redrow	LBB	BH
Granville Point (1-60)	NW2 2LJ	LBB	BH	BH
Harpenmead Point (1-60)	NW2 2LL	LBB	BH	BH
Hester Court (27-75)	NW4 4AB	LBB	BH	BH
Kemp (1-24)	NW9 5XR	LBB	BH	BH
Longford Court (1-128)	NW4 2BU	LBB	BH	BH
Martynside (1-45)	NW9 5UT	LBB	BH	BH
Moineau (1-60)	NW9 5UR	LBB	BH	BH
Norfolk Close (13-56)	N2 8ET	LBB	BH	BH
Prospect Ring (13-56)	N2 8BP	LBB	BH	BH
Prospect Ring (61-104)	N2 8BP	LBB	BH	BH
Templewood Point (1-60)	NW2 2AX	LBB	BH	BH
Upper Fosters (1-44)	NW4 2DL	LBB	BH	BH
Upper Fosters (45-88)	NW4 2DL	LBB	BH	BH

Gracie House (1-50)	N2 8BS	TBG ODH	TBG ODH	BH
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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

Opendoor Homes

020 8080 6586

customer care@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 or opendoorhomes.org
- Building Safety website: 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
 - The Contact Us page on our website: opendoorhomes.org/contact
 - The Contact Us page on our Building Safety website: 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 or customer@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

Opendoor Homes: 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

Opendoor Homes - 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 or customercare@opendoorhomes.org

Building Safety Website: 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/ or scan the QR code.



 2 Bristol Avenue, Colindale, London NW9 4EW

 barnethomes.org

 talktous@barnethomes.org