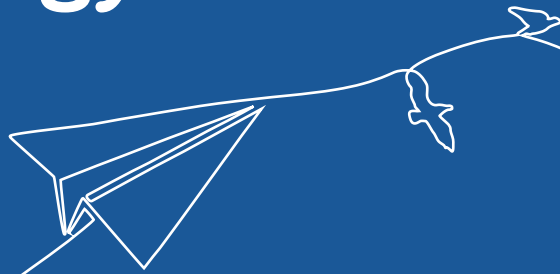




Building  
Safety  
Matters

# Resident Engagement Strategy

2025



great  
places  
HOUSING GROUP



Willow Court

# Introduction and scope



**Your safety is our top priority.** We want you to feel safe in your home and know how to get in touch with us to raise any concerns or share ideas you may have.

Living in a block of apartments does not mean you are at any more risk of experiencing a fire. However, we do need you to consider how a fire in your home could affect not only yourself but others in your building.

We take customers' safety seriously, and The Building Safety Act places a duty on Great Places Housing Association to deliver a strategy for engaging with you and other customers about building and fire safety at Willow Court. This is called a Resident Engagement Strategy, and its purpose is to ensure that customers:

- Know who they can speak to about their safety
- Know the responsibilities between landlords and customers
- Have a variety of opportunities to speak to staff about any building safety concerns or issues
- Feel confident to hold their landlord to account and to understand any communications sent to them relating to building safety

This Resident Engagement Strategy is specific to Willow Court and considers all the customers in the building and their individual needs.

## Who holds responsibility at Willow Court?

**Principal Accountable Person** – The Principal Accountable Person is the person or organisation who owns the building, for Willow Court the Principal Accountable Person is Great Places Housing Association. Great Places is also responsible for managing your building.

**Responsible Person** – The Responsible Person is there to ensure that Willow Court has all its safety measures in place. For Willow Court, Great Places Housing Association is the Responsible Person.

As your management company, we are responsible for managing fire safety at Willow Court which is a high-rise building that contains 48 homes up to eight storeys.

## Review and monitoring

**We will consult with you to review this strategy:**

- Every two years
- After the completion of any significant safety works or alterations to the building
- After every consultation held regarding the strategy
- After any reports made to the Building Safety Regulator about any fire or structural incidents

**The aim of this plan is to make sure that you:**

- Feel safe in your home
- Can easily report any safety concerns in your home and the wider building
- Are aware of how you can be involved and influence building safety decisions
- Know how we respond to customer feedback
- Have the information you need about your building
- Know how to make a complaint if you feel you are not being listened to or have concerns

We are dedicated to learning more about our customers and their needs. It is important we know about you and the people who live with you, to help you to be safe if there was a fire at Willow Court. If you would like to tell us more about your needs, please **contact us**. Details on how to do this can be found on **page 6**.

# Keeping you informed

We will share information with you about building safety and any measures that are in place to ensure your safety at Willow Court.

We will regularly provide customers with an annual fire safety leaflet and make sure we give this to new customers when they move in. We will provide other information in a variety of ways, such as:

- Letters, leaflets, and newsletters
- Text messages and emails
- On our website and social media
- On communal notice boards

If any of our customers need additional support and require communications in a different format, please **contact us**. Details on how to do this can be found on **page 6**.

Other information you may need can be found on our website or by contacting us, such as:

- Advice on how to reduce fire hazards
- Fire escape routes, fire doors and emergency lighting
- What to do in an emergency
- Details about safety equipment and its purpose
- The roles and responsibilities of Great Places
- Summary of the latest Fire Risk Assessment
- A summary report explaining how building safety risks are assessed and managed

## How you can have your say

**We will give you opportunities to have your say by:**

- Undertaking surveys in a range of ways
- Consultations through our digital platform, Our Voice

**The topics this may include are:**

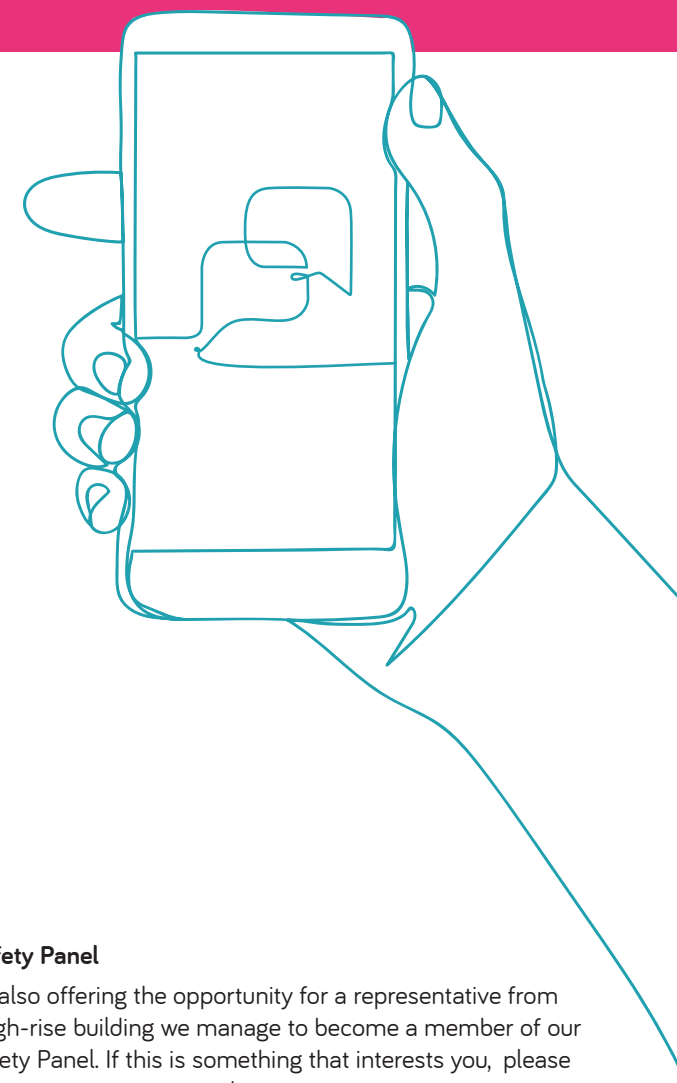
- Asking about your opinions on how we can improve our fire and building safety
- Getting your thoughts on preferred times for our fire safety checks or work being completed
- Involving you in the design of any major upgrade works in your building if they are needed
- Asking for your support when looking at employing contractors
- Your thoughts about ways we can manage disturbance from any building safety work

We will measure and review the information you provide to us and report back on key findings, such as:

- Overall satisfaction on how safe you feel in your home
- Number of complaints around building safety
- Number of building safety issues reported

## You said, we listened

We will inform you of what customers have told us, what decisions we have made and an explanation if we can't do what you have asked us for.



## Fire Safety Panel

We are also offering the opportunity for a representative from each high-rise building we manage to become a member of our Fire Safety Panel. If this is something that interests you, please do let your property manager know.

# Building safety concerns and complaints

You have the right to raise a concern or complaint if you feel a report or work carried out has not been handled in the way it should.

## Raising a concern

If you are concerned with something in the building or for example how a building safety repair has been completed, please **contact us**. Details on how to do this can be found on **page 6**.

## Raising a complaint

If you have raised a concern with us but are not satisfied with how this has been dealt with, or you still feel the building is unsafe, you can contact our Customer Feedback team (details to the right) to raise a complaint.

## Escalating a complaint

If you are not satisfied with the outcome of your complaint, you have the right to escalate this back to us or if you feel we have not dealt with your issue to the Building Safety Regulator [www.contact-building-safety-regulator.service.gov.uk](http://www.contact-building-safety-regulator.service.gov.uk)

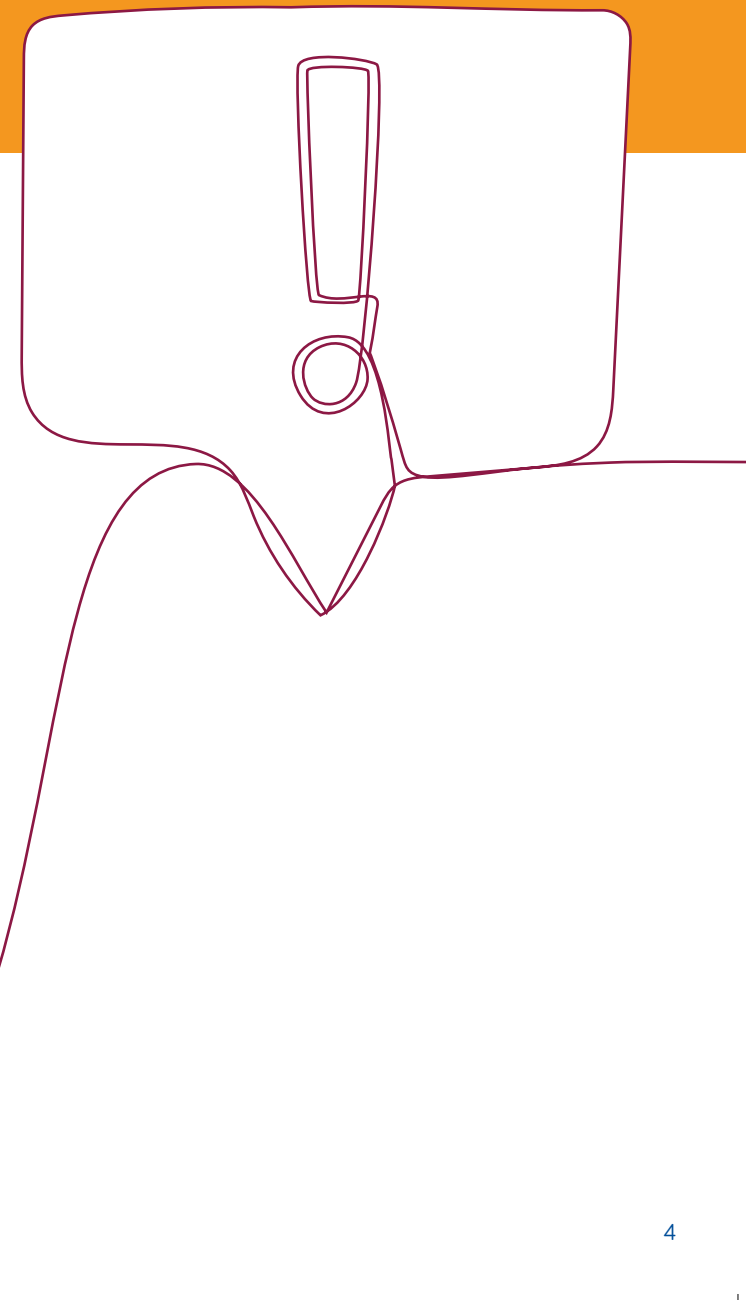
## Learning from complaints

As an organisation we publish themes of our complaints and lessons learnt on our website.

## Handling complaints

**Our approach to dealing with Building Safety complaints is compliant with the Building Safety Act 2022.**

- Any building safety complaints should be reported to us via our Customer Feedback Team, either via our **website** at [www.greatplaces.org.uk/contact-us/compliments-and-complaints](http://www.greatplaces.org.uk/contact-us/compliments-and-complaints) or through **The Hub** on **0300 123 1966**
- Any formal complaint will be acknowledged within 3 – 5 working days and an investigation and resolution provided within 10 working days.
- Following the complaint, our Customer Feedback Team will provide a written response including details of the investigation that has taken place and the outcomes and any action/resolutions to be undertaken.





# Who is responsible for safety in your home and communal spaces?



## It is your responsibility to:

- Be safe in your home by keeping your escape routes clear
- Make sure you regularly check your fire alarm
- Be mindful of your neighbours and ensure that the space outside your flat is clear and free from obstruction at all times
- Dispose safely of household waste and recycling using the bins provided – if you have any issues around this please do contact your Property Manager
- If you have any issues, especially around fire safety please contact the building and fire safety team on: [BuildingSafetyandFire@greatplaces.org.uk](mailto:BuildingSafetyandFire@greatplaces.org.uk)

## It is our responsibility to:

- Ensure the block and your home are safe and meet regulatory standards
- Make sure that your escape routes are well lit
- Maintain your fire doors to regulatory standards
- Ensure anyone working in the block is competent to do so
- Have contact with local services, such as the fire service to ensure your safety

### If you have more questions

If you have any questions that have not been answered in this booklet or would like to speak to someone about fire safety in your building you can:

- **Email** the Building and Fire safety team on: [\*\*BuildingSafetyandFire@greatplaces.org.uk\*\*](mailto:BuildingSafetyandFire@greatplaces.org.uk)

If you don't have access to the internet you can do the following:

- **Contact us** and request to speak to someone from the Building and Fire Safety Team. Details of this can be found on **page 6**.

# Contact us



## Online

Scan the QR code to visit our website where you can:

- » Submit an **online form**. We aim to respond to all enquiries within 3 working days
- » Access our **Live Chat facility** through Chatabot where you can speak directly with us between **8am and 6pm, Monday to Friday**

## By Email

If you have a query about fire safety in your building, you can **email the Building and Fire Safety Team:**

**[BuildingSafetyandFire@greatplaces.org.uk](mailto:BuildingSafetyandFire@greatplaces.org.uk)**

For other matters, you can get in touch with **The Hub:** **[customerhub@greatplaces.org.uk](mailto:customerhub@greatplaces.org.uk)**

## By Phone

We're open for business **8am–6pm, Monday to Friday**. You can call us on our local rate number **0300 123 1966**.



# Fire action



## **If fire breaks out in your flat:**

Leave the room where the fire is straight away, then close the door.

Tell everyone in your flat and get them to leave.

Close the flat entrance door behind you.

Do not stay behind to put the fire out.

Wait outside, away from the building.

Call the fire service - dial 999 or 112

## **If you see or hear of a fire in another part of the building:**

The building is designed to contain a fire in the flat where it starts.

This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.

You must also leave immediately if smoke or heat affects your home, or you are told to leave by the fire service.

If you are in doubt - get out.

## **To call the fire service**

Dial 999 or 112

When the operator answers, give your telephone number and ask for fire.

When the fire service reply, give them the address where the fire is.

Do not end the call until the fire service has repeated the address correctly.

# Fire Safety in your home

Top tips for keeping you safe

## Doors

Don't wedge fire doors open and disconnect or remove a closing device. Report any damage to us.



## Appliances

Do not leave appliances running when nobody is home.



## Smoke Alarms

Test your smoke alarms every week and do not cover or remove them.



## Flammable

Don't store anything flammable such as petrol in your home.



## Smoking

Do not smoke in bed and always ensure that cigarettes are put out fully.



## Cooking

Do not leave cooking unattended. Swap stove top chip pans for electric ones.



## Matches

Store matches and lighters in a safe place, out of the reach of children.



## Communal Areas

Don't leave any items in shared communal areas of the building, we want to maintain a safe environment for everybody.



## Candles

Do not leave candles unattended, and make sure they're fully extinguished after use.



## Electrical

Don't overload sockets or use too many extension leads. Unplug unused items and switch off sockets when not in use.



## Belongings

Keep your home clutter free, especially escape routes.



## Balconies

Don't have barbecues or smoke on balconies, and don't store flammable items such as gas canisters or tins of paint on them.

