

RESIDENT ENGAGEMENT STRATEGY

Mapped to the Building Safety Act 2022 (England).



1. PURPOSE OF THIS STRATEGY

This Resident Engagement Strategy has been prepared to meet the statutory requirements of the **Building Safety Act 2022** for higher-risk residential buildings. Its purpose is to set out clearly how residents and leaseholders will:

- Receive building safety information
- Be consulted on building safety decisions
- Raise concerns and complaints
- Influence decisions that affect their safety

This strategy applies to residential buildings managed by **Ian Gibbs Estate Management (IGEM)** where the legal threshold for higher-risk buildings is met.

2. LEGISLATIVE FRAMEWORK & ACCOUNTABILITY

2.1 RELEVANT LEGISLATION

This strategy is prepared in accordance with the Building Safety Act 2022, which requires the **Principal Accountable Person (PAP)** to:

- Prepare and maintain a written resident engagement strategy
- Consult residents and relevant persons on the strategy
- Provide residents with building safety information
- Review and update the strategy regularly and following specific triggers

CONTACT US: T 020 8370 4810 E estate@iangibbs.com

OUT OF HOURS SERVICE: If there is an emergency in the common areas outside of our office hours, please telephone 020 8090 1585



2.2 ACCOUNTABLE ROLES

Principal Accountable Person (PAP): The person or organisation legally responsible for the structure and exterior of the building.

Accountable Person (AP): Any person or organisation with a legal obligation to repair common parts of the building.

IGEM: Acts on behalf of the PAP in preparing, implementing, and maintaining this Resident Engagement Strategy.

3. SCOPE & APPLICATION

This strategy applies to:

- Residents aged 16 and over
- Leaseholders
- Owners or occupiers of residential units

in higher-risk buildings managed by IGEM. This includes buildings that are **18 metres or more in height or at least 7 storeys** and contain **two or more residential units**.

4. BUILDING SAFETY INFORMATION PROVIDED TO RESIDENTS

4.1 CORE INFORMATION (STATUTORY REQUIREMENT)

To comply with the Building Safety Act, residents will be provided with clear, accurate, and accessible information relating to:

- Fire safety procedures and evacuation strategies
- Key building safety risks and control measures
- Interim and permanent safety measures
- Outcomes of building safety inspections (where available)
- How to raise building safety concerns



4.2 METHODS OF COMMUNICATION

Information will be provided using one or more of the following methods:

- Noticeboards in the building
- Letters or emails
- Resident portals or websites
- Meetings and briefings
- Newsletters

Information will be provided annually where required, and additionally when there is a material change affecting safety.

5. INFORMATION AVAILABLE ON REQUEST

Residents may request additional building safety information, including:

- Current and historical fire risk assessments
- Details of safety systems (e.g. alarms, sprinklers, smoke control systems)
- Maintenance regimes for safety-critical systems
- Structural assessments (where available)
- The building fire strategy

Requests should be made using the contact details set out in section 12.

6. RESIDENT ENGAGEMENT & CONSULTATION

6.1 MATTERS SUBJECT TO CONSULTATION

Residents will be consulted on **building safety decisions** that may materially affect them, including:

- Changes to fire or evacuation strategies (for example, moving from a 'stay put' strategy to a full evacuation strategy).
- Installation, alteration, or removal of fire safety systems such as fire alarms or sprinkler systems
- Structural or material alterations relevant to safety including cladding replacement or balcony works
- Decisions arising from mandatory occurrence reports or serious incidents



6.2 FINANCIAL IMPLICATIONS

Where proposed building safety measures may have financial implications for residents, IGEM will:

- Provide transparent information on anticipated costs
- Explain potential impacts on service charges
- Allow residents reasonable opportunity to ask questions before decisions are finalised

6.3 CONSULTATION ON DISRUPTIVE WORKS

Residents will be consulted in advance where works:

- Last longer than one day; or
- Restrict access to homes or shared areas; or
- Cause significant noise or disruption

Consultation will normally include a minimum of **two weeks' notice**, unless urgent safety issues require immediate action.

7. HOW RESIDENTS CAN PROVIDE FEEDBACK

7.1 ENGAGEMENT METHODS

Residents may provide views and feedback through:

- Surveys (online or postal)
- Meetings or briefings
- Targeted emails or correspondence
- Resident groups or directors

During consultations, residents may be asked about:

- Their sense of safety in the building
- Whether information provided is clear and sufficient
- How engagement could be improved



8. RAISING CONCERNS & COMPLAINTS

8.1 REPORTING BUILDING SAFETY CONCERNS

Residents may report building safety concerns, including obstructions, damaged fire doors, or unsafe conditions, by:

- Emailing: safety@iangibbs.com
- Telephone: **020 8370 4810**
- Using the online safety concern reporting form (via our website or resident portal)

Concerns will be logged, reviewed, and responded to in line with statutory duties.

8.2 COMPLAINTS & ESCALATION

If a resident is not satisfied with how a concern has been managed, they may escalate the matter by:

- Submitting a complaint to IGEM; or
- Using the dedicated safety complaints process

All complaints will be handled in accordance with IGEM's complaints policy.

9. ACCESSIBILITY & EQUALITY OF ACCESS

To meet statutory requirements to consider resident needs:

- Information can be provided in alternative formats (e.g. large print, easy-read, audio)
- Residents may request information in a different language
- Reasonable steps will be taken to identify and support vulnerable residents

Residents should notify IGEM if specific communication or accessibility needs exist.



10. MONITORING, REVIEW, & CONTINUOUS IMPROVEMENT

10.1 MEASURING ENGAGEMENT

IGEM will monitor and review engagement effectiveness by tracking:

- Participation rates in consultations and surveys
- Volume and nature of safety-related contacts
- Resident feedback on engagement quality
- Reported safety concerns and outcomes

10.2 REVIEW OF THE STRATEGY

In compliance with the Building Safety Act, this strategy will be reviewed:

- At least every **two years**
- Following consultation on the strategy
- After a mandatory occurrence report
- After significant safety-related building works

Residents will be consulted where required and informed of material changes.

11. MANDATORY OCCURRENCE REPORTING

Where a safety occurrence meets statutory thresholds, the Principal Accountable Person will submit a mandatory occurrence report to the Building Safety Regulator.

Residents affected will be informed that a report has been made and provided with appropriate information about the reasons and next steps.

12. CONTACT DETAILS

Building Safety and Resident Engagement

- Email: safety@iangibbs.com
- Telephone: **020 8370 4810**

Out-of-Hours Emergency (Common Areas Only)

- Telephone: **020 8090 1585**

Document Owner: Ian Gibbs Estate Management (acting for the Principal Accountable Person)

Status: Statutory compliance document under the Building Safety Act 2022

