

REALTY

Building Safety Resident Engagement Strategy



Building: Timber Wharf

Principal Accountable Person: Timber Wharf Management Limited

Date: 11/03/2025

Version: FINAL

Review Date: Annually

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1.0 Introduction

Why

As Principal Accountable Persons under the Building Safety Act 2022 (The Act) one of our main responsibilities is creating and maintaining a safe living environment for all residents. The key to achieving this lies in collaborative engagement with residents and stakeholders.

It is important to note that residents have certain rights and obligations which includes the need to collaborate with us in all matters of building safety.

The term “Building Safety Risk” refers to a risk to the safety of people in or about the building arising from any of the following occurring:

- (a) the spread of fire; and
- (b) structural failure.

Other issues for example such as lifts, asbestos, anti-social behaviour, building security etc. are **not included**.

Stakeholders

Principal Accountable Person	Accountable Person
Timber Wharf Management Limited	Realty Management Limited
<i>Responsible For - All floors</i>	<i>Responsible For - All floors</i>
Responsible for: <ul style="list-style-type: none">• the routes that residents can walk through, like corridors, staircases and fire doors.• maintaining plant and equipment - this includes lifts, firefighting equipment and any other machinery in the building.• facilities that residents share, like laundry rooms or bin rooms• exterior and internal structure	Responsible for: <ul style="list-style-type: none">• the routes that residents can walk through, like corridors, staircases and fire doors.• maintaining plant and equipment - this includes lifts, firefighting equipment and any other machinery in the building.• facilities that residents share, like laundry rooms or bin rooms

Review Frequency

As **Principal Accountable Person** we will review this Residents Engagement Strategy on an annual basis. However, we will also review it in the following circumstances:

1. A ‘Mandatory Occurrence Report’ has been submitted to the Regulator following a significant safety incident or near miss.
2. After significant material alterations have been made to the building such as refurbishment or remedial works.
3. Where the Regulator upholds a complaint concerning the content of the residents engagement strategy.

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Documents

This Resident Engagement Strategy includes details of the information and documents that, as residents, you will be provided with. These include summaries of:

- Information relating to the prevention and mitigation of building safety risks – such as a summary of the Safety Case Report and risk assessments.
- Information about the various duty holders, the regulator and other persons.
- Information and documents relating to the rights of residents and owners.

Additionally, you may request copies of the up-to-date Fire Risk Assessment, Safety Case Report, the evidence supporting the Safety Case Report and any revisions to this Residents Engagement Strategy.

Purpose and Approach

We, along with the residents of Timber Wharf, have collaboratively developed this Resident Engagement Strategy for the building.

Our goal is to make sure that 'engagement' is not limited to specific times but is a continuous process leading to meaningful resident involvement and active participation. Our primary focus is to work together to ensure the safety of all residents in the building.

We have created a bespoke Resident Engagement Strategy for the building that aligns with this approach.

The purpose of this Resident Engagement Strategy for this building is to:



Ensure residents feel empowered to play an effective role in ensuring their building is, and continues to be, safe.



Clarify responsibilities for us and our residents to ensure the safety of their homes.



Promote resident involvement and participation in building safety matters and overcome any engagement barriers.



Provide an explanation of your rights as a resident.



Identify the building safety information residents need and also would like to receive and determine the way in which residents prefer to receive such information.



Provide contact information for all 'Accountable Persons' in your building and a short description of their areas of responsibility

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Objectives

Our objectives are geared towards the prevention of the spread of fire and structural collapse and any time we communicate with the residents we aim to:



Inform – providing residents with information that they need to know about their building and any works planned.



Reassure – providing reminders and reassurances of the safety measures in place should there be an emergency.



Educate – helping our residents understand more about safety in their building, the reasons why work is happening or why something is not permitted.



Engage – be raising awareness of the responsibilities of residents and their neighbours to keep everyone living in the building safe.

It's crucial for our residents to have a clear understanding of what they should do in case of a fire or emergency in their building or home, or if they need to be evacuated for any other reason.

This strategy will clarify the current process and reasoning behind the measures we have in place, as well as advising what we will be doing to improve the process.

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2.0 Residents Rights & Responsibilities and Landlord Responsibilities

2.1 Residents Rights:

As a community, it is important that Building Safety is something that we must work on together. As Principal Accountable Person (PAP) along with other Accountable Person(s) (APs), we are responsible for undertaking different types of building safety inspections and assessments. Additionally, residents must take responsibility for ensuring their homes and building remain safe to live in.

- Residents have the right to be informed about the safety of the building.
- Residents have the right to be consulted on matters relating directly to building safety, where such matters are not of an urgent nature.
- Residents have the right to request certain information and documents about their building's safety in an accessible and understandable format as far as is reasonably practicable. (See section 4.5)
- If residents feel their concerns and/or complaints regarding building safety are being ignored, they have the right to raise them directly with the Building Safety Regulator.

2.2 Residents Responsibilities:

Everyone in the building can have a positive impact on the safety of their and their neighbours' households, and it is everyone's responsibility to do what they can to keep the building and its occupants safe.

- Residents must report any concerns they have about the safety of their homes or their building.
- Where requested, residents must provide Timber Wharf Management Limited with information that is reasonably required such as personal information and contact details.
- Residents must allow Timber Wharf Management Limited or its representatives access to their homes to carry out safety checks, surveys, and remedial works in line with the agreed timeframes.
- Residents must keep us up to date with any personal changes that may have an effect on how they manage their home, their tenancy and their building in general. In particular, changes that may affect their ability to respond to an emergency situation should the need arise.

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- Residents must not act in a way that could create a building safety risk from materialising and are responsible for ensuring their own homes and the building remain safe to live in.
- Residents must not interfere with safety equipment within their home or building (damage it, remove it or do anything to it that will interfere with its intended function). Safety equipment can include fire alarms, smoke and heat detectors, fire doors, self-closing door devices, communal fire doors and ventilation systems.
- Residents must not undertake any DIY or make alterations to their property without obtaining the prior written consent of the PAP.

2.3 Principal Accountable Person's Responsibilities:

Our responsibilities include, but are not limited to:

- Applying for a Building Assessment Certificate for Timber Wharf.
- Assessing building safety risks at Timber Wharf and ensuring Timber Wharf- is safe to occupy at all times
- Taking all reasonable steps to prevent the occurrence of a major incident at Timber Wharf.
- Producing a Safety Case and Safety Case Report for Timber Wharf.
- Dealing with all building safety enquiries and where relevant escalating them via the Mandatory Occurrence Reporting procedure.
- Dealing with all building safety complaints within specified time frames.
- Making available certain information about building safety. (see section 4.5)

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3.0 Timber Wharf Demographics

The building is a stand-alone building consisting of 163 residential units.

A Resident Demographic Survey (RDS) was completed with the residents of Timber Wharf between Monday 3rd June 2024 and Friday 28th June 2024. This survey returned information from 13 residents.

We conducted a RDS to collect information about individual households, including their demographics, communication preferences, engagement barriers, and vulnerabilities that may require additional assistance.

The Resident Demographic Survey questions were designed to understand how safe our residents feel, whether they know what to do in case of an emergency, and what kind of communication they prefer, how often they want to receive it, and in what format.

We used various methods to distribute the survey to residents to ensure maximum participation

- email
- posters and QR codes in lifts and communal area
- interaction at reception

We extended the initial deadline for responses and sent residents prompts to try and increase engagement. We will take the information gathered to try and improve engagement and accumulate a wider range of responses.

The survey returned an 8% response rate and the resulting findings are presented below.

All the information collected through the survey will be stored in compliance with our GDPR policy.

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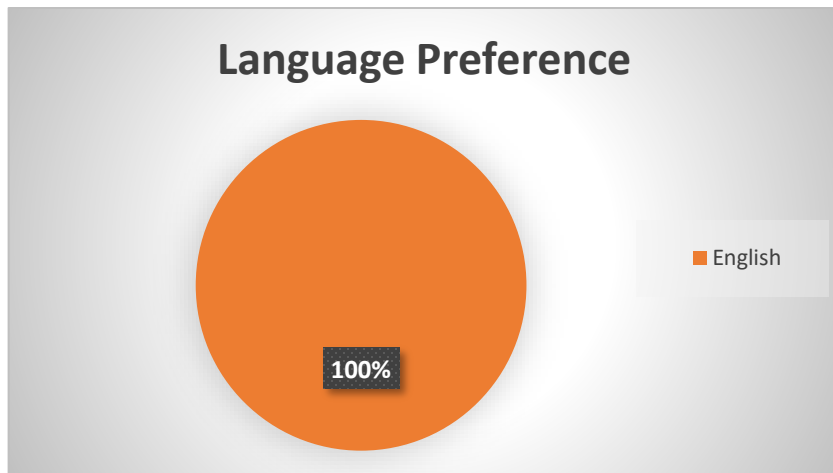
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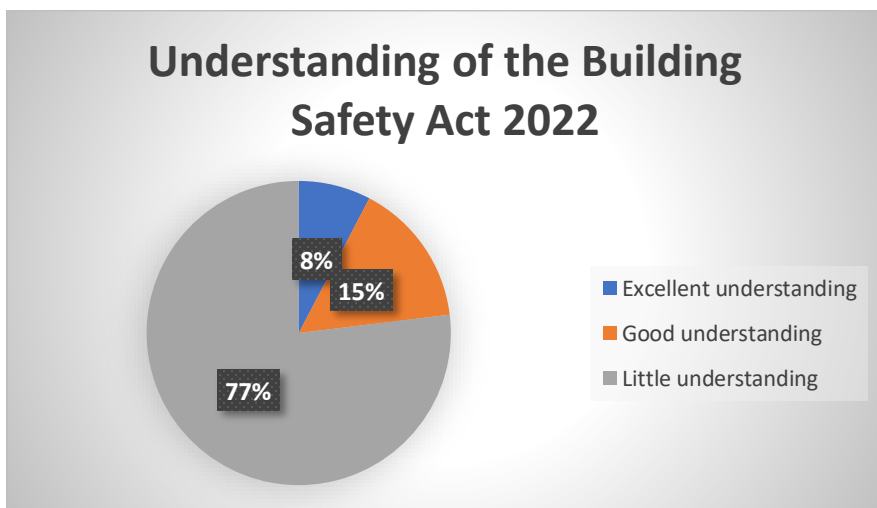


3.1 Resident Demographics



- All respondents have indicated English as their preferred language. This response has enabled us to benchmark the most used language so we can deliver information and consult with the residents effectively and make decisions on whether we have to use translation services. All written responses and communications are currently in English, however, we do consider alternative approaches to presenting information such as using graphical icons etc and we are happy to direct residents to language translation services upon request.

3.2 What is the Building Safety Act 2022?



- 77% of respondents said they have little understanding of the Building Safety Act 2022. We hope that through resident engagement, we are able to give all residents and in depth understanding of the building safety act and what it means for them as residents living in a high-rise building (HRB).

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This Act makes significant reforms designed to give residents and homeowners more rights, powers, and protections – so homes across the country are safer. It delivers protections for qualifying leaseholders from the costs associated with remediating historical building safety defects, and a toolkit of measures that will allow those responsible for building safety defects to be held to account. It overhauls existing regulations, and makes clear how residential buildings should be constructed, maintained and made safe.

The Act creates three new bodies to provide effective oversight of the new regime: the Building Safety Regulator, the National Regulator of Construction Products and the New Homes Ombudsman.

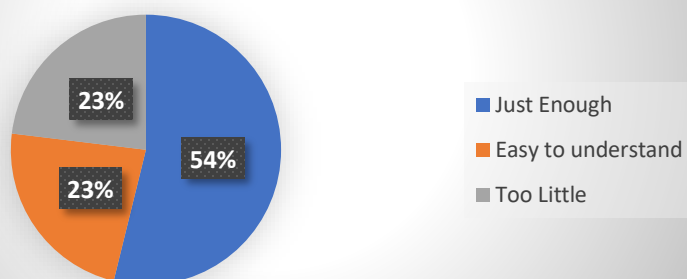
Together these changes mean owners will manage their buildings better, and the home-building industry has the clear, proportionate framework it needs to deliver more, and better, high-quality homes.

Many of the detailed provisions in the Act will be implemented over the next two years through a programme of secondary legislation.

Residents in high-rise buildings will have more say in how their building is kept safe and will be able to raise building safety concerns directly to the owners and managers of their buildings known as accountable persons and responsible for repairing the common parts of a higher-risk building, as defined in section 72 of the Act. The accountable person(s) will have a duty to listen to them.

If residents feel their concerns are being ignored, they can raise them with the Building Safety Regulator.

Quality of current safety information received



- 54% of respondents said that we currently deliver just enough Building safety information. 23% said the information is easy to understand and so we hope that by engaging in ways that the respondents have chosen, we are able to ensure each resident receives an in depth understanding of all building safety in relation to their building.

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4.0 The Resident Engagement Strategy for Timber Wharf

There are seven main elements to this strategy:

1. How we have promoted information and empowered residents, encouraging participation in 'building management safety decisions.'
2. How we are taking in to account the views and concerns of the relevant persons including the residents regarding building safety.
3. What aspects of building safety decisions residents will be consulted on, what consultation methods will be used and the time frame for these consultations.
4. How we will record and measure the successes of the engagement methods used, including resident feedback.
5. The system in place for residents and other relevant persons to request additional safety information.
6. Our complaints system(s) and how residents can make a complaint regarding any building safety concerns they may have.
7. How residents can raise safety concerns and observations and our Mandatory Occurrence Reporting system

4.1 Promoting Information and Empowering Residents

At Timber Wharf, we currently use a range of communication methods to inform and educate our residents about building safety. We encourage their participation and engagement in building safety decision-making.

Our goal is to cater to the diverse needs of our residents as much as possible. We strive to make adequate provision for residents with physical or visual impairments, hidden disabilities, or non-English speaking residents. However, we might not be able to cater to everyone's needs.

Our aim is to ensure that the residents of Timber Wharf are empowered to play an effective role in making sure that their building is, and remains, safe.

The following outlines how we have promoted information and empowered residents:

- Resident Demographic Surveys (RDS) have been completed, with 8% of the residents at Timber Wharf providing us with information as to their needs and preferences regarding engagement.
- Residents who have advised us that they require additional support have been engaged with to identify how we can support them.
- In person consultation for the RDS was conducted through our reception team.
- All Residents were sent emails with a link for the RDS.
- Posters were erected in communal areas and lifts with QR codes and links for the RDS.

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The core safety information that is provided to all residents includes:

- A summary of the most up-to-date fire and structural risk assessments where available.
- A summary of the Safety Case Report including a description of the building safety risks, what steps are taken or planned to be taken to manage these risks, and an evaluation of how effectively the building safety risk is being planned or managed.
- Information about what steps you as residents should take to prevent or reduce building safety risks and how and to whom you may report a building safety risk.
- Information about the location of fire escape routes and other safety-related equipment such as fire detection and alarm systems, emergency lighting, smoke ventilation systems etc.
- Emergency procedures and other guidance on how residents can:
 - Evacuate from the building.
 - Support building safety.
 - What safety equipment is in place to support both the evacuation and building safety generally.
- A summary of the roles and responsibilities of each of the relevant persons including contact details.
- A copy of this Resident Engagement Strategy which includes further details of additional information and documentation you as residents may request. *(please refer to section 4.5 for additional information that can be provided on request)*

After conducting our Resident Demographic Survey we have determined that the most effective way to communicate and provide information to residents of Timber Wharf is as follows:

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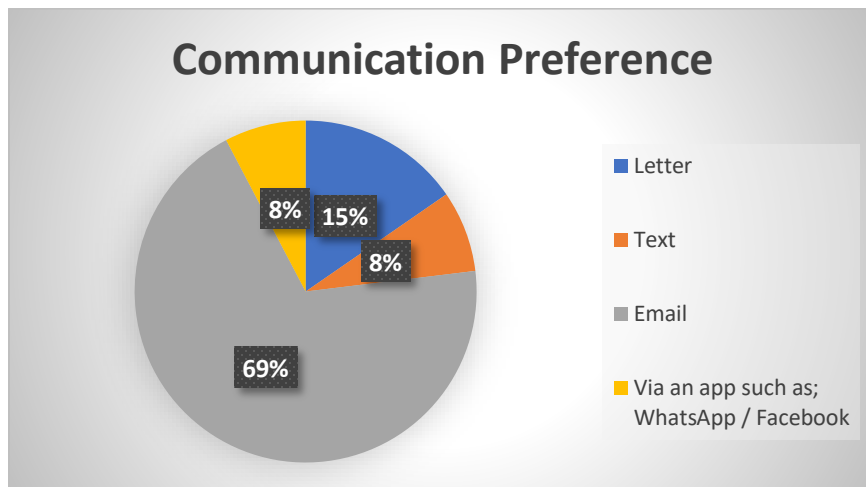
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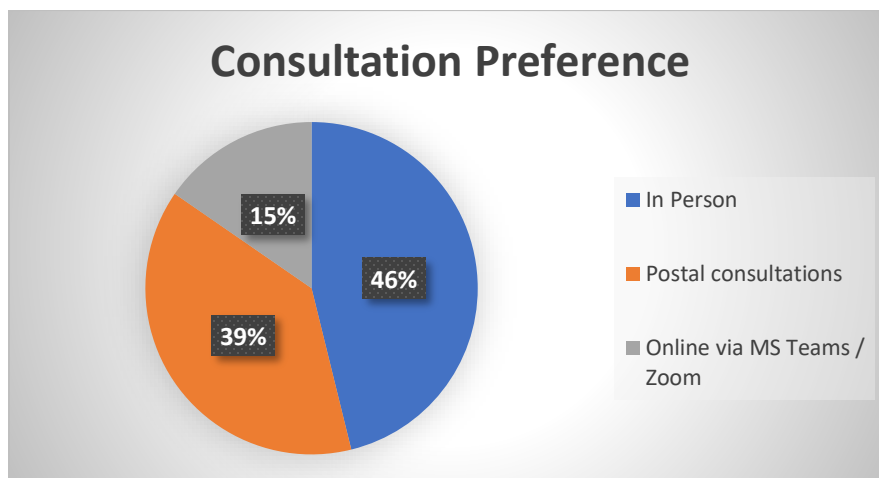


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Preferred method of communication for Building Safety Information (%)



- 69% of respondents at Timber Wharf prefer communication via email. This is currently our main way to communicate with residents and the positive response to this questionnaire proves the majority of the households can be accessed via email.



- 46% of respondents prefer to be consulted in person and a further 39% would like to be consulted via post. For all consultations, we will give residents an option to consult in person or via letter as this will suit the needs of the majority of respondents. All feedback from consultations will be sent out via email and will be available in the building's reception area for residents to access.

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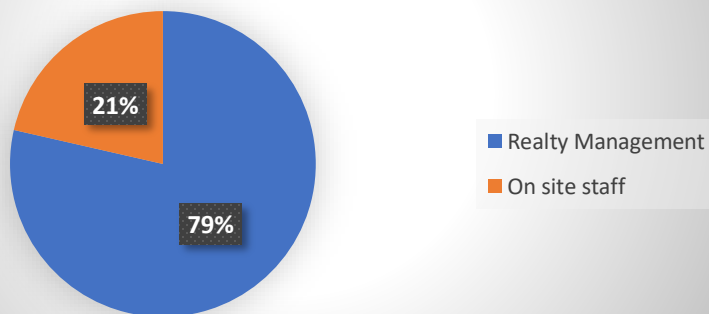
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Who to Raise a Safety Concern with



- All respondents know that their first point of call to raise of a safety concern that is not an emergency is the Site Team or Realty Management. This is a good reflection on previous building safety information that has been shared with residents, however, there is still room for improvement. Through this strategy and other upcoming communications regarding the building safety, we hope to make it clear for all residents.

Residents are given the following single point of contact details for all building safety matters:

Email: info@realtygmt.co.uk

Having direct feedback from the residents also allows us to further shape our communications to best suit the needs of our residents.

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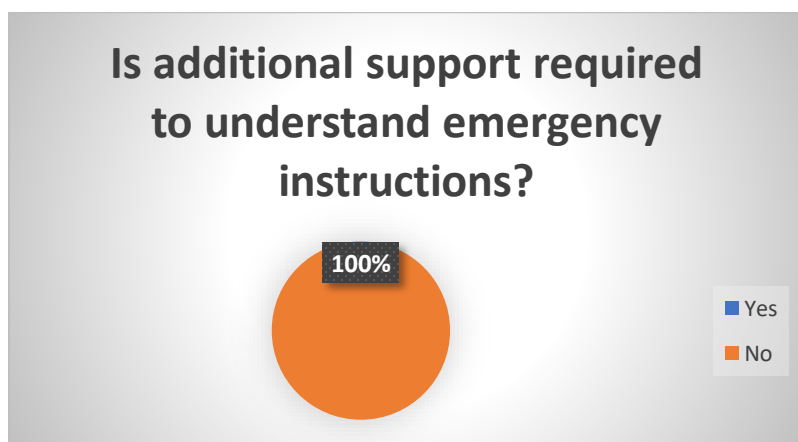


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Of those surveyed:



- No residents have indicated that they will require additional support to evacuate in an emergency. If we identify any resident who may be unable to use the stairs and will require additional support to evacuate, we will contact them individually to complete a Personal Emergency Evacuation Plan (PEEP's) or if appropriate a Person-centred Fire Risk Assessment.
- Should the needs of any resident change, they can contact us confidentially to ascertain whether a Personal Emergency Evacuation Plan (PEEP) is needed.



- No residents have indicated that they require additional support to understand emergency instructions, however, if we identify any residents who require additional support we will contact them directly to ensure that the information that we provide will be relevant and in a format that can be understood by the resident and will provide this information in different formats on request, for example, in large print Braille
- We will share building safety information with their relative, an advocate, caregiver or representative if they request us to do so.

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If we identify any relevant issues affecting the safety of all residents, we have committed to keep residents updated on a regular basis via email. Resident consultations will be held via the residents preferred method of online or in person in relation to any interim safety measures necessary, remedial works and further investigations that are required.

4.2 Residents Views and Considerations Regarding Building Safety at Timber Wharf

We collect feedback and views from residents in many ways including:

- one-to-one, in person.
- during consultations.
- during specific resident engagement events.
- as part of our complaints process.
- via our safety observation reporting process.
- via 'Resident Demographic Surveys'.

We will use that feedback to ensure our focus is with our residents and create a virtuous circle of feedback, 'You said, We did' approach. This will see us using feedback to:

- Inform the design and improvement of safety management systems used at Timber Wharf.
- Influence building safety decision-making at Timber Wharf.
- Ensure our residents are educated, equipped and empowered regarding building safety.
- Better understand the 'lived experience' of our residents and help us improve engagement.

Feedback and any updates made will be published via email.

4.3 Building Safety Decisions and Consultations

We will, where appropriate, ask our residents for input on building safety matters including, but not limited to:

- The 'Resident Engagement Strategy' for Timber Wharf.
- Where a relevant Complaint has been received.
- Where a relevant Mandatory Occurrence Report has been received.
- Minimising the disruption of cyclical maintenance works and appointments at Timber Wharf.
- Consulting residents in the scope of work required for remedial works, if they are not of an urgent nature.
- Seeking residents input on certain aspects of building safety and/or refurbishment works.

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Residents of Timber Wharf requested that building safety consultations and information relating to building safety consultations be made available in the following format:

- Information to be provided via email and at the reception.
- Consultations to be carried out via post and in person.
- Responses to consultations be provided via email.

We have a process in place to respond directly to residents general inquiries. Additionally, we will provide residents with regular updates on any complaints, observations and feedback received regarding building safety. These updates will be published via email as requested by residents on a regular basis.

4.4 Recording and Measuring the Agreed Engagement Methods

We will evaluate our Resident Engagement Strategy's performance using various methods including:

- The number of responses to the Resident Requirement Surveys.
- The levels of responses to resident consultations using the residents preferred platforms.
- Increased engagement from our residents on building safety matters via our 'Safety Observations' process.
- The number of requests for further building safety information from our residents.
- Improvements in access/successful appointments to carry out building safety-related inspections and maintenance.
- The number of building safety-related complaints received

The results of the 'Resident Demographic Survey' provide a benchmark to evaluate the effectiveness of the 'Resident Engagement Strategy' once in place. Surveys can and will be completed again to monitor performance and evidence the strategy is working.

The Resident Engagement Strategy is a 'live' document that will be regularly updated to reflect any significant changes to the building or its demographics that could affect the strategy. These changes may include:

- Significant change in demographics.
- If a communication channel requires reviewing.
- If a relevant 'Mandatory Occurrence Report' is submitted.
- If a relevant 'Building Safety Complaint' is submitted.

If the satisfaction levels drop, the residents will be consulted on ways to improve the channels. An updated Residents Engagement Strategy will then be submitted for consideration and consultation.

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4.5 Requesting Additional Safety Information/Documentation

We know that some of our residents may want more detailed information so they can better understand the safety features of their building. Where possible we will provide the requested information in the residents preferred methods.

Residents who wish to obtain additional information about the safety measures in their building can make a request for:

- The current safety case report, and previous relevant safety case reports.
- An extract of the evidence relied upon in the safety case report along with any document referenced in the report.
- The current fire risk assessment(s).
- Outcomes of building safety inspection checks where available.
- Details of how building safety in the building is managed.
- The schedule for any planned maintenance and repairs of building and fire safety features.
- Details of preventative measures in place at Timber Wharf.
- A summary of the representations made during the most recent resident consultation

We are committed to making building safety information open and accessible wherever we can. However, we may not be able to share information where we do not have permission to share it or where sharing it could compromise:

- The safety of the building
- The safety of other residents
- Residents privacy (GDPR)

Where additional safety information is requested, within **20** working days we will provide:

- The requested information
- A timescale of when we can provide the additional safety information if there is a delay
- The reason why we cannot provide the requested information

If a request for additional safety information is not acknowledged within **20** working days, residents can escalate their enquiry by using our complaints process.

Residents can formally request additional building safety information and documentation using the following method:

Email - info@realtygmt.co.uk

Email info@realtygmt.co.uk

Visit realtygmt.co.uk

Call 0330 053 7107

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4.6 Making a Relevant Building Safety Complaint

Residents and visitors are able to make a complaint through our Resident Managers that are on site daily.

Residents and visitors are also able to make a complaint using our complaints procedure

- Email - info@realtymgmt.co.uk

We will then aim to acknowledge and respond in line with the timescales and stages set out in our complaints procedure. The process should take no longer than 8 weeks.

As the Principal Accountable Person we shall ensure that we make our complaints policy available to residents and other relevant parties to ensure that everyone understands:

- what amounts to a relevant complaint.
- how a relevant complaint may be made.
- how a relevant complaint will be dealt with.
- how a complainant can make representations and comments on any findings during an investigation.
- the expected timeframes for investigation and determination of a relevant complaint.
- the address, telephone number and email address of the regulator and details of the manner in which to take a relevant complaint to the regulator where an agreed outcome cannot be reached between the PAP and complainant.
- details of how compliance with the Equality Act 2010 is to be secured, such as by giving examples of the types of reasonable adjustment which may be made.
- details of how personal data is processed.

A **Relevant Complaint** is a complaint relating to a building safety risk as regards the building, or the performance by an accountable person for the building of any duty under the Building Safety Act 2022.

You can contact the **Building Safety Regulator** using the following:

Internet - <https://www.gov.uk/guidance/contact-the-building-safety-regulator> and complete the on-line form.

Telephone - **0300 790 6787** - (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)

Email info@realtymgmt.co.uk

Visit realtymgmt.co.uk

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The following procedures outline our process for handling relevant complaints, taking into account the level of risk involved.

1. All complaints are dealt with in an impartial and fair manner under our system.
2. Any question regarding the relevance of a complaint is decided through our system. If needed, it is referred to the Regulator for final determination.
3. Any person who has a valid complaint has the accessibility to raise it, whether they are a resident or a visitor.
4. A person can receive additional assistance from another person when making a complaint and responding to the outcome of the investigation.
5. A complaint which is a relevant complaint is dealt with under our system, irrespective of whether the complainant identifies that it is a relevant complaint or specifies that it is a matter to be dealt with under our system.
6. Any complaint will be acknowledged as soon as reasonably practicable.
7. If a complaint is accepted as a relevant complaint, that the complainant will be informed of that fact.
8. If a complaint is not accepted as a relevant complaint, that the complainant shall be given reasons for that decision and informed of the right to take the issue to the regulator for final determination.
9. A relevant complaint may be rejected for consideration under the system if it consists of a complaint which has already been determined or which is under consideration following a complaint by the same complainant.
10. All complaints are dealt with in a timely manner and the complainant is given information about the timeframe for responding to and taking action in response to the complaint, including details of any changes to the timeframe communicated, with reasons for any such changes.
11. A procedure exists for reconsidering the first substantive response to a relevant complaint where the complainant requests reconsideration.
12. All responses to a complaint include details of how that response may be challenged including:
 - a. in the case of a first substantive response to a relevant complaint, details of how the complainant may ask the PAP / AP to reconsider that response; and
 - b. in the case of any subsequent substantive response to a relevant complaint, details of the right to refer the complaint to the Regulator, and how the complainant can do so.
13. A procedure exists for referral of a complaint to the Regulator where:
 - a. there is an absence of agreement between the PAP and any APs for the building as to the appropriate response to the complaint; and
 - b. the complainant consents to the referral.
14. It is required that all responses to the person who raised a complaint should be provided in writing. The response should be in a format that enables the recipient to understand the information given, including any technical language used. If there are any complex or technical provisions, they will be explained in plain English summaries.
15. The process for submitting complaints will be posted in the common areas of the building.

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4.7 Raising a Relevant Safety Observation

The building has an effective single Mandatory Occurrence Reporting System. This is accessed via our on-Site Team.

Residents and other persons may report relevant safety observations to the PAP which may transpire to be “Reportable” Mandatory Occurrences’. These will need to be reported by the PAP through the Mandatory Occurrence Reporting System to the Building Safety Regulator.

Residents who wish to report a relevant safety observation should email info@realtymgt.co.uk

As Principal Accountable Persons, we shall then ensure that the details are stored securely on our Mandatory Occurrence Reporting System.

As the Principal Accountable Person we shall ensure that:

1. a single Mandatory Occurrence Reporting System (MORS) is provided for the relevant persons to report safety occurrences and details of this are made available to the residents and others.
2. the MORS system enables:
 - a) the reporting and recording of incidents and situations by individuals to the Accountable Person.
 - b) the recording of incidents and situations identified by the Accountable Person.
 - c) the timely assessment of reports or records of incidents and situations to determine whether they constitute a safety occurrence.
 - d) the notification and reporting of safety occurrences to the regulator within the required periods.
3. the output from the system is accessible to all residents and other users of the building.
4. there are regular reviews of the system to ensure that it remains effective – as a minimum on an annual basis.
5. In the event of a Mandatory Occurrence (MO) report being made,
 - a) a notice that a safety occurrence has taken place, containing a brief description of the nature of the safety occurrence and the address of the building is provided to the Building Safety Regulator as soon as reasonably practicable after the occurrence has taken place.
 - b) a report containing the following information is submitted to the Building Safety Regulator within the period of 10 days beginning with the day on which the safety occurrence came to the Principal Accountable Person’s attention.
 - i. the date and time of the safety occurrence,
 - ii. the date and time the safety occurrence was first notified to the regulator,
 - iii. the date of submission of the report to the regulator,
 - iv. the address of the building
 - v. the name, address, telephone number and email address of the PAP/AP making the report,
 - vi. the details of the safety occurrence, including:
 - whether any persons were injured or killed because of the safety occurrence,
 - details of any recent building work,
 - details of how the safety occurrence was discovered,
 - vii. a description of the measures taken to mitigate or remedy the safety occurrence,
 - viii. details of any wider impact or other considerations.

The Building Safety Regulator can be contacted on 0300 790 6787.

Email info@realtymgt.co.uk

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6. A review of the safety case report and where necessary this Resident Engagement Strategy is instigated.
7. Information regarding any MO is kept in accordance with our procedures, is kept in an electronic format and is secure from unauthorised access.

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APPENDICES

Appendix A – Resident Demographic Survey – Timber Wharf

Appendix B – How we have made information accessible at Timber Wharf

Appendix C – Complaints Procedure - <https://www.realtymgt.co.uk/contact/complaints-procedure>

Appendix D – GDPR Policy - <https://www.realtymgt.co.uk/contact/gdpr-privacy-notice/>

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Appendix A - Resident Engagement Questionnaire

This questionnaire and the results are important for us so we can develop and ensure on-going management of resident engagement and the Resident Engagement Strategy which is a new document we are duty bound to provide residents.

This survey should not take more than 5-10mins to complete and your assistance will be vital to ensure we develop and implement the right strategy for everyone in the building.

Please answer the following questions for each person living within the flat / apartment at the time of this survey.

Name
Flat No
Building Name
Are you an owner of the flat Yes No
Telephone

Main Questions

1. What is your age?

We are duty bound to use all reasonable measures to consult with and provide information to all residents over 16 years old.

- Under 16 years old – but will be 16 in the next 12 months
- Over 16 years old
- Between 16 and 40 years old
- Between 40 and 60 years old
- Over 60 years old

2. What is your residents preferred language for communication ?

This will help us benchmark the most used languages so we can deliver information and consult with the residents effectively and make decisions on whether we have to use translation services etc.

- English (English or Welsh)
- Polish
- Panjabi
- Urdu
- Bengali (with Sylheti and Chatgaya)
- Gujarati
- Arabic
- French

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- Chinese Mandarin
- Chinese Cantonese
- All other Chinese (excludes Mandarin and Cantonese)
- Portuguese
- Spanish
- Tamil
- Turkish
- Italian
- Swahili
- Lithuanian
- German,
- Persian/Farsi
- Tagalog/Filippino,
- Romanian
- Other
-

3. What are your preferred methods of communication

We will use this to determine your preferred methods of communication and receiving information

- Letter
- Email
- Text
- Via an app such as; WhatsApp / Facebook
- Noticeboards
- Online Portal
- Residents Website

4. What are your preferred methods of consultation:

We will use this to determine your preferred methods of consultation for Building Safety Decisions and your Residents Engagement Strategy

- In person
- Online via MS Teams / Zoom
- Postal consultations
- Other – please state
-

5. Does anyone in the household need additional support to evacuate your home and the building in the event of an emergency ?

We are duty bound to make reasonable efforts to support those we know of with any particular needs in respect of evacuating from the building in the event of an emergency.

- Yes
- No

If Yes please outline to specific needs, your name and location.

.....

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Please Note: If you have stated yes – we will most probably be in further contact with you to undertake additional works to support you.

6. Does anyone in the household need additional support to understand instructions e.g 'what to do in an emergency' ?
We will consider this when we have to update and publish the information packs and evacuation procedures for the building. This could for example include accessibility to safety information / social stories / developmental disabilities etc.
7. Is there anything else you wish to tell us ?

.....

Please Note: The information provided will be retained for a maximum of 12 months and in line with our GDPR policy will then be destroyed. Personal information will not be provided to any third party, although under the law, we are duty bound to report the results of this survey to other residents, the Building Safety Regulator and other authorities. We may also provide the findings of the overall survey for the building to others who may support us in developing and enhancing resident engagement.

A copy of our GDPR policy is available at <https://www.realtymgt.co.uk/contact/gdpr-privacy-notice/>

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Secondary / Optional Questions

These questions can be posed to residents if the client wishes to do so. These are designed to capture and gather more information that would support the Resident Engagement Strategy and process

8. Are there time zones or preferred times and days you would like us to take into consideration ?
We will use this to consider or assist us in overcoming any barriers to engagement regarding your lifestyles (school runs, working from home, night shift workers etc).
-

9. What is your understanding of the Building Safety Act 2022?
We will use this information to determine the level of understanding of the Building Safety Act 2022 and how much more information we need to provide in our communications and consultations.

- Little understanding
- Good understanding
- Excellent understanding

10. If you had a building safety concern or observation, who would you raise this with ?
This will help us understand how much you know about raising concerns, or safety observations etc.
-

11. Do you think current communication and information from us is;
This helps us further establish an engagement baseline from which to improve/maintain our engagement with you and the other residents.

- Too little
- Just enough
- Too much
- Easy to understand
- Confusing

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Appendix B - Accessible information

We currently use a range of communication methods to inform and educate our residents about building safety. We encourage their participation and engagement in building safety decision-making.

Our goal is to cater to the diverse needs of our residents as much as possible. We strive to make adequate provision for residents with physical or visual impairments, hidden disabilities, or non-English speaking residents. However, we might not be able to cater to everyone's needs.

Our aim is to ensure that the residents of this building are empowered to play an effective role in making sure that their building is, and remains, safe.

The following outlines how we have promoted information and empowered residents:

- Resident Demographic Surveys have been completed, with the residents providing us with information as to their needs and preferences regarding engagement.
- Residents who have advised us that they require additional support have been engaged with to identify how we can support them.
- We used various methods to distribute the survey to residents to ensure maximum participation – Email, Letters and In Person.

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