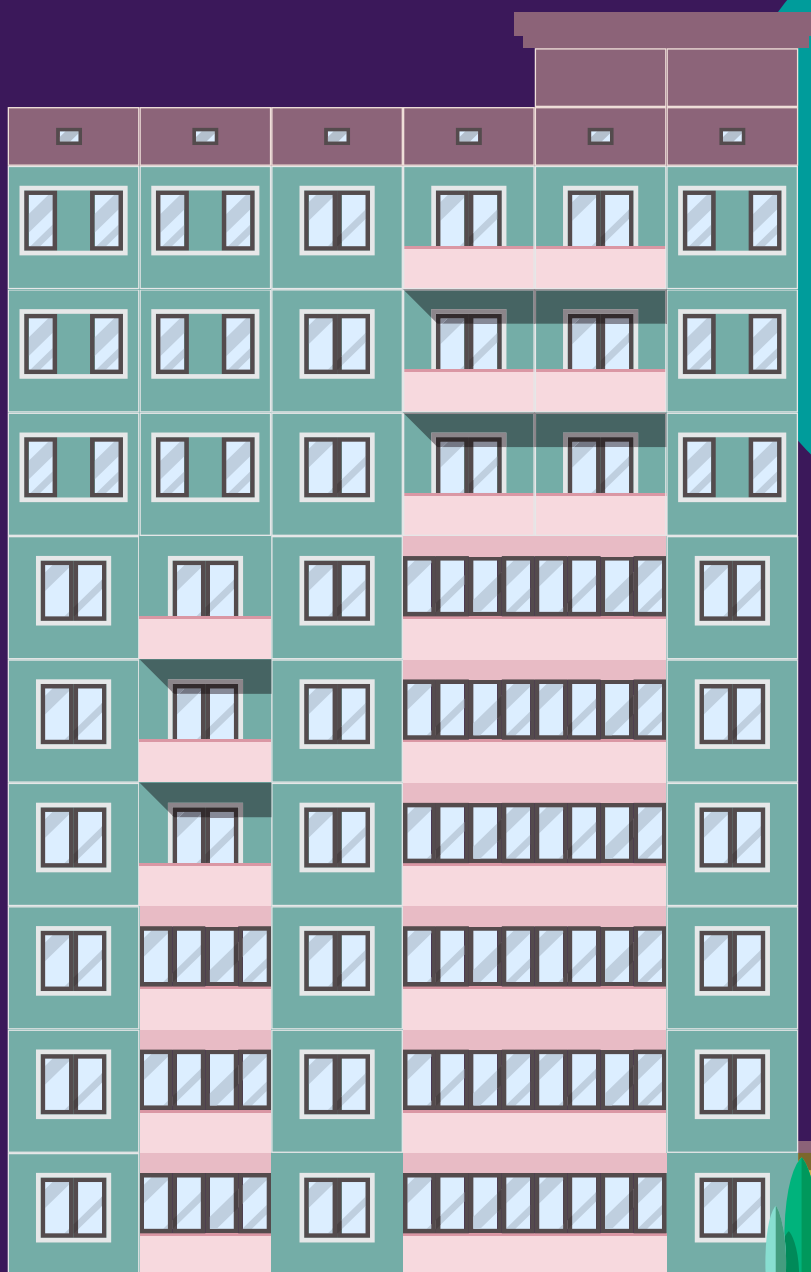


Resident Engagement and Communication Plan



**Colne House,
103 Harts Lane,
Barking,
Essex,
IG11 8LT**



**Barking &
Dagenham**

Welcome

Foreword



Housing is at the heart of our community's well-being, and we are committed to provide safe, affordable, and quality homes for all residents.

Building safety is non-negotiable. It's important we ensure our housing meets the highest standards of safety and quality.



We'll continue to work with you, providing key information on new regulations and what this means for you.

What's equally important is listening to our residents and involving you in how we manage and improve where you live – every step of the way.

We welcome your feedback and questions about how we maintain the safety standards of your home, because everyone deserves to have a safe living environment.”



Leona Menville

Strategic Director, Homes, Environment and Communities



1. Introduction

Building Safety is about managing and controlling risks that may result in the spread of fire or risks that could result in a structural failure.

The Building Safety Act 2022 was introduced in the wake of safety concerns for occupants of high-rise buildings, over 18 meters (7 floors) after the 2017 Grenfell Tower tragedy. The legislation is intended to improve the design, construction, and management of higher-risk buildings.

The new legislation also empowers residents in high-rise buildings to have greater say in how their building is kept safe. Residents will be able to raise building safety concerns directly to the owners and managers of their buildings.

We have developed a strategy which sets out how we will consult and engage with our residents that live in our tower blocks.

2. What is a bespoke Resident Engagement and Communication Plan

In May 2024, we sent you a copy of our Highrise and Complex Buildings Engagement Strategy which set out how we planned to engage with you in relation to building safety.

Alongside this strategy we also sent you a Resident Feedback Questionnaire since we wanted to know more about how safe you felt and whether you knew how to report fire safety concerns. Also, how you would like to be communicated with in relation to information that is available.

These questionnaires helped to inform this bespoke Resident Engagement Plan that has been created and personalised specifically for you and the other residents of Colne House having considered your needs and preferences.

This plan sets out how we will work in partnership with you regarding specific arrangements for your building.



Resident Engagement and Communication Plan - Colne House

3. Compliance/ Building Safety Team

We recognise the importance of keeping our residents and their families that reside in our tower blocks safe. We have restructured our teams, to include the following posts.

A Fire and Building Safety Lead who will lead on building safety aspects in relation to fire safety.

Fire Safety Surveyors who are responsible for checking that all Fire Risk Assessments have been completed within the correct timescales and all actions from these are commissioned and completed to a satisfactory standard.

A Resident Safety Engagement team is also being created so that you as our residents have a single point of contact for all things Resident Engagement related from a Building Safety perspective. You can find out more about who your Resident Safety Engagement Officer is by emailing us at housingservicesoffice@lbbd.gov.uk



Principal Accountable Person contact

The named accountable person for our high-rise buildings is:-

**E: housingservicesoffice@lbbd.gov.uk
London Borough of Barking and Dagenham
Town Hall Square, 1 Clockhouse Ave, Barking IG11 7LU
T: 0208 215 3000**



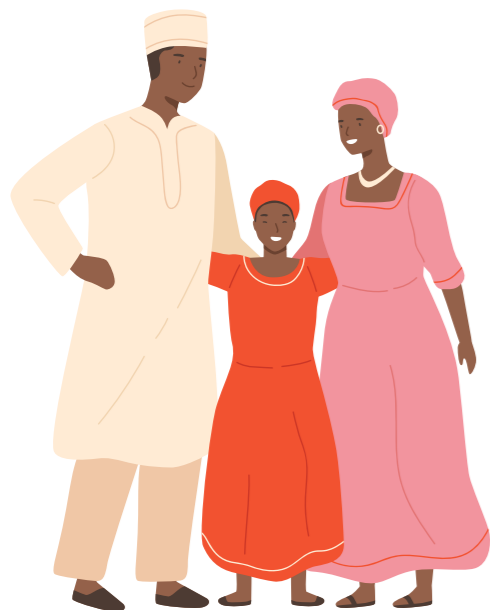
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4. What you have told us so far

Firstly, we would like to start by thanking those of you who took time to partake in the survey. Your valuable feedback has inputted to the creation of this plan.

Disappointingly, despite sending the survey and following this up with telephone calls to try to increase the number of responses, we only received responses from 18% of households in Colne House. This is what we have learnt based on what you told us:-

- Overall 71% of the residents that responded advised that they felt very safe or fairly safe. However, we want to improve on this and will continue to work hard to reassure the remaining 18% that felt neither safe nor unsafe and the remaining 11% that felt unsafe. We will continue to hold residents' meetings whilst works are underway to your block. Further details about when the next meeting can be found on Colne and Mersea Newsletter, the One Borough Voice project page and in your noticeboards.
- Of the resident that had taken part of in the survey, 76% confirmed that they had read the High Rise and Complex Building Strategy. The general feedback received was that it was clear and easy to understand. We recognise that the document was long and have tried to use more infographics to share information with you.
- Two residents came forward from those we already hold information on to say that they or a family member would need help evacuating in the event of a fire or an emergency. The Landlord Services Officer will contact these households.
- 65% of those residents which responded confirmed that they knew how to report a fire safety repair in the communal area or raise a building safety concern.
- 59% of residents that responded confirmed they understood the part they had to play in keep themselves and their neighbours safe. We plan to send out further information advice on this and also hold a training exercise in the near future.
- There were no communication needs raised.
- We are pleased to see that there were 2 people from that expressed an interest in forming a Resident Panel from your block. Our Resident Engagement Officer will contact these people and start discussions around forming a panel.



Reminder of useful information

- If you or a family members circumstances change, and you need help evacuating in the event of an emergency or a fire you can tell us by housingservicesoffice@lbbd.gov.uk
- Report a fire safety repair by calling our Repairs department on **0208 215 3000**. Please ensure that you inform the operative that this is fire related so that they can action this repair quickly.
- You can report a building safety concern by emailing housingservicesoffice@lbbd.gov.uk



5. Sharing information, how you wished to be communicated with

Based on what you told us you advised us that you preferred to be communicated with as follows:-

COLNE HOUSE, 103 HARTS LANE, BARKING, IG11 8LT
BUILDING SAFETY FEEDBACK

Barking & Dagenham



We recently invited you to complete a short survey to share your views on the types of information you want to receive in relation to your block, including health and safety. Thank you for taking the time to provide invaluable feedback which we've set out below.

Feedback

18% of residents in your block responded to our survey

We asked:

How safe do you currently feel living in your block/flat?

12% Very safe	5% Fairly unsafe
59% Fairly safe	5% Very unsafe
18% Neither safe nor unsafe	

We asked:

How would you like to be notified of any works taking place within your block?

35% said via letter	18% said via email	24% said via notice boards	23% other
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We asked:

How would you like to receive health and safety information?

29% said via letter	24% said via email	2% in person meeting	2% said via text message	24% said via council website
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We asked:

How would you like to receive block inspection forms?



35% via email
53% not interested

We asked:

How would you like to receive Fire Risk Assessments reports?



36% via email
24% not interested

We asked:

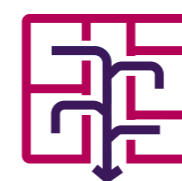
How would you like to receive Fire door inspections



4% via email
96% not interested

We asked:

How would you like to receive Fire Evacuation plans?



35% via post
24% newsletter/ email (each)



71% of residents were satisfied with the types of information you receive



65% of residents said they know how to report a fire safety issue or a repair to the communal area

Once again, we would like to thank all our residents who took time to take part in completing the survey. Your valuable feedback has enabled us to produce this plan which is bespoke to your block.

Should there be any further information about safety measures in your building that you would like such information may include (but is not limited to):

- The Full Building Safety Case Report and any assessments in the Building Safety Case report.
- How assets in the building are managed and maintained, e.g., frequency of lift maintenance.
- Information on the maintenance of fire safety systems.

If you put your request in writing to us and include your name, address, email address and type of information requested, we will then endeavour to get this to you within 10 days. If we are unable to provide the requested information we will provide you with a reason as to why.

We kindly ask that when requesting any information, you let us know how you'd like to receive that information. Where possible we will make best endeavours to ensure we can meet your chosen preference. Alternatively, if no preferred method is given, we would look to provide this electronically.



Resident Engagement and Communication Plan - Colne House

6. Residents Panels

As a responsible landlord we want to do more to engage with our residents that live in our high-rise blocks on building safety.

As part of our efforts, we want to set up a Resident Panel that is made up of residents across our 32 high-rise blocks.

The Resident panel will be able to:

- discuss and influence what building safety decisions should be involved in
- input on how the impact of works on residents can be reduced
- explore how we can better communicate our messages and co-create our overarching Resident Engagement Strategy.



Interested in joining our Resident Panel?

If you are interested in joining our Resident Panel and are keen to help shape services and ensure that yours and other residents voices are captured when it comes to building safety then please email tenantengagement@lbbd.gov.uk for further information.

Resident Engagement and Communication Plan - Colne House

7. Residents training

Our Resident Safety Engagement team will be looking to set up resident training which will likely include training on how to stay safe in your home. Further details on this will follow.

8. Resident Engagement Communication Plan Summary

Colne House - Resident Engagement Plan Summary

Date 1st September 2024

Building name and address	Colne House 103 Harts Lane Barking Essex IG11 8LT
Basic info proposed - age of block, height, no. of storeys, construction	Colne House was constructed in 1970 and is made up of 16 storeys.
Buildings Evacuation Strategy and what to do in the event of a fire	On Identifying a Fire at this block, you should. <ul style="list-style-type: none"> • Raise the alarm • Leave the building by the nearest exit • Report to the assembly Point at Harts Lane Sports Court • Do not return to the building until authorised to do so • Do not take any risks
List of fire and smoke control equipment	<ul style="list-style-type: none"> • Automatic Opening Vent (AOV) • Fire extinguishers, • Dry Risers • Lightning protection • Emergency lighting • Sprinklers • Flat entrance doors • Communal access doors • Lifts

Location of fire escape routes, fire doors and other aids (smoke alarms, emergency lighting, fire alarm activation devices, other evacuation equipment)	Emergency escape plans provided and stored within Premises Information Boxes
Measures inside flats and in the buildings communal area to keep residents safe	Domestic Alarms have been installed in all dwellings. FD30s - Front entrance doors have been installed to improve compartmentation in the event of a fire
Building information residents would like	<ul style="list-style-type: none"> • Information relating to works taking place within your block via letter • Fire Risk Assessments via email • Fire Evacuation plans via post
Future work planned on your buildings / estate	There are improvement works planned for your block, further information on this will follow.
Building Safety Risk	Based on the 2023 Fire Risk Assessment this building has been assigned a risk rating of Medium.
What Residents need to do if they feel they would need assistance escaping from a fire or in the event of an emergency	<p>Should you feel you may require assistance escaping from a fire or in event of an emergency then please email housingservicesoffice@lbbd.gov.uk. Please include your name, address and include the word PEEPs in the title</p> <p>We routinely write to all residents that live in flats every 9-10 months to ensure that their situation hasn't changed</p>



LBB and Residents responsibilities

Tenants' responsibilities:

- Not doing anything that places themselves or other residents at risk, for example, not making alterations to the flat entrance fire doors, parking motor vehicles or mobility scooters in the communal areas or taking gas bottles into our blocks etc.
- Familiarising themselves as to what to do if there is a fire within their property or another part of the building.
- Informing us if their circumstances change and they are no longer able to evacuate in the event of an emergency.
- Reporting any repairs within their dwelling and any repairs observed within the communal areas to our Repairs team on 0208 592 7388.
- Ensuring that the smoke detectors within their property are functioning, by checking these at least once a month.
- Keeping communal areas and landings clear of belongings at all times including refuse sacks and any personal items in line with the Council's Zero Tolerance Policy.
- Facilitating access to inspect, repair or improve aspects of their dwelling as identified as requiring fire remedial works.
- Using the bin chutes safely to dispose of rubbish and contacting the caretaking team if help is needed to dispose of bulky items. Noting that lithium batteries must be disposed of in line with the manufacturer's guidelines.
- Do not smoke in our communal areas or tamper with communal fire safety controls measures including fire safety signage or notices.
- Do not wedge open any communal fire doors or remove self-closing devices from your own front entrance doors.
- Report any concerns in relation to fire safety issues.

LBB and Residents responsibilities

Our responsibilities:

We commit to doing the following: -

- To carry out routine block inspections to identify any repairs and ensure landings and communal areas are kept clear of items.
- To work in partnership with our tenants and colleagues in the London Fire Brigade (LFB) in accordance with best practice.
- Continue to listen to and act on the voices of our tenants.
- Carry out our compliance duties within the communal areas and within your dwellings in line with current regulations.
- Conduct quarterly inspections on fire doors in each high-rise building
- Populating information and updates in a timely manner
- Our Caretakers will clear any fly-tipped rubbish from our communal areas and report back safety concerns observed.
- Take appropriate action against tenants and leaseholders that do anything that places themselves or others at risk.

Preferred method(s) for how LBB should communicate building safety information with residents

Based on the information received, the preferred methods of contact in your block dependant upon the type of information. Preferred methods include letter, email and noticeboards.

We will carry out an exercise to make sure that we hold up to date email addresses for residents.

In addition to this we will also be setting up a designated Towerblock hub on our website whereby you will be able to find all information relating to your block in one location. Further details on this will follow.



Training – engaging with residents on their training needs (needs analysis)

We are currently in the process of developing a resident training programme to deliver training on but not exclusive to keeping safe in your home.

Complaints procedure – How we will respond to resident’s complaints and enquires

To report a Complaint you can do so via the Council’s Complaints procedure, you can call and log this via 0208 215 3000 or online at www.lbbd.gov.uk/council-and-democracy/complaints-and-compliments

We will reply within 10 working days of receiving your complaint. If we cannot reply within 10 working days, we will agree a date with the you.

If you remain unhappy with the outcome of a complaint you can escalate a complaint to the Building Safety Regulator directly.

To contact the Building Safety Regulator directly: Telephone 0300 790 6787 (Monday to Friday, 8.30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)

Fill in the form on their website

www.gov.uk/guidance/contact-the-building-safety-regulator



Barking & Dagenham