

Draft Building Safety Resident Engagement Strategy



For residents who live in high-rise buildings managed by the Royal Borough of Greenwich (seven storeys or more, or at least 18 metres in height)

Introduction

At the Royal Borough of Greenwich, we understand that effective communication and engagement are a vital part of our Building Safety Resident Engagement Strategy, so you feel safe in your home and the building you live in.

The aim of this strategy is to outline how we will engage and communicate with you, as a resident who lives in a high-rise building, about building safety. This strategy also applies to other people who may be interested in building safety, including, for example, a contractor who works in your building, or carers and family members.

We want to listen to what you tell us so that we can act on any concerns that you may have, as well as put your voice at the heart of everything we do.

We want to empower you, so you are involved in the decisions that affect you.

And we want you to feel fully informed about building safety in your home and your building so you know what information you can expect from us and how we will keep you informed.

Equally, there will be times when we can't share information with you or consult with you, so we want to be clear on the reasons behind this.

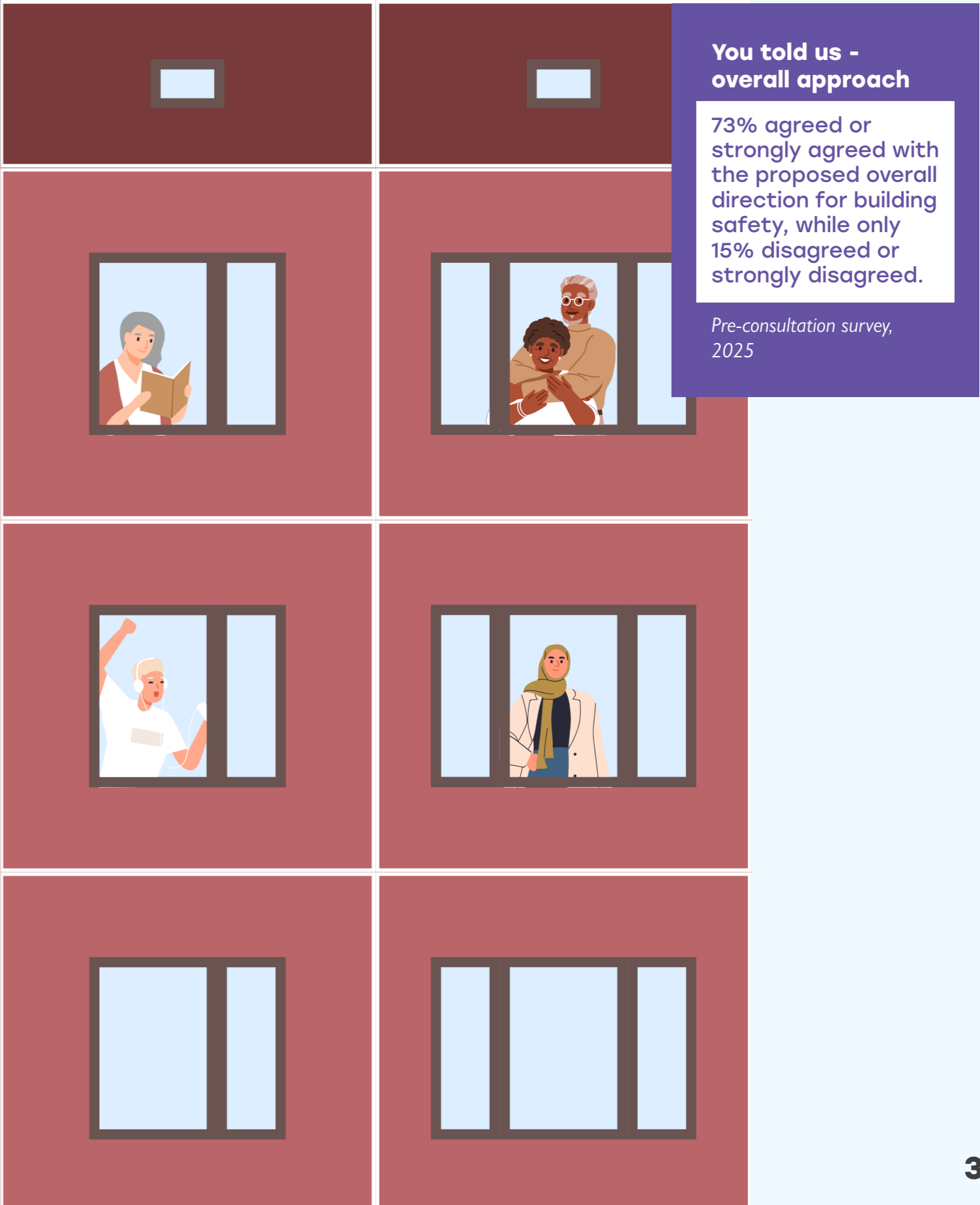
In summary, our top priority is to ensure that you are safe and feel safe in your home, and get information that is crystal clear and relevant, with meaningful opportunities to engage around building safety.

About this Strategy

This strategy has two parts. The first part (pages 1 to 17) sets out our Draft Building Safety Resident Engagement Strategy for your building; our objectives, principles and overall approach around building safety communications and engagement.

The second part, our Draft Communications and Engagement Plan (Appendix Two, pages 18 to 23), explains in detail how we will put this into practice; how we will listen to you, keep you informed, and involve you in building safety matters in your home and your building.

This work has been shaped by the 2025 pre-consultation survey, where we asked for your views on what you expected to see in this strategy. Over the coming pages, we share what you told us - just look out for the "You told us" boxes like the one on the right.



You told us – aims and objectives

75% agreed or strongly agreed with the proposed aims and objectives (see below) for the draft strategy, while only 10% disagreed.

Pre-consultation survey, 2025

Our aims

To achieve this, we have set out several aims, that support our Draft Building Safety Resident Engagement Strategy:

Safety will always be our top priority

We will always look for ways to improve what we are doing and keep you safe in your home and the building where you live.

Help residents stay safe

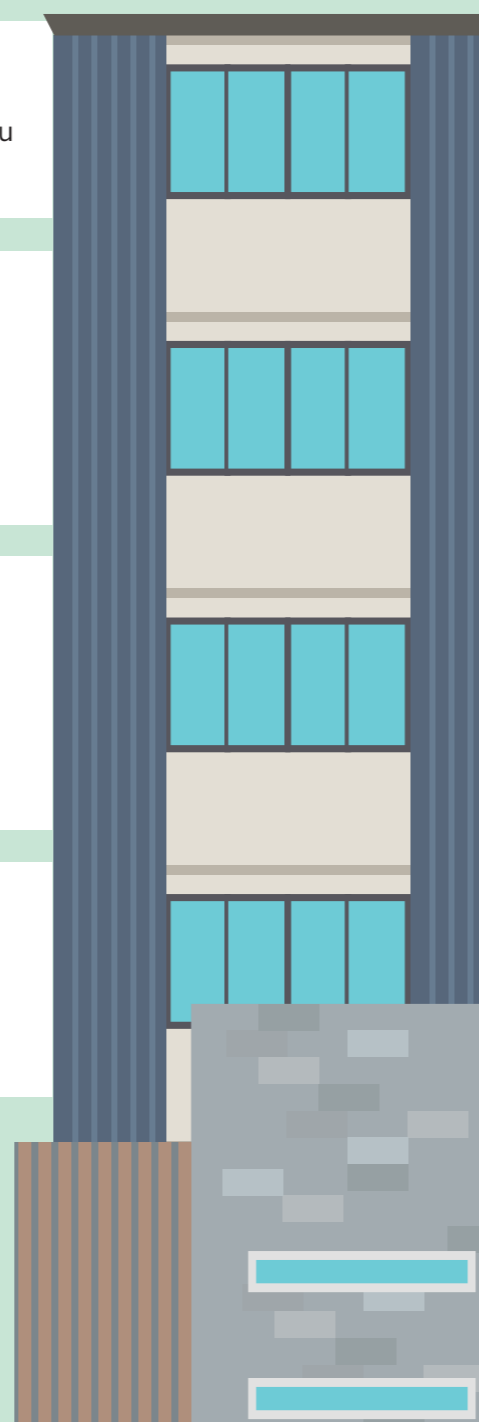
We want you to understand how you can stay safe in your home and manage risk. We want you to be aware of what things you should be doing yourself, as well as what we are doing as a council to ensure you are safe.

Empower residents to be involved

We want you to understand how you can have a say in decisions that affect you, and equally what decisions you cannot have a say over. We want you to feel comfortable in challenging us when you need to, so the voices of all residents where you live are well and truly heard.

Ensure that no one falls through the gaps

By making sure that vulnerable residents and those who would need help to get out in an emergency because of mobility or disability are communicated and engaged with.



What is building safety?

When we talk about building safety - in this strategy - this is about making sure that high-rise buildings are safe; specifically, buildings that are seven storeys or more, or at least 18 metres in height.

This involves dealing with and reducing risks that could lead to a fire inside or outside a building, as well as anything that could weaken the structure of the building, and endangering the people inside, nearby or visiting the building.

Many of the recommendations in the strategy, and the work we are doing have come out of the Building Safety Act 2022 and the Fire Safety Act 2021, following Dame Judith Hackitt's Independent Review of Building Regulations and Fire Safety.

“[There is a] need to rebuild public trust by creating a system where residents feel informed and included in discussions on safety, rather than a system where they are ‘done to’ by others”.

Independent Review of Building Regulations and Fire Safety – Hackitt Review

This document sets out our legal duties, as well as a clear process, with guidance from the **Building Safety Regulator**, to ensure that your voice is heard, and most importantly, when you have concerns, that these are acted on and fed back to you.

And based on your feedback, we will also focus on how we can communicate and engage with you around on all types of building safety, which includes gas, electrical, water and asbestos safety, as well as, of course, fire safety.

Building safety decisions – the Accountable Person

The Building Safety Act 2022 introduced a new role called the “Accountable Person” with legal duties and responsibilities for high-rise buildings.

In this case, the Royal Borough of Greenwich is the “Principal Accountable Person”, legally responsible for repairing and maintaining common parts of a building, for example, the exterior and structure, corridors or lobbies.

At the Royal Borough of Greenwich, there is a dedicated team of people (see pages 10 to 12) who oversee building safety and make decisions about it. Resident champions will also be identified and involved in helping to shape these decisions, along with resident meetings and drop-ins, held on a block-by-block basis, so your voice is heard at a very local level – i.e. building-by-building.



Our duties

The Accountable Person's duties include:

- **Conducting surveys** to identify potential risks within a building, as well as making sure that feedback from residents, contractors and staff are heard, and most importantly, listened to.
- **Managing safety risks:** this can include everything from making sure communal areas are kept clear, and making sure residents know how to keep themselves safe from fire, to carrying out risk assessments in each building.
- **Sharing information** with the Building Safety Regulator, residents, accountable parties (see page 5 which explains this in more detail), and other stakeholders.
- **Actively engaging with residents**, so you feel empowered to raise any concerns that you may have.
- **Ensuring there is an effective complaints process** which is easily understood and accessible, so all residents, the Accountable Person and others who use the building understand how to use it.

We may also need to make structural changes to the building which include the following:

- **Changes to staircases, escape routes and communal areas.**
- **Changes to the outside walls and the exterior of the building.**
- **Changes inside the building.**

This is all about where we need to make changes to the structure of your building, if we find a building safety issue that needs to be resolved. For example, this could be about improving an escape route or changing access and exits to a communal area.

Our commitments

We will achieve this by staying true to our commitments:

- **Regularly inspecting our buildings** to ensure we comply with our legal duties, as well as making sure we do everything we can to keep residents safe in their homes.
- **Making it easy for residents to get in touch and report any concerns or issues** they may have around building safety. We want to resolve any issues or risks early before they become bigger problems. And if you do have any complaints, we will make it easy for you to make a complaint.
- **Providing clarity about responsibilities:** what the council is responsible for and what you, as a resident, are responsible for when it comes to building safety.
- **Communications and engagement plan for your high-rise building:** we have set out a communications and engagement plan for your high-rise building, see Appendix Two, (pages 18 to 23).
- **Involve residents in shaping decisions** around building safety that drives behaviour change and culture change, so you trust the council and helps shape the service you receive.
- **Making sure that we don't forget the most vulnerable**, especially those who would need help to get out in an emergency because of mobility and disability.

Our approach

Our approach is about making sure that all residents have the right communications with many opportunities to engage in building safety, so we can keep you safe in your home and the building you live in.

This means,

- **Making sure that important and relevant information about building safety** is shared proactively with you, so you don't have to ask for it. This includes making sure that you can access detailed and relevant information, that's appropriate when you ask for it.
- **Taking steps to ensure the diverse needs of our residents are taken into account**, whether that's about disability, languages spoken or any barriers to engagement.
- **Identifying resident champions**, who can help communicate and engage on our behalf, help pick up problems earlier and build trust between residents and the council.
- **Communicating how residents can raise an issue and a complaint**, so it's easy for you to do this. But it doesn't stop there, we want to listen to you so we can be confident that we capture all of your safety concerns.
- **Ensuring that residents understand their safety responsibilities**, so they can take action to minimise the risk of a fire starting in their home.
- **Ensuring that we have a good understanding of accessibility needs** and communication needs, such as language spoken, so that we can adapt our communications appropriately. This means making sure that residents with additional needs, due to illness, disability or a health condition have their views and needs taken into account.
- **Communicating and engaging in clear, easy-to-understand English**, which is jargon-free.

A key theme, based on what you have told us, in the pre-consultation survey 2025, is that while you like letters and leaflets, there is a clear preference for face-to-face communications and engagement, so we will make sure we prioritise this, as well as written methods.

You told us – communications approach

72% agreed or strongly agreed with the proposed communications approach (see below), while only 12% disagreed or strongly disagreed.

Pre-consultation survey, 2025

Communications – our approach

We will ensure that we communicate with all residents, over the age of 16, in our high-rise buildings to make sure they get important and relevant information about building safety, including a booklet for each high-rise building. We will make sure this information is communicated to you at key times and addresses key priorities, including:

- **Moving in:** when you move in for the first time you will get information about what to do in the event of a fire and stop it from spreading. See Appendix Two (pages 18 to 23) for more details.
- **Planned building works:** when we need to carry out major planned works, which is likely to cause major disturbance. For example, this may include replacing all fire doors or refurbishing the whole of your building. See Appendix Two (pages 18 to 23) for more details. In the event of an emergency, we may not be able to write to you in advance.
- **Building safety risks:** we will provide you with access to the fire risk assessment for your building; this is a summary action plan when we identify any significant risks and what we are going to do about them.
- **Communicate the complaints process** so you understand how easy it is to make a complaint about building safety, as well as to raise important issues.
- **Communicate with residents** so you understand all types of building safety, including fire, gas, electrical, water and asbestos safety.
- **Ensure that our communication reaches** you if you need help to get out in an emergency because of mobility, disability or other factors.
- **Ensure that we comply with all legal requirements around what we communicate:** for example, we are required to send out an annual fire safety letter, explaining what you need to do in the event of a fire, as well as how you can keep yourself safe.

We will also make you aware of your responsibilities to keep you and your family safe, so you can take action to prevent a fire from breaking out.

We also ask that you do not make any unauthorised changes to your home or the building you live in and we will regularly remind you of what you can and cannot do.

You told us – engagement approach

70% agreed or strongly agreed with the proposed engagement approach (see below), while only 13% disagreed or strongly disagreed.

Pre-consultation survey, 2025

Engagement – our approach

As well as engaging with you, to understand your concerns around building safety, we are committed to engaging with you at key times and to address key priorities:

- **Communicating with residents in person** is vital, which is why we have recruited a team of Resident Safety Liaison Officers to help achieve this, focusing on a “You said, we did” approach which is clearly based on what you want from us.
- **Building safety risks:** when there is a high risk to your home or building, that may result in extreme harm or injury.
- **Fire safety responsibilities:** ensuring you understand fire safety; engaging with you at appropriate times to understand this.
- **Planned building works:** when we need to undertake major planned works, for example replacing all fire doors, redecoration in a block of flats or a window replacement programme in multiple homes. (See Appendix Two for more details).
- **On a building-by-building basis:** we will hold meetings and drop-ins when there is a need to do so, e.g. when planned works are due to take place.
- **Engage with residents** around all types of building safety, including fire, gas, electrical, water and asbestos safety.
- **Engage with the most vulnerable,** especially anyone who needs help to get out in an emergency because of mobility, disability or other factors.
- **Complaints:** ensure that at every step of the way, you receive clear feedback on how your complaint is being handled, and what the outcome is, in plain, easy to understand English.
- **Our promise**
When we carry out planned building works, we will always communicate with you about the work first and give you as much notice as we can. There will be times when we can't communicate about building works in advance, for example in an emergency, but we aim to give you as much notice as possible.
And when our staff or contractors come to your home, they have been asked to make sure they always wear an ID badge. Our contractors will always wear clothing with their company name on it as well. If in doubt you should always ask anyone coming into your home to show you their ID.

We will also make sure that you are consulted at appropriate times about this strategy: the first time it is issued, along with when we make any changes to it (See Reviewing this Strategy page 16). And we will ensure that all residents over the age of 16 and leaseholders are asked for their views.

It is important to note that there may be times when we will not engage with you and ask for your views. This is set out in the Requesting Information section (pages 15 to 16).

Governance

To ensure that building safety is managed effectively, we have a governance structure in place that ensures robust oversight and management of the work we do to keep you safe.

The people below, working together, are all responsible for this and play their part.

Officer Governance

On a day-to-day basis, the following staff (officer) groups manage and oversee building safety in your home and your building.

<p>Landlord Compliance Group</p> <ul style="list-style-type: none"> • Chair: Director of Housing and Safer Communities • Meets every six weeks. • Monitors key performance indicators, actions plans and roadmap
<p>Compliance and Safety Panel</p> <ul style="list-style-type: none"> • Chair: Senior Assistant Director Repairs and Investment • Meets monthly • Monitors key performance indicators, actions plans and roadmap
<p>Compliance Operational Group</p> <ul style="list-style-type: none"> • Chair: Head of Landlord Compliance • Meets monthly • Monitors key performance indicators, actions plans and roadmap

Sitting underneath these are the following groups:

Asbestos Safety Action Group	Electrical Safety Action Group	Gas Safety Action Group
Fire Safety Action Group	Lift Safety Action Group	Water Safety Action Group

Oversight

In turn, these groups provide further oversight, with Cabinet Members involved at key times.

<p>Cabinet</p> <ul style="list-style-type: none"> • Chair: Leader of the council • Meets annually to discuss building safety • Discusses the Annual Assurance Report, including key performance indicators
<p>Housing Anti Poverty Scrutiny Panel</p> <ul style="list-style-type: none"> • Chair: Housing Anti Poverty Scrutiny Panel • Meets twice a year • Monitors key performance indicators, actions plans and roadmap
<p>Compliance Operational Group</p> <ul style="list-style-type: none"> • Chair: Head of Landlord Compliance • Meets monthly • Monitors key performance indicators, actions plans and roadmap
<p>Cabinet Member briefing</p> <ul style="list-style-type: none"> • Chair: Cabinet Member for Housing Management, Neighbourhoods and Homelessness • Meets every two months • Meets monthly • Monitors key performance indicators, actions plans and roadmap



Resident engagement

As well as engaging with you using the methods set out in this strategy, we are setting up a formal Residents' Panel for High-Rise Buildings.

Residents' Panel for High Rise Buildings

- This panel is being set up at the time of writing, to offer a formal and structured way for residents to help shape decision-making.

A key consideration of the panel will be to ensure that the make-up of the panel is representative of our resident demographics and the needs of the most vulnerable. Importantly, this panel will feed into the overall Borough-Wide Housing Panel, along with the Tenant-Led Scrutiny Panel, the Diversity Panel and the Leaseholder Panel.

Audits

Finally, an internal audit and external expert advice will provide further oversight.

Internal audit

- Two audits per year, looking at two compliance areas.

External expert advice

- Two days per month.
- External review and advice, benchmarked against national benchmarks and industry changes.

These groups also ensure that communications and engagement help keep you safe in your home and in your building.

You told us – our commitments to complaints

78% agreed or strongly agreed with the proposed commitments to building safety complaints below, while only 10% disagreed or strongly disagreed.

Pre-consultation survey, 2025

Making a complaint

We have a complaints process in place which can be used by you, as a resident who lives in a high-rise building, along with others who use the building.

Specifically, it is to make a complaint about:

- **Building safety risks:** any risk associated with a structural failure in the building or around managing risk that prevents the spread of fire.
- **The performance of the Accountable Person,** in this case, the Royal Borough of Greenwich.

We have already consulted with residents,

- **We consulted with residents in your block when we set up this process,** through our residents' panels, and will consider consulting with you whenever we make changes to the process. We also consulted with residents when we set up the complaints process and procedure.

And we will make sure that the relevant people,

- **Understand what a relevant complaint is and is not,** by including relevant examples of complaints, and how they differ from reporting day-to-day problems with the building.

This includes blocked fire exits, items left in communal areas and damaged fire doors. A comprehensive list of examples can be found in Appendix One.

- **Understand how to make a complaint** and what to do if you find it difficult to describe an incident. You could submit, for example, photo or video evidence that helps communicate what happened.
- **Understand the complaint process,** how many stages there are and how long it will take to investigate issues.
- **Can access the complaints policy in a different language or an alternative format.** For example, large text, easy read, Braille or audio.

Make a complaint

To make a complaint, including complaints about building safety, visit our website

royalgreenwich.gov.uk/make-complaint

You told us – complaints process

68% agreed that the proposed new complaints process for building safety is good or very good, with 16% saying it's bad or very bad.

Pre-consultation survey, 2025

When we deal with complaints, we will ensure that we will follow the process below.

- **Reply to the person raising an issue**, letting them know if it has been accepted as a relevant complaint, or rejected. We acknowledge all complaints within five working days.
- **Decide the best way to investigate the complaint.**
- **Have a way to track the progress of the investigation**, and if an investigation or response might take longer than the times expected, we will tell the complainant the reasons for the delay or the extension. We will also make it clear when you will get responses at the different stages of the complaint process.

Contact the Building Safety Regulator

If you need to escalate a complaint to the Building Safety Regulator you can contact them, as below.

Online: [gov.uk/guidance/contact-the-building-safety-regulator](https://www.gov.uk/guidance/contact-the-building-safety-regulator)

Telephone: **0300 790 6787**

You can also contact them directly if there is no policy or process to raise concerns directly with the Accountable Person (the council), if you feel you cannot raise a complaint directly with the Accountable Person (the council), or if you can't find your building on the high-rise building register.

We always work with you to find an outcome where everyone is satisfied, but if you are not satisfied with the outcome of the complaints process, you can escalate the matter to the Building Safety Regulator and we will make it clear how you can do this.

Building Safety Complaints

We will reply to you letting you know if the issues raised are accepted or rejected. When someone makes a complaint, we have a clear process about how we provide any information that is asked for, as soon as possible, without breaching data protection regulations or any restrictions on what information we can provide.

Finally, we will make sure that you are easily able to access this strategy whether it's by email or a printed copy.



Requesting information

There is a range of information that you may want to request, so we have set out here what you can and cannot request, and we will ensure that we communicate this clearly, so you understand what this means and the reasons behind this.

You told us – information we can and cannot share

When presented with the below “Information we will, may and will not share” 15% of you knew about this, while 62% were not and 23% were not sure.

The Draft Communications and Engagement Plan (see pages 18 to 23), outlines how we will address this gap in more detail.

Pre-consultation survey, 2025

Information we WILL share

- Statutory building assessments.
 - Statutory certificates/checks.
 - Current Building Safety Resident Engagement Strategy.
 - What we will do if we identify a serious risk to your building (structural failure or the spread of fire and smoke in the building). This is something we have to submit to the regulator and is known as a mandatory occurrence report. If you raise an issue like this, you will get a response, and we will make it clear what timescales we are working to.
 - Building safety complaints performance.
 - Key information about each building.
 - Summary of the latest fire risk assessment for each part of the building.
 - Tips for residents to prevent fires and keep themselves safe.
 - Residents' responsibilities versus the council's responsibilities.
 - Procedures for reporting building safety concerns, including how to make complaints.
 - Evacuation procedure for the building.
 - Locations of fire safety features like escape routes, fire doors, alarms and emergency equipment.
 - Details about the Principal Accountable Person for the building and their representatives.
- Mandatory occurrence report:** A mandatory occurrence report is a serious safety issue, like fire safety equipment not working or defective building work. You should report these sorts of issues to resident.safety@royalgreenwich.gov.uk.

Appendix One – Building Safety Complaints

Information we **MAY** share

- Surveys and inspection reports – these will be shared subject to GDPR regulations.
- Procurement and contractor information – subject to commercial agreements and GDPR.
- Legal advice – decided on a case-by-case basis.

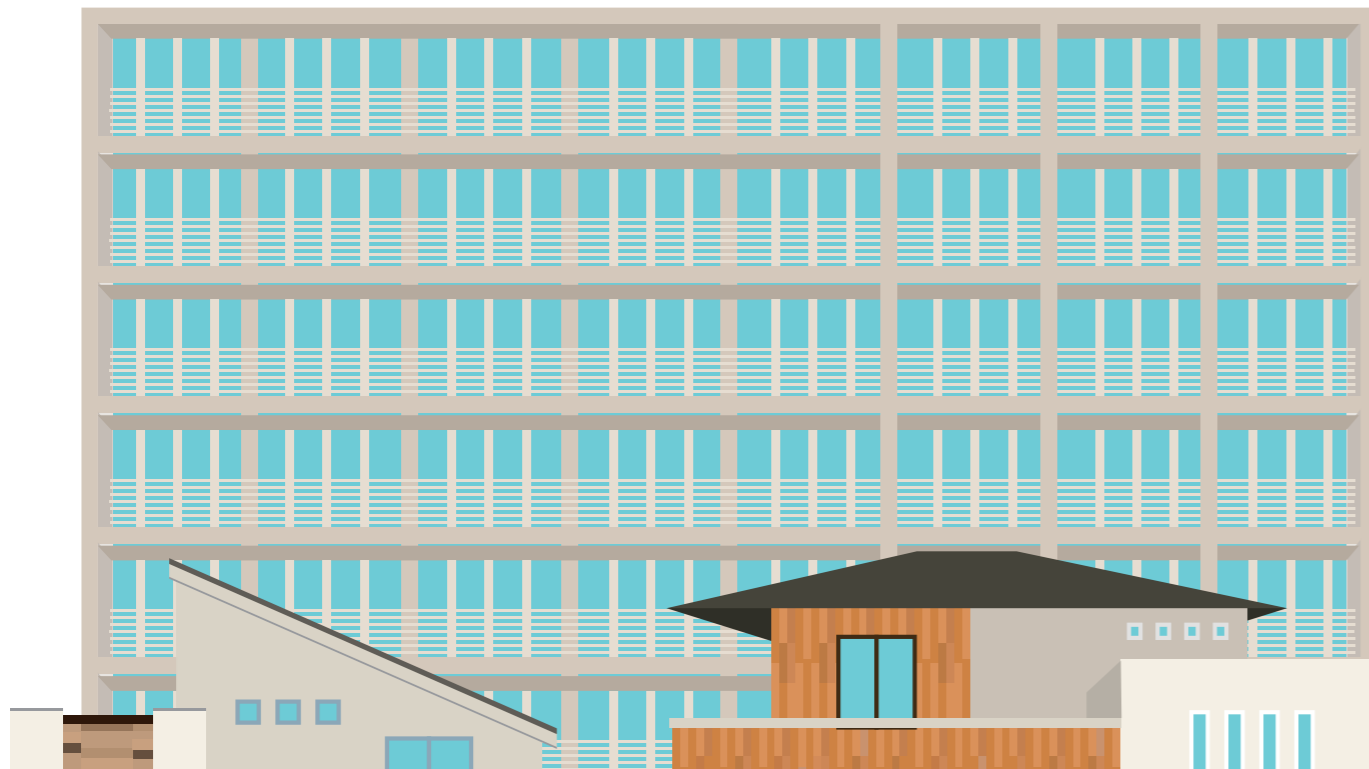
Information we **WILL NOT** share

- Personal risk assessments for individual properties, unless it's your own property.
- Building plans.
- Supplier contracts.
- Personal resident information e.g. deeds.
- Personal staff information.
- Resident survey responses – unless specified in the survey, and subject to GDPR.

Reviewing this Strategy

We will review this strategy at least every two years, after a mandatory occurrence report (see page 15) and after any significant material alterations to the building.

We will also listen to your views whenever we consult on this strategy so that we act on what you tell us.



What is a building safety complaint?

The Building Safety Regulator categorises a building safety complaint as one that is about a structural failure and spread of fire (building safety risks) or the performance of the Accountable Person.

What residents can raise concerns about

Concerns may be about the performance of an Accountable Person or Principal Accountable Person (the Royal Borough of Greenwich).

Examples include:

- The council's **communications to residents.**
- The council's **responses to raised concerns.**
- **how the council manages building safety risks.**

You can also raise concerns about building safety risks, as a resident, which are structural safety issues and/or about spread of fire. For example:

- flammable cladding on the outside of a building.
- fire doors or smoke extraction which are not working or missing that may increase the risk of fire spread.
- failure of the building's structure, such as parts of the building collapsing,
- cracks, or parts of the building falling off.

These are known as relevant complaints.

Further examples include:

- Blocked or compromised fire exits or escape corridors
- Locked fire exits
- Items left in communal areas
- Hazardous or flammable items stored in properties or communal areas
- Broken self-closers on fire doors
- Damaged fire doors
- Faulty or damaged smoke alarms
- Faulty or damaged carbon monoxide alarms
- Damaged or vandalised fire safety installations (dry-risers, automatic opening vents, etc.)
- Broken or faulty emergency lighting
- Missing or vandalised fire safety signage
- Damaged or vandalised fire safety information boxes
- Large cracks to the masonry/brickwork fabric of the building
- Areas of plaster or render falling from walls
- Gaps forming around fire door frames or fire partitions
- Failure by the council to respond in a timely manner to a previously raised safety concern
- Lack of building safety engagement for residents or provision of resident information.

Appendix Two – Draft Communications and Engagement Plan

What this plan is about

This Draft Communications and Engagement Plan explains how we will keep you informed, listen to you, and involve you in building safety matters in your home and your building.

Our wider Draft Resident Engagement Strategy for Building Safety in High-Rise Buildings (pages 1 to 17) sets out what we aim to do: our objectives, principles and approach. This plan explains how we will do this in practice, including how we communicate with you, how you can share feedback, and how we make sure information is accessible and easy to understand.

How we will communicate and engage

We will use a range of methods to communicate with you and everyone else in the building where you live, to help you stay informed and get involved in ways that work best for you and your neighbours.

These are the ways that we plan to communicate and engage with you:

1. Letters and emails

Letters are used to share important information and updates.

- We will write to you regularly about building safety. For example, we will send you an annual letter about fire safety in your home with information on what you can do to stay safe, what to do in the event of a fire and other important information.

- Letters and emails will explain what is happening and why, and what it means for you, as well as what information we will, may and will not share.
- We also email you with important information with everything from progress around repairs to updates on fire safety.
- The key is that we will use a range of communication methods to meet your preferences and needs.

2. Meetings and coffee mornings

Drop-in meetings and informal coffee mornings give you the chance to speak to us directly.

- Sessions will be held in or near your building when required.
- You can ask questions, raise concerns and share your views.
- These will often be used before or during planned works.

We will organise meetings or drop-in sessions where needed, for example, if there is an important issue we need to discuss with you regarding building safety.

3. Signage and posters

We regularly audit the signage in your building to ensure it is up to date. This includes signage such as 'No smoking' and 'Fire Exit' signs. For example, when Resident Safety Liaison Officers and other colleagues visit your building, they will always look out for any outdated signs that need replacing.

We will also use noticeboards to display important information such as how to make a complaint, depending on what is required.

4. Building safety booklet

We provide a building safety booklet for your building, so you know where to find key information. The leaflet outlines building safety responsibilities and processes. This includes:

- What we are responsible for, how you can keep yourself safe and what information we can, may and won't share with you.
- What to do in the event of a fire.
- About the different types of building safety and what they mean for you: including fire safety, gas safety, electrical safety, structural safety, lift and mechanical safety, damp and mould and indoor air quality.
- Contact details and how to report concerns or make a complaint.

The booklet is updated when information changes and will be sent to residents when they first move into a property.

5. Online

We will keep our website up to date with key information, which includes what is in our building safety booklet, as well as other important information about your building.

For example, this includes the Building Safety Regulator registration number for your building, as well as how to request important information like actions we are taking in response to a fire risk assessment.

These pages can be found on the housing section of our website: royalgreenwich.gov.uk/housing

6. Home visits

In some situations, visiting residents at home or chatting on the doorstep may be the most effective way to communicate.

- This may be used for urgent issues or where extra support is needed.
- Speaking to residents can also be useful where satisfaction rates are lower, or survey responses are not adequate.
- Visits will always be carried out respectfully and sensitively.

In particular, these may be those who have additional communication and engagement needs, so we want to make sure that we will meet that need.

7. Fun days and community events

Community events help us engage with residents in a relaxed and accessible way and will be used as required.

- They provide informal opportunities to share information.
- They help build trust and encourage conversation.

Again, speaking to residents at events like these can also be useful where satisfaction rates are lower, or survey responses are not adequate.

8. Surveys

Surveys allow residents to share their views and experiences.

- We may ask for feedback on building safety, planned works or communication.
- What you tell us helps improve future engagement and services.

In 2025, we carried out a phone survey of your building and asked for your views on the Draft Building Safety Resident Engagement Strategy through a pre consultation.

We are now fully consulting with you on this document, our Draft Building Safety Resident Engagement Strategy.

9. Focus groups

Focus groups will be organised to help us understand resident experiences and concerns in more detail. We will use these from time to time, as the need arises in your building.

- They allow smaller groups of residents to discuss issues openly.
- Feedback helps shape decisions and improve how we work.

Focus groups are instrumental when we need to go into more detail and uncover the reasons behind a particular concern, for example, a survey can highlight resident dissatisfaction, but does not always explain the reasons behind it.

10. Listening and improving

We regularly review feedback to make sure our communication and engagement is working well.

This includes looking at:

- Concerns raised by residents
- Feedback from meetings, surveys and complaints
- Engagement levels and satisfaction

If feedback shows issues, we will review our approach and make improvements. Where relevant, we will share outcomes using a “You said, we did” approach.

We also invite you to get involved through our Resident Engagement Panel (see Page 9 of the Resident Engagement Strategy) or by becoming a resident champion, if you would like to. These residents help us shape how we communicate and engage, test messages, and improve how information is shared. Resident champions may also help support engagement with neighbours, particularly during planned works or when extra reassurance is needed.

Adapting to your needs

We know every building is different and needs can change, so we will review and adapt this plan on how we communicate and engage with you, to make sure it works for your building.

This will happen if:

- **Issues or concerns arise in your building**

When new safety issues or concerns are raised that require action we will:

- Decide the best way to communicate and engage with you, based on what you have told us
- Communicate what the plan is and how we will keep in touch with you
- Share clear information as early as possible, depending on the circumstances, even if not all details are confirmed
- Explain what the issue is, what is being done, and what it means for you
- Increase face-to-face engagement, such as drop-ins or home visits
- Make sure you know who to contact for updates or questions.

- **Engagement or participation is low**

If we are not hearing from many residents in your building, we will:

- Review whether our communications are clear, timely and easy to understand
- Try different ways of reaching residents, including more face-to-face contact
- Work with resident representatives or champions where appropriate.

- **Feedback shows residents are not satisfied**

If feedback shows that residents feel unhappy, confused, or not listened to, we will:

- Review what has gone wrong and why
- Adjust the tone, format or frequency of our communications
- Explain what changes we are making and how resident feedback has been used.

- **Planned building works are needed**

If planned building safety works are required, we will:

- Follow the approach set out in the next section of this plan
- Provide early information, regular updates and clear opportunities for feedback
- Offer additional support to residents who may need it.

See the next section on **Planned Building Works – our approach (pages 22 to 23)** for more detail.

- **The needs of residents in your building change**

If residents’ needs change – for example, due to age, health, language or accessibility – we will:

- Review whether information needs to be provided in different formats or languages
- Offer additional support to help residents understand and take part
- Adapt engagement methods so they are inclusive and accessible.



Draft Communications and Engagement Plan - Planned Building Works

This document expands on our Draft Communications and Engagement Plan by highlighting how we will communicate with you during planned building works. It applies to all planned, non-emergency works in high-rise residential buildings.

We are committed to ensuring that you are:

- Informed in advance of planned works.
- Given opportunities to provide feedback.
- Consulted on key decisions that affect you.
- Kept updated throughout the process.
- Supported in a way that meets your individual needs.

This approach aims to build trust, demonstrate accountability and deliver work transparently with minimal disruption.

1. Preparation and planning

Before any communication or engagement takes place, the following steps are taken:

- Understand the works: define the scope, timeline, contractors, risks, safety impact, and potential resident disruption.
- Build a multi-disciplinary project team: involving building safety, housing, compliance contractors, communications and community engagement staff.
- Map relevant persons: residents, leaseholders, vulnerable, non-English speakers, and local community organisations and stakeholders.

- Define communication and consultation channels: based on the latest insights from surveys and focus groups, which outline your preferences.
- Accessibility and inclusion planning: identify residents who need communications in different formats or additional support to participate.

2. Initial communications

You will receive clear, early-stage information about the works. Even if all details are not confirmed, we will share a stage-by-stage plan.

Communications will include: what is being done and why, who is carrying out the works, the expected timescales, the legal/safety context (e.g., Building Safety Act, fire risk assessments), real-world case studies to humanise safety messages, and how and when residents can provide feedback or raise concerns.

Channels used may include:

- Letters to homes (with translated content available on request).
- Email (where contact details are available).
- SMS and WhatsApp (supported by resident champions).
- Noticeboards.
- Council webpages and FAQs.
- Face-to-face events.
- In-person briefings for resident champions and contractors.

All communication will be jargon-free, concise and available in alternative formats.

3. Two-way engagement (before, during and after works)

We will create ongoing opportunities for you to provide feedback, raise issues, and shape how the works are delivered.

This includes:

- Drop-in coffee mornings and/or online meetings after and during work hours.
- FAQs and updates based on resident questions.
- Surveys where appropriate.
- Consultation on key disruption decisions: e.g., timing of noisy works, access routes, communal space closures.

You'll be able to help shape how we reduce disruption when it can't be avoided, as we will ask you for your views.

4. Ongoing updates during planned works

During planned works, we commit to:

- Sending regular updates using your preferred communication channels
- Maintaining a visible presence (e.g site visits by staff or contractors)
- Providing you with a phone number and email address to ask questions and provide feedback.

The project team will review the frequency and content of updates based on emerging issues or resident concerns.

5. Feedback and complaints process

Throughout and after the work, you will be reminded clearly and accessibly of the complaints process. We will collect their views after completion via a survey and informal feedback.

Learnings from each project will be reviewed and applied to future works. A 'You said, we did' approach will be used to show how feedback was acted upon.

Summary example of planned works

The below outlines an **example summary timeline – i.e. this is not a current scenario** - of how we will communicate during planned works:

- **Stage One:** we are replacing all fire doors in your building. This work is likely to start in May.
- **Stage Two:** we ask for your views about when we should do the work to minimise disruption. We will invite you to a drop-in coffee morning and invite you to participate in a survey and gauge your views about how we can minimise disruption.
- **Stage Three:** the work is likely to take two months. Include: what is being done and why as well as who will carry out the works and why.
- **Stage Four:** during the works, if you want to get in touch with any concerns, or need more information, please visit our webpage or contact us via email or phone.
- **Stage Five:** following the completion of works, residents will be asked for their views via a survey.

Contact us

Contact our Building Safety Team if you have any questions about this Draft Building Safety Resident Engagement Strategy and Plan for your building.

Phone: **020 8921 8161**

Email: **resident.safety@royalgreenwich.gov.uk**

Online: **royalgreenwich.gov.uk/housing**

Translation

Please contact Royal Greenwich Interpreting Service if you need this booklet translated for you.

Telephone: 020 8921 3928

Email:
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अनुवाद

यदि तिपाईं लाई यो पुस्तिका अनुबाधति भएको चाहिँमा कृपया रोयल ग्रीनविच इन्टरप्रेटिङ सर्भिसिमा सम्पर्क गर्नुहोस्;

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Traducere

Vă rugăm să contactați Serviciul de Interpretare al Consiliului Local Greenwich dacă aveți nevoie de traducerea acestei broșuri;

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Traducción

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