



Building Safety resident engagement plan

3 Rick Roberts Way

1



The aim of our customer engagement plan is to ensure you feel safe in your home, by ensuring you have a good understanding of the risks in your building, what your responsibilities are around building safety, what you can expect from us and to provide opportunities for you to be involved in the decision making in relation to the safety of your home and how to raise concerns and provide feedback on our services.

Consultation

We have a commitment to consult with you when we first produce this engagement plan and when it is reviewed. You can provide feedback digitally <https://www.riverside.org.uk> or by post to Arlington, 220 Arlington Road, Camden, NW1 7HE or call us on 0300 123 9966.

We will provide you with the feedback from consultations through our quarterly Building Safety newsletter.

Information about the safety of your building

Your building has been registered with the Building Safety Regulator - Reg No **HRB07242Y4K2**

It is important you understand the condition of and safety measures in place in the building you live in and feel safe. Building Safety information will be proactively provided at property sign up and at points throughout your tenancy.

We'll use communal noticeboards to issue proactive updates on safety works underway, outcome of safety inspections (i.e. fire risk assessments) and advice on what to do in the event of an emergency. The Riverside website will also provide general safety advice.

Building Safety newsletters will be produced on a quarterly basis and include seasonal safety campaigns.

You can also request more detailed information via our Building Safety Team, but some information will not be provided in circumstances where doing so would compromise the safety of the building and its residents, resident privacy, or intellectual property rights.

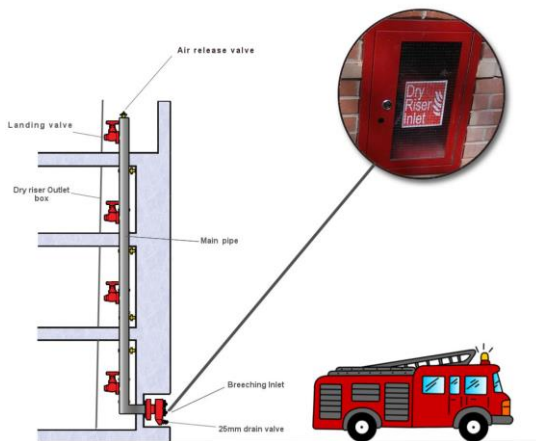
The location of any fire escape routes, fire doors and other aids.

There are two protected stairwells for means of escape from upper levels with a final exit at its base. Do not use the lifts if there is a fire at the building.

The type and location of fire and smoke control equipment for your building

The block is provided with an automatic smoke ventilation system comprising natural smoke shaft AOVs within the flats lobbies and an AOV at the head of the stairs controlled by smoke detection within the flats lobbies. The system has manual override facilities provided.

Dry riser is provided to the block with inlet to the front elevation and outlets next to the lifts on all floors for the fire service use only. How this works is that the fire appliance/pump attaches a hose to the inlet and then charges the main pipe with water. Then depending which floor the fire is on, the fire service will get a hose and attach to the landing valve this saves time and effort from transporting a hose all the way up through the building.



Instructions for use of the fire and smoke control equipment

There is no need for any manual activations of any systems within your building, these are either permanently open or will automatically activate

The Designated Evacuation Procedure for your the building is

“A DELAYED EVACUATION (OR STAY PUT) PROCEDURE”

If the alarm sounds and you are in your flat, close all the windows and doors and stay put. Your home is designed to resist fire for 60 minutes. If people can stay safe by staying in their flats, the fire and rescue service can focus on extinguishing a fire without a causing panic. Only leave your flat if it is affected by fire or smoke or when you are advised to do so by the fire and rescue service.

But if the fire is in your own flat or you are in a communal area when the alarm sounds LEAVE immediately. Close the doors behind you, raise the alarm and call 999.

Follow the green exit signs. Never use the lifts or stop to collect belongings. Once you get outside, stay a safe distance away from the building and don't go back inside until you are told it is safe to do so.

Resident Communication

Any mandatory and safety-related Information will be delivered to you in hard-copy format. This can also be confirmed by email, where we have your email address.

If the information is for reference, or an update on general progress, information will be issued on communal noticeboards. This can also be confirmed by email, where we have your email address.

Emergency communications

When a major incident occurs, we'll liaise with customer facing teams and our communications team to co-ordinate resident communications. Information will be issued by email and on communal noticeboards (where available) and via our text messaging service. We encourage all residents to provide us with an email address and telephone number to enable us to provide proactive updates for queries and feedback.

Resident Engagement Meetings

We will arrange Resident Engagement meetings for your building on a regular basis. The proposal is for these to be held at least once every year. The frequency between meetings will be agreed at each meeting depending upon current issues to be discussed or upon requests from customer group members.

The meeting will focus on:

- Providing an opportunity for you to raise concerns.
- Advise you what works we will be undertaking to your building and provide you with the opportunity to participate in joint decision making on future works.
- Update you on the safety work completed in your building.

How you can take part in decisions or get involved with our approach to Building Safety

We will ensure that residents are empowered to play an effective role in making sure that your building is, and remains, safe. We recognise you may wish to be consulted on decisions that are relevant to your safety and that of your homes. We offer a range of ways for you to get involved in decision making and influence the way we manage the safety of your building. You can elect to become a local safety advocate for your building by contacting the key contact for your building.

Informing residents of our Building Safety Decision or actions following inspections

Decision making is risk based, Riverside will be transparent and explain how stakeholders', and especially residents, owners or occupants', voices were considered. We will ensure the outcome of important decisions affecting you is communicated to you.

Additional Fire safety information we will be share with you

- Any risk identified in our fire risk assessment to ensure you are aware of potential hazards.
- Details about prevention and protective fire safety measures provided for your safety.
- The name and address of the responsible person overseeing fire safety on the premises and any assistant is appointed to aid in fire safety management.
- Any risks reported to us.

How to raise safety concerns and provide feedback

If you have any safety concerns, do not wait, please report this immediately. A safety concern can be raised verbally to a member of staff (in person or over the telephone) via our customer service centre on **0300 123 9966**, submitted through one of the below channels via the website <https://www.riverside.org.uk>



Log in to My Riverside

Use your account to check your balance, report a repair or make a payment

24/7



Chat with us

Instant support for repairs, rent, home search, and damp and mould. Agent support 9am to 5pm

24/7



Call us

Speak to our team for dedicated support. You can call us round the clock on **0300 123 9966**

24/7



Tell us on Facebook

Private message our customer services team via the Riverside Group Facebook account

08:00-17:00

Alternatively, you can raise concerns direct with our building safety team, you can speak to your Building Safety Inspector/Property Manager during their regular inspections or at our resident meetings or ask for your safety concern to be escalated to them.

It would then be dealt with using the escalation process outlined below if it cannot be resolved at each previous stage. Further information available in our Building Safety Resident Engagement Strategy.



Timescale for handling of your safety concern

You should receive an acknowledgement and call by telephone by 5pm on the next working day after receipt of safety concern where we will assess the urgency of your safety concern. The timescale for resolution will depend on the risk, we will take a risk-based approach to resolution, you should receive an update on the action we are taking within 5 working days.

Customers Responsibilities around Building Safety

You have a significant role to play in helping to support and, where needed, hold us to account on the fire and structural safety of their home and building.

- ✓ You need to look after the property, report any repair issues to us and always seek our permission before attempting repairs or improvements to your home.
- ✓ You are required to co-operate with Riverside in discharging our duty to keep the building safe and specifically with the Accountable Person and Building Safety Manager.
- ✓ You will need to provide information on works carried out to your property and providing access to their home to allow the Accountable Person or Building Safety Manager to inspect the property and, if required, carry out necessary works

You have 'obligations' defined in your tenancy, lease, or other contractual arrangements and under the Building Safety act including.

You must:

- ☒ Provide access to your home upon written request giving 48 hours' notice
- ☒ Provide information for us to assess building safety risks
- ☒ Comply with a request for information around safety

You must not:

- ☒ Impact the safety of the common parts of the building or other units within the building
- ☒ Act in a way that creates a significant risk of a building safety risk materialising.
- ☒ Interfere with a relevant safety item or equipment, i.e. (damage, remove impact function of Fire Door)

Where you have contravened or are contravening a duty (a breach) we will issue a contravention notice which may require you to pay a cost to repair or replace a safety item.

Key contacts and for more information please contact.

Customer Service Centre 0300 123 9966

Key contact for your building

Your Building Safety Manager is:

Heidi Bartlett 0208 821 6598

Other Key Documents

- Building Safety Resident Engagement Strategy
- Resident Engagement Strategy and Customer Involvement Policy
- Building Safety Communication Strategy for the remediation of residential buildings