

Draft

Housing Management Offer to residents living in high rise council owned accommodation


**‘Ensuring all our residents
are fire safe and fire aware’**

December 2025



Background - Why this offer exists.

- ▶ The council is committed to keeping residents safe in high-rise buildings.
 - ▶ New laws were introduced after the Grenfell Tower tragedy.
 - ▶ The Building Safety Act 2022 sets clear duties for landlords.
 - ▶ This offer explains what the council will do and what residents can expect.



Section 1 - In-scope buildings

- ▶ This offer applies to council-owned high-rise buildings.
 - ▶ These are buildings 7 storeys or more, or over 18 metres tall.
 - ▶ The council manages 11 buildings covered by this law.
 - ▶ Fire safety policies apply to everyone living in these buildings.



Fire Safety - 'Stay Put Policy'

- ▶ A 'Stay Put' policy is in place for all council tower blocks.
- ▶ Stay in your flat unless smoke or fire affects you.
- ▶ Leave only if the Fire Brigade tells you to evacuate.
- ▶ Always call 999 in an emergency.
- ▶ This keep residents safe in most fires

Section 2 - Housing Management



- ▶ The council takes a more intensive approach to managing tower blocks.
- ▶ Each building has a named Neighbourhood Housing Officer.
- ▶ They are your main point of contact.
- ▶ They focus on people, prevention and building safety.

Section 3 - Principal Accountable Person (PAP)

- ▶ The council has a Principal Accountable Person for building safety.
 - ▶ This role is responsible for fire and structural safety.
 - ▶ They ensure legal duties are met.
 - ▶ They oversee safety plans, inspections and reporting.
 - ▶ The council's PAP is the Director of Operations Assets.

Section 4

Knowing who lives in the building

- ▶ To keep people safe, we need accurate resident or household information.
 - ▶ This includes contact details and support needs.
 - ▶ Information is kept secure and used only for safety.
 - ▶ This helps us support vulnerable residents.

Section 5 - Support for new and vulnerable residents

- ▶ New residents receive a fire safety visit.
 - ▶ Some residents may need a Personal Emergency Plan.
 - ▶ Evacuation plans are created only when needed.
 - ▶ Plans are reviewed every year with residents, or sooner if circumstances change or shorter timeframe agreed.
- ▶ In addition to the 'new tenant visit' Neighbourhood Officers will offer a new home visit to leaseholders and sub-tenants.

Section 6 - Inspections and safety checks

- ▶ Shared areas are inspected every three months.
 - ▶ Independent Fire Risk Assessments are carried out every year.
 - ▶ Home visits happen at least every six months.
 - ▶ Fire doors, alarms, and escape routes are checked.
 - ▶ This keeps everyone safe.
 - ▶ Inspection results will be published.

Section 7 - Rights and responsibilities

- ▶ Residents have the right to live in a safe building.
 - ▶ The council must keep buildings safe and compliant.
 - ▶ Residents must allow access for safety checks.
 - ▶ Shared areas and balconies must be kept clear.
 - ▶ Residents have the right to be informed.

Section 8 - Resident engagement



- ▶ Residents have the right to be involved in safety decisions.
 - ▶ The council has a Resident Engagement Strategy.
 - ▶ Residents can join safety panels and discussions.
 - ▶ Feedback helps improve safety for everyone.
 - ▶ The council will engage with residents age 16 years and over.

Section 9 - Sharing safety information



- ▶ The council will share fire safety information openly.
 - ▶ This includes risk assessments and safety plans.
 - ▶ Information is shared online and in buildings.
 - ▶ Residents will receive a Fire Safety Information Pack.

Section 10 Leaseholder service charges



- ▶ Some safety costs may be charged to leaseholders.
 - ▶ Only costs allowed by law can be charged.
 - ▶ The council will be clear and transparent.
 - ▶ Residents will understand what charges are for.

Section 11 - Complaints and reporting concerns

- ▶ Residents can raise safety concerns or complaints.
 - ▶ Urgent safety issues are treated seriously.
 - ▶ Concerns can be raised at any time.
 - ▶ The council must investigate and respond.
 - ▶ Concerns can be reported online or through the complaints process.

Section 12

Emergency evacuation plans

- ▶ Each building will have an emergency evacuation plan.
- ▶ Plans support Fire Brigade decision-making.
- ▶ Plans are shared with emergency services.
- ▶ Residents will be told what to do if evacuation is required.

Section 13 - Reviewing this offer

- ▶ This service offer will be reviewed every two years.
 - ▶ Residents will be involved in reviews.
 - ▶ Changes will reflect new laws and feedback.
 - ▶ Updates will be shared with residents.

Our promise to you

We put safety first.

- ❖ We listen to residents
- ❖ We are clear and open
- ❖ We work together to keep everyone safe



Support with translations

- ▶ If you would like to receive this information in another language, please contact us on 01895 277 038

- ▶ اگر آپ یہ معلومات کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم پر رابطہ کریں 01895 277 308 سے ٹیلیفون

Urdu translation.

- ▶ ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277 038 'ਤੇ ਸੰਪਰਕ ਕਰੋ.

Punjabi Translation.

- ▶ જો તમે આ માહિતી બીજી ભાષામાં પ્રાપ્ત કરવા માંગતા હો, તો કૃપા કરીને અમારો સંપર્ક કરો ટેલિફોન 01895 277 038

Gujrati traditional.

- ▶ यदि आप यह जानकारी किसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277 038 पर संपर्क करें

Hindi

- ▶ Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka 01895 277 038

Somalia