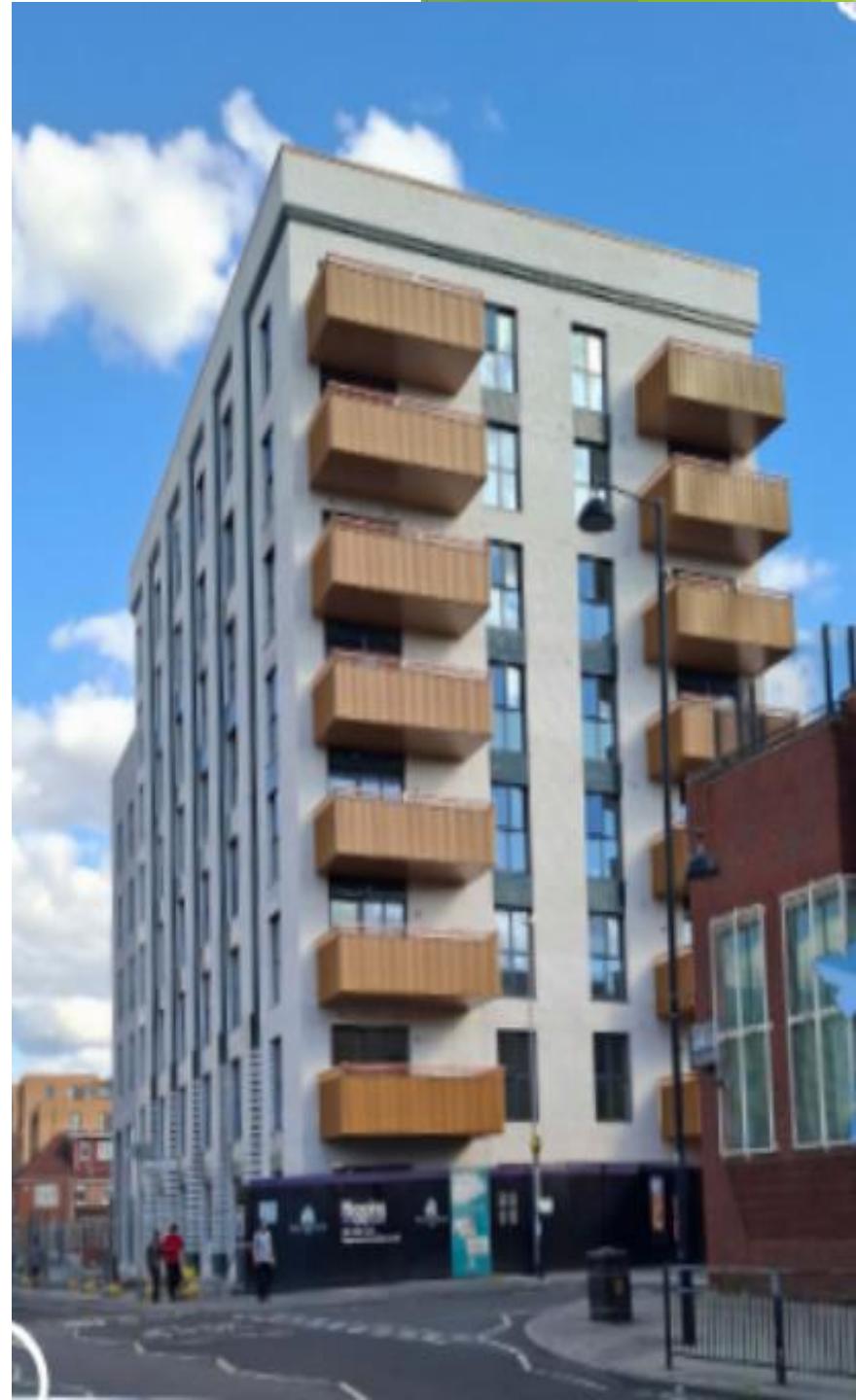


**Draft  
Housing Management Offer  
to residents living in high rise  
council owned accommodation**

**‘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 keeps 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 مہریانی ہم پر رابطہ کریں 01895 277 308 سے ٹیلیفون۔  
Urdu translation.
- ▶ جੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277 038 'ਤੇ ਸਪ਼ਰਕ ਕਰੋ।  
Punjabi Translation.
- ▶ ਜੋ ਤੁਮੇ ਆ ਮਾਹਿਤੀ ਬੀਜੂ ਭਾਸ਼ਾਮਾਂ ਪ੍ਰਾਪਤ ਕਰਵਾ ਮਾਂਗਤਾ ਹੈ, ਤੋ ਕੁਪਾ ਕਰੀਜੇ ਅਮਾਰੀ ਸਪ਼ਕ ਕਰੋ ਟੈਲਿਫੋਨ 01895 277 038  
Gujrati traditional.
- ▶ ਯदि आप यह जानकारी किसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277 038 पर सपक करें  
Hindi
- ▶ Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka 01895 277 038  
Somalia