



# Resident Engagement Strategy 2025–2027

For residents of council-owned  
high-rise buildings

Purpose: how we engage with you  
about building and fire safety  
decisions.

Strategy to be reviewed every 2  
years.

# Purpose of the Strategy

01

Explain how residents are involved in building safety decisions.

02

Ensure communication is clear, accessible and tailored.

03

Support transparency and compliance with Building Safety Act 2022.

# Background



Strategy applies to high-rise buildings: 7 storey or more or 18 metres or more in height.



11 council-managed high-rise buildings; 746 flats total.

5% of total housing stock



Regulation overseen by:  
Regulator of Social Housing,  
Housing Ombudsman, Building  
Safety Regulator.

# Building Safety Responsibilities

- ▶ Council prepares Building Safety Case reports.
- ▶ Must engage residents aged 16 years or more in safety decisions.
- ▶ Residents can access safety info and raise concerns.

## Our Residents

- ▶ Hillingdon has a diverse community (2021 Census):
  - ▶ White 48.2%,
  - ▶ Asian 33.3%,
  - ▶ Black 7.8%,
  - ▶ Mixed 4%.
  - ▶ Other ethnic group 1.5%
- ▶ Council must remove barriers to engagement and advance equality.

# Strategy Aims

- ▶ Listen and act on resident voice.
- ▶ Help residents understand how to be involved in safety decisions.
- ▶ Communicate clearly about risks, responsibilities, and improvement works.
- ▶ Promote digital and traditional communication methods.

# Consulting with you

- ▶ We consult on major building safety works unless urgent.
- ▶ You will be informed of: issues, expert advice, options, impact and timelines.
- ▶ Feedback will be gathered via letters, meetings, surveys and onsite engagement.
- ▶ Minimum consultation period: one month.

# Consulting Leaseholders



Section 20 consultation required for major works.



One-stage (Notice of Intention) or two-stage processes depending on contract type.



Leaseholders can comment and nominate contractors (in some cases).



# Engagement Methods

- ▶ Tenant Satisfaction Measures Surveys (TSMs).
- ▶ Quarterly block inspections (residents can join).
- ▶ Building and Fire Safety Panel.
- ▶ Training and support for resident involvement.
- ▶ Letters, meetings, newsletters, estate-based events, noticeboards, social media, website and more.

# Resident Responsibilities

- ▶ Report safety concerns and hazards.
- ▶ Follow your tailored fire safety guidance in your information pack.
- ▶ Provide access for safety inspections and repairs.
- ▶ Do not create fire risks.
- ▶ Check staff IDs before allowing entry into your property.

# Reporting and Requests

- ▶ Report repairs: [www.hillingdon.gov.uk/requestrepair](http://www.hillingdon.gov.uk/requestrepair).
- ▶ Emergency repairs: 01895 556600.
- ▶ Request window restrictors for upper-floor windows.
- ▶ Request fire safety advice if vulnerable or needing support:

email: [tenancymanagement@hillington.gov.uk](mailto:tenancymanagement@hillington.gov.uk)

phone: 01895 250780

post: London Borough of Hillingdon, Housing  
Management Service, Tenancy Management 2N/08,  
Civic Centre, High Street, Uxbridge, Middlesex UB8 1UW

# Council Responsibilities

- ▶ The council has a Principal Accountable Person who manages structural and fire safety risks.
- ▶ Performs safety checks: structure, Health and safety, fire doors, means of escape.
- ▶ Maintains compliance records and mandatory occurrence reporting.
- ▶ Engage residents on building safety inline with the resident engagement strategy.

# Key Teams

- ▶ Neighbourhood Housing Officers – tenancy and safety support - [tenancymanagement@hillingdon.gov.uk](mailto:tenancymanagement@hillingdon.gov.uk)
- ▶ Fire Safety Compliance Team – oversees building safety duties: [BuildingFireSafetyTeam@Hillingdon.gov.uk](mailto:BuildingFireSafetyTeam@Hillingdon.gov.uk)
- ▶ Caretaking Team – maintains shared spaces and reports issues [caretaking@hillingdon.gov.uk](mailto:caretaking@hillingdon.gov.uk)
- ▶ Get involved with the Customer Engagement Team: 01895 277038 or [customerengagement@hillingdon.gov.uk](mailto:customerengagement@hillingdon.gov.uk)

# Sharing information with you

- ▶ Fire Safety Pack at start of your tenancy/lease.
- ▶ Ongoing updates via letters, letterbox, noticeboards, meetings, email, events, newsletters and website.
- ▶ You may request safety documents and certificates at anytime.

# Complaints

A 'building safety' complaint is a complaint that falls into the following categories:

- ▶ Types: safety, accountable person duties, safety information, repairs, contractors.
- ▶ Submit complaints via:  
**[www.hillingdon.gov.uk/complaints](http://www.hillingdon.gov.uk/complaints)**
- ▶ If unsatisfied, you can escalate to the Building Safety Regulator :  
**<https://www.contact-building-safety-regulator.service.gov.uk/>** or call them at **0300 790 6787**
- ▶ Complaint handling is reviewed each year with results and self-assessment published on the website – **Report and Self-assessment**

# Strategy Review

- ▶ Strategy to be reviewed every 2 years.
- ▶ Residents to be consulted for 4 weeks or more.
- ▶ Feedback reviewed by Building and Fire Safety Panel.
- ▶ Findings will be published and shared.



## 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 01895 277 038 پر رابطہ کریں۔  
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