

# **DRAFT Resident Engagement Strategy 2025 - 2027**

**For residents occupying council owned high-rise buildings**

**September 2025**



**HILLINGDON**  
LONDON

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

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### Purpose of this Strategy

This strategy is essentially a plan of action, it sets out how we'll engage with you about decisions relating to building safety.

A building safety decision is any decision made about the management of the building, the management of building safety risks or any other decision connected to the Council's landlord responsibilities for fire and building safety. These legal responsibilities are defined in the Building Safety Act 2022 and the formal name for them is 'Principal Accountable Person duties.'

We'll review this strategy every two years and work to:

- Act in line with the strategy
- Review and update this document based on changes in law, good practice and/or consultation with you - if there are any major changes to the strategy, we will update you.

*"Keeping our residents safe in their homes continues to be a key priority for the Council and we are working hard to ensure that we are compliant with all requirements under the Building Safety Act.*

*It is important to us that residents feel safe in their homes, and we want to do more, in collaboration with you, to demonstrate how we are meeting our Fire and Building Safety obligations. This includes sharing more information with you, including performance information, and supporting you to have your say on decisions about the safety of your home. This Building Safety Resident Engagement Strategy sets out how we will work with residents to achieve this."*

### Cllr Steve Tuckwell – Cabinet Member for Planning, Housing and Growth

We want the information we share to be clear, simple to understand, and easy to access. This strategy can be made available in the following translations:

- Urdu
- Punjabi
- Gujarati
- Hindi

- Somalia

We can arrange to translate this document into other languages or Easy Read, Braille or large print on request. Please call the Customer Engagement Team on 01895 277038, Monday to Friday, 9am to 5pm (except bank holidays) or email [customerengagement@hillingdon.gov.uk](mailto:customerengagement@hillingdon.gov.uk) to make a request.

If you need information in British Sign Language (BSL) you can contact us using [SignVideo](#) You can also [download the SignVideo app](#) at [signvideo.co.uk/download](http://signvideo.co.uk/download) to your mobile device. This service is available 24 hours a day, 7 days a week and is free to use.

You can also adapt our online content to meet your needs, for example to increase text and page size. Visit <https://www.hillingdon.gov.uk/accessibility> for information on how to adapt this document on your device to meet your needs.

# 1. Background

This is a Building Safety Resident Engagement Strategy for residents of Hillingdon Council's high-rise residential buildings.

In this strategy 'high-rise' buildings means those residential buildings that are 7 storeys or more, or 18 metres or more in height.

You can find a full list of high-rise buildings which have been registered with the Building Safety Regulator on our Regulatory Standards page associated with high rise buildings at <https://www.hillingdon.gov.uk/housing>

## 1.1 Legal Background

There are now three Government regulators covering landlords, residents, and buildings. **Regulators are organisations that set rules and policies to ensure a fair system.**

### The Regulator of Social Housing (RSH)

This regulator is focused on tenants (leaseholders are not covered). RSH protects social housing tenants by setting economic and consumer standards. They also issue judgements and regulatory notices. Consumer standards (established in 2012) apply to councils and are backed by inspections to ensure they are being complied with.

### The Housing Ombudsman

The Housing Ombudsman's role is to resolve disputes involving social landlords. The Housing Ombudsman has a new complaints code that landlords must self-assess against. When the Ombudsman finds cases that identify organisational failure these are referred to the RSH.

### The Building Safety Regulator

The Building Safety Regulator ensures residential buildings over 18m or 7 floors in height are safely designed and constructed and continue to be safe when occupied. Since the introduction of the Building Safety Act in 2022, high-rise residential buildings must be registered with the Building Safety Regulator, based in the Health and Safety Executive. All the Council's high-rise buildings have been registered. The Health and Safety Executive (HSE) is Britain's national regulator for workplace health and safety. This includes wholly residential buildings and mixed-use buildings, for example residential buildings alongside shops, and covers buildings containing tenanted and leasehold properties.

As building owners, we are required to develop Building Safety Case reports for all our registered high-rise buildings. Building Safety Case reports describe how the building is designed, constructed, managed, and maintained to make sure that it is safe for residents to live in it. During 2025/26 we are reviewing all our Building Safety Case Reports for our Registered High-Rise buildings. Your Building Safety Case report, under your block name, will be published on the High-Rise Building Safety page of our website at [High rise building safety](#) Building Safety Case reports will be

published on the website in batches and first batch will be uploaded from September 2025.

As building owners, we must also prepare a resident engagement strategy for people who live in our high-rise buildings, describing how we will include residents over the age of 16 and anyone who owns a residential unit in building safety decisions. Our current Strategy can be found on our website at [Help shape our council services - Hillingdon Council](#)

## **1.2 Local background**

The Council manages 11 residential high-rise buildings. These are all located south of the main A40 road. Two of these buildings are located above the Uxbridge town centre shopping centre and four are scheduled for demolition as part of the Hayes Regeneration Programme.

The Council currently has circa 13,550 residential properties in ownership and management. 3,300 of these properties are held on a long leasehold basis. There is a total of 746 flats across the high-rise buildings' portfolio. 103 of these are held on a long leasehold basis and the remaining 643 are tenanted. This total number of flats across the high-rise buildings portfolio therefore represents just over 5% of our total housing stock in management.

Most of our high-rise buildings have a total of 13 storeys. Two buildings comprise 14 storeys.

## **1.3 Our Residents**

In the 2021 Census, Hillingdon residents identified their ethnic groups across a range of categories, with 48.2% identifying as "White", 33.3% as "Asian, Asian British or Asian Welsh", and a significant portion identifying as "Black, Black British, Black Welsh, Caribbean or African".

High-Level Ethnic Groups:

- White: 48.2%
- Asian, Asian British or Asian Welsh: 33.3%
- Black, Black British, Black Welsh, Caribbean or African: 7.8%
- Mixed or Multiple ethnic groups: 4%
- Other ethnic group: 1.5%

The Council are now working hard to collect, and keep up to date, information about our tenants and members of their household. This includes residents who occupy our high-rise flats. We will use this data to ensure the services we provide are truly accessible and to deliver better outcomes for residents.

The Council has a duty under the Equality Act 2010 to "advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it". However, as a social landlord we recognise that many more tenants can be vulnerable for reasons other than the characteristics protected under the equalities legislation. Our Vulnerable Tenants and Reasonable

Adjustments Policy sets out how we define vulnerability and how we aim to respond to those resident's needs.

The Regulator of Social Housing has issued consumer standards against which landlords will be inspected. The transparency, influence and accountability standard require landlords to be open with tenants and treat them with fairness and respect. The Tenant Involvement and Empowerment Standard requires local authority landlords to "treat all tenants with fairness and respect" and "demonstrate that they understand the different needs of tenants, including in relation to the equality strands and tenants with additional support needs". There is a specific expectation that landlords will "demonstrate how they respond to those needs in the way they provide services and communicate with tenants".

The Housing Ombudsman Complaints Handling Code 2024 states Landlords "must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process." and "Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk."

The Building Safety Act 2022 and the Fire Safety Act 2023, plus secondary legislative changes to the Regulatory Reform Order (Fire Safety) 2021, requires the Council to identify and risk assess existing measures to protect the resident if fire occurs. The Fire Risk Assessment must consider the capacity of the resident to respond appropriately to fire alarm signals or signs of fire. Evacuation plans must consider the ability of the resident to make their way to safety and the Council must determine the level of risk to the resident from fire and emergency services response times if a "stay put" policy is in force.

## **2. Strategy aims**

One of our key priorities is to listen to and act upon the voice of our residents. We have been speaking to you and collecting feedback to better understand your views regarding your home, the shared areas of your building and the issues you need us to prioritise.

Your safety is our top priority. This strategy talks about how we will be working to get you involved in building and fire safety in your homes.

In this strategy 'building safety' means structural safety and key parts of the building such as walls and foundations. Building safety covers the safety of people in or about buildings in terms of structural safety, risk management and work to improve the standard of the building.

'Fire safety' is about measures to prevent fire, manage the impact of fire, and reduce the damage, injury, and destruction caused by fires.

We are working to make sure that everyone who lives in a Hillingdon council home lives in a safe, well-maintained building. The key aims of this strategy support the commitments we have made to residents in our Fire and Building Safety Charter. The key elements of this are:



We have responsibilities to you as a landlord. But for all our council homes to be safe, we need you, our tenants, leaseholders, and subtenants to play their part. You and everyone you live with must help keep your building safe.

The key aims of our strategy are to:

- Make sure you understand how you can be involved in building safety decisions.
- Communicate with you in your preferred ways to help you keep safe at home.
- Share how we're using formal engagement, (e.g. meetings and resident panels) and informal engagement activity (e.g. day to day conversations, service requests and complaints) to gather feedback to improve services.
- Be clear on our responsibilities and share information on fire safety measures and the activity we carry out to keep you safe.
- Ensure you as a resident are aware of your responsibilities and encourage you to play an active and effective role in ensuring your building is and continues to be safe.

To achieve this, we will:

- Find out how you would like to be kept up to date and engaged.
- Set out the ways we will communicate with high-rise residential building residents.
- Set out how you can contact us about building and fire safety issues.
- Set out and promote the ways you can have a voice in decisions made about Safety in your homes and how we will feed back to you about these decisions.
- Make sure that you always have access to information about the safety of the building you live in, and work with you so you know how to keep yourself and the

people around you safe.

- Be clear to you on all our responsibilities to ensure safety in your homes.
- Develop and make the best use of digital services alongside traditional media like letters to support cost saving measures and increase engagement.

### **3. Resident Priorities**

Priorities will be completed based on your feedback.

### **4. Consulting with you**

Your opinions help us improve our services. Consultations are where we seek feedback, information, or advice from residents in a planned way.

#### **4.1 Consulting with residents on capital works**

‘Capital works’ are large or major works, generally to the structure or exterior of the building and can be for maintenance, construction, alteration or improvement.

##### **When will we consult you?**

Where we need to make a building safety decision requiring major building works, we will write to residents to:

- explain the building safety issue to residents
- provide supporting information from relevant experts on why the works have been proposed e.g. Fire Risk Assessment, London Fire Brigade, or Building Fire Safety Manager.

We will then seek your feedback on:

- the potential solutions if there are more than one
- the impact of the options proposed
- the potential length of time for those proposed options
- details of who could carry out the potential works

In some cases, the recommendation from an expert such as the London Fire Brigade or our Building Fire Safety Manager does not allow us to consult on certain elements of the proposed solution. In cases like these we will engage with you and share the rationale for our decisions. We may also not consult you beforehand if works are urgent or in response to an emergency where it would be impracticable to consult with you in advance. However, we will still make sure to inform you of what works are taking place, and why and when they will be taking place.

We will also consult residents when carrying out works which result from a building safety decision, if the works will:

- take place for a period of more than one day
- limit access to any part of a building
- or cause a nuisance to residents



During this period, we will ask for your feedback on:

- the days and times when works are to take place
- how we can best mitigate disruption to you and other residents
- details of who will carry out the works (including information on our procurement route and why we have selected the chosen contractor)

### **How will we consult you?**

In the initial stages, a Project Manager will contact residents by letter, share their contact details, and offer residents opportunities to feedback in writing or to discuss the project and feedback via meetings. These meetings will either be held online or in person on site and may take the format of a drop-in session or a presentation. The Project team may also knock on the doors of each home affected by the building safety decision to gather the views of residents. The Project Manager will work with local staff such as Caretakers and Neighbourhood Housing Officers, to identify residents who may need additional support to feedback and adapt communications to them e.g. residents with additional needs, residents requiring translation services.

### **How will we consider your views?**

When we consult on a building safety decision or on building safety works, we will give due consideration to the feedback, and the level of responses, and answer any questions from residents during our consultation activity and throughout the project. The Project Manager will gather views and consider them. This process will vary by project depending on the scale and complexity of the works taking place.

On smaller projects, the project manager will gather the views from residents and consider them throughout the entire life of a project, from scoping and design, to snagging and completion. At each step in the project, the Project Manager invites feedback from residents which is gathered in several ways. We encourage residents to feed back to us electronically, often via email directly to the project manager but where we are seeking more specific and detailed input from residents, or for larger projects, we may encourage residents to feedback via an online form or survey. The results of these surveys will be shared with the Project Manager to take on board. Alongside electronic methods, we always offer residents a direct phone number for the Project Manager so they can feed back or ask questions verbally, and we also include our postal address in our correspondence which residents can use to feed back to us by post.

### **How will we respond to residents?**

Project Managers will respond directly to individual feedback from residents. If there are any questions that cannot be responded to immediately, the Project Manager will take them away and provide a response to the resident soon after the event using an appropriate contact method. If there are survey results or responses to questions raised that are relevant and helpful to residents, we will share an update with all residents affected via a project webpage, letter, or E-newsletter. On some of our more complex projects we prepare a Frequently Asked Questions (FAQs) document that we post to all residents and which we may also make available on our website. The FAQs document will usually be updated and promoted to residents throughout the lifecycle of the project.

**How long will consultations last?**

Where we can consult, and where works are not urgent, the project team will provide a minimum of one month to gather feedback from residents on a building safety decision or on building safety works.

**How will we review our consultation process?**

We review how we consult with you by using a resident feedback process in the closing stages of a project. This allows for you to tell us what you think about how we can do better in future. This is part of the end stage for every project. The feedback we collect, and the level of responses we receive from residents helps our future communications to residents and our planning for how we work on site. It also helps with decisions on who we work with to deliver projects and allows us to hold contractors directly to account on your behalf.

**Upcoming Capital works**

We are working to publish a forward programme of capital works on our website. This will give residents the facility to find a programme of works taking place at your building or on your estate. We will promote this facility when it is available.

**Consulting leaseholders**

We must consult with leaseholders if we intend to carry out works, repairs or improvements to the building or estate. How we consult with leaseholders depends on the type of contract we use to carry out the works.

**Qualifying Long Term Agreement (QLTA)**

If leaseholders are required to pay more than £100 per year towards contracted goods or services, we must consult with them. Agreements with contractors to provide goods or services lasting more than 12 months are known as a Qualifying Long-Term Agreements (QLTA.) Examples of a QLTA include building insurance, grounds maintenance, lift and door entry maintenance contracts.

**Qualifying works**

Where a QLTA includes works to properties such as general building maintenance, and a requirement for leaseholders to pay more than £250 each, an additional consultation must be carried out.

**One Stage: Notice of Intention**

We write to each leaseholder and Residents Tenants Association (if one exists) who may be affected by the contract to:

- describe the proposed works and why we think they are necessary
- provide the total estimated cost of the proposed works
- give leaseholders 30 days to send us their observations/ comments in writing.

## **Two Stage Consultation - Notice of Intention and Notice of Proposal**

If we must carry out large or specific works to your block or estate that is not covered under an existing QLTA, we will carry out an individual tender just for that works contract. Before procuring a contractor, we will write to each leaseholder and Residents Tenants Association (if one exists) who may be affected by the contract. We will write to:

- describe the proposed works and why we think they are necessary
- provide a budget estimate cost
- inform leaseholders whether they are entitled to nominate a contractor, or why not
- give leaseholders 30 days to send us their observations/comments in writing.

After all tenders have been returned and moderated, we will write to each leaseholder and Residents Tenants Association (if one exists) who may be affected by the contract to:

- describe the proposed works and why we think they are necessary
- provide the total estimated cost of the proposed works
- advise which contractor we would like to offer the contract to
- give leaseholders 30 days to send us their observations/comments in writing.

## **4.2 How we engage with you**

### **Tenant satisfaction survey (TSM)**

We are dedicated to working with tenants to help us improve our services, and one way we are achieving this is by regularly measuring tenant satisfaction. We regularly invite our tenants to take part in our satisfaction surveys, and we report to the Regulator of Social Housing on tenant satisfaction. We ask our tenants about how well we:

- listens to tenant views and acts upon them
- keeps tenants informed about things that matter to them
- complete repairs
- keep homes safe

The results of the survey allow you to see how we are performing and give us an idea of where we can improve. You can find our most recent survey results at [Tenant Satisfaction Measure \(TSM\) Survey Results 2024 to 2025 - Hillingdon Council](#) The 2024/25 TSM survey was undertaken by the independent provider Service Insights Ltd.

We are committed to making improvements in these areas and we are going to continue our efforts to make sure you are satisfied with our services.

### **Block Inspections**

Your Neighbourhood Housing Officer inspects the building and all the shared areas on a rolling quarterly basis. If you would like to accompany your Neighbourhood Housing Officer, or become involved in undertaking block inspections as part of an

independent resident monitoring role, please call the Customer Engagement Team on 01895 277038, Monday to Friday, 9am to 5pm (except bank holidays) or email [customerengagement@hillingdon.gov.uk](mailto:customerengagement@hillingdon.gov.uk)

## **Building and Fire Safety Panel**

This panel provides a formal setting for tenant and leaseholder representatives to meet with their landlord to influence the development and progression of building and fire safety workstreams and to receive assurance that tenant and leaseholder safety is our first priority. If you would like to better understand the role and work of the panel, please call the Customer Engagement Team on 01895 277038, Monday to Friday, 9am to 5pm (except bank holidays) or email [customerengagement@hillingdon.gov.uk](mailto:customerengagement@hillingdon.gov.uk)

We are committed to providing support and training to residents who wish to work with us to improve our services and deliver better outcomes for residents.

## **5. Roles and Responsibilities**

### **How to stay safe at home - your roles and responsibilities**

We need you to play your part in the safety of your building - safer homes are up to everyone. Keeping the building and everyone who lives there safe is a shared responsibility. We need you to tell us when you have safety concerns, take on board messages about building and fire safety and report any structural incidents.

You or anyone living with you or visiting you must not do anything that might cause a fire hazard. Find more information on this in your tailored Residents Fire Safety Information Pack. You will have received this during 2023/ 24 or when first moving into your property. Please take note of the information we share to reduce the risk of fires to keep you, your family, and your neighbours safe. If you have mislaid your Residents Fire Safety Information Pack, you can access a copy from our website at [High rise building safety](#) by searching under the block name or contact your Neighbourhood Housing Officer on 01895 250780

### **Access to your property**

There will be times when you will have to provide access to your flat for us to carry out different types of building and fire safety inspections or maintenance. Your tenancy or lease conditions say you must give access to your home for inspections and repairs when requested to do so. We will normally give you reasonable notice except in the case of an emergency, such as a burst water pipe. You must let us in to your property to carry out work that may affect your health and safety, or that of other residents.

Reasons why we may wish to gain access to your home include to:

- inspect the state of repair and condition of your home or those next to it.
- carry out gas or electrical safety testing
- complete Fire Risk Assessment Actions and related works.
- repair, alter or improve your home, or those next to it. This includes electrical wiring, gas and water pipes or drainage and heating systems.

- make sure no-one is breaking their tenancy conditions or Health and Safety regulations.

If we are unable to contact you after multiple attempts e.g. formal letters, home visits and telephone calls, we may take legal action. Your tenancy conditions state that if we need to get into your home very urgently and you do not agree, or we cannot contact you, we have the right to force entry to your home without a court order. Examples of when we could do this include when there is a serious leak of water from your home, or we urgently need to repair something that poses a health and safety risk to you or your neighbours. If we must force entry to your home in an emergency, we will leave it secure. If you have caused us to force entry, for example if you overfill your bath and flood the property below, we will recharge the cost of any necessary repairs to you.

Do not let anyone into your home unless you are sure you know who they are. Anyone representing the council will show their identification card if you ask them. If you are concerned about anyone who asks for access, you can check by contacting your Neighbourhood Housing Office on 01895 250780

### **Reporting safety concerns**

Under the Building Safety Act, the council are required to have a means of capturing and reporting certain fire and structural safety issues, called 'safety occurrences' to the Building Safety Regulator.

The council operates a 'mandatory occurrence reporting system'. Residents and other users of our high-rise buildings may be able to spot a problem before we do. As well as being able to report an issue directly to the Building Fire Safety Manager, you also have the right to access and use our reporting system to report these types of safety occurrences. A safety occurrence is an incident involving, or a risk that could cause:

- structural failure of the building
- the spread of fire or smoke in the building

A safety occurrence is something which if not remedied, could cause serious harm to people. Further information on 'mandatory occurrence reporting' and how to report a safety occurrence online can be found at

<https://www.hillingdon.gov.uk/article/14303/Mandatory-occurrence>

### **How to report a repair**

Report all non-emergency repairs and book and change appointments using the Council's website [www.hillingdon.gov.uk/requestrepair](http://www.hillingdon.gov.uk/requestrepair). To log in, enter

Payment reference number (your rent account number)

Your surname

Your postcode

Report emergency repairs by calling 01895 556600. When you hear the options menu, say "emergency". This option is available 24 hours a day, 365 days a year.

For all gas heating or hot water problems, call 01895 556600 and when you hear the options menu say “heating”.

If you have difficulties using the repair-reporting website, call 01895 556600 between 9am-5pm on Monday-Friday and when you hear the options menu say "online".

### **How to request a window restrictor**

All windows above a ground floor should have restrictors to protect residents. If you do not have window restrictors inside your home, we will fit them for you. Do not attempt to fit your own restrictors. If a window above ground floor level in your home or shared area does not have a restrictor, report a repair and request for a window restrictor to be installed. Leaseholders are also advised to have window restricting devices fitted.

### **Fire Safety Advice for vulnerable residents**

If you feel you would like advice on how to stay safe at home or if you have or experience any of the following:

- Mobility issues
- Sight impairment or loss of eyesight
- Bed bound
- Hearing impaired
- Wheelchair user
- Cognitive issues

Contact us to book a home visit.

Email: [tenancymanagement@hillingdon.gov.uk](mailto:tenancymanagement@hillingdon.gov.uk) or

Telephone: Tenancy Management on 01895 250780 or

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

We continuously collect information from residents who may need help evacuating in the event of an emergency, such as a fire. This is in line with the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025. In line with our obligations under the Regulations we will:

- Identifies residents who need Residential Personal Emergency Evacuation Plans (PEEPs)
- Undertake a person-centred fire risk assessment – a conversation between the responsible person and the resident – to understand their risks and identify how their fire safety and evacuation can be improved
- Document an emergency evacuation statement setting out what the resident should do in the event of a fire
- Provide information for the Fire and Rescue Authority to help inform any operational response and in case they need to undertake evacuation
- Keep under review each person-centred fire risk assessment / emergency evacuation statement, and the building emergency evacuation plan

## **Council responsibilities**

All occupied high-rise residential buildings must have one clearly identifiable Accountable Person, known as the Principal Accountable Person (PAP) who is responsible for ensuring that fire and structural safety is being properly managed for the whole building.

As the Principal Accountable Person for our high-rise residential buildings, we are responsible for assessing and managing the risks from structural failure or the spread of fire posed to people in and about your building. Our responsibilities include:

- Putting measures in place to prevent building safety risks happening and reduce the severity of any incident that does happen.
- Reporting certain fire and structural safety issues or incidents to the Building Safety Regulator
- Engaging with residents about the building's safety and carrying out duties relating to the resident engagement strategy.
- Storing, updating, and providing information about the building for the Building Safety Case.
- Transferring building safety information to any incoming accountable person.
- Notifying the Building Safety Regulator if there is a change to an accountable person.

## **Safety checks and fire safety measures**

As well as our responsibility to provide you with relevant fire and building safety information, we also have a statutory duty to carry out fire and building safety compliance checks in shared areas. These checks include:

- ✓ Structure - checks into the structural safety of the building for example the condition of external walls.
- ✓ Health and Safety – checks into general building risks for example bin storage management, fly tipping, trip hazards, security gates or storage of combustible items.
- ✓ Building Works - checks into major projects for example monitoring the standard of contractor working practices or activity
- ✓ Stakeholder Concerns - follow up on comments and concerns reported by residents, contractors, Fire and Rescue Service and our own staff that might impact the safety of the building.
- ✓ Fire Safety Measures - checks into the condition of fire prevention and safety features that include:
  - Fire Doors – We are required to complete annual checks of individual flat entrance fire doors, and quarterly checks of all fire doors in common parts of buildings.
  - Means of Escape - checks into designated pathways that people can use to evacuate during an emergency for example stairways, emergency lighting, wayfinding signage or exit doors.
  - Fire Safety Facilities and Services - checks into the condition of fire safety equipment for example fire detection (alarms or detectors), fire

suppression (extinguishers, sprinklers, or ventilation), firefighting equipment (dry riser mains or firefighting lifts) and management of plant areas (gas or electric riser cupboards).

- Fire Safety Information - Upkeep and sharing of safety critical information for example fire risk assessments (FRA), fire action notices or secure information in Premises information boxes (PIB) for fire and rescue services.

### **Neighbourhood Housing Team**

Our Neighbourhood Housing Officers have responsibility for around 500 homes. This ratio enables us to ensure that our staff have the capacity to deliver an effective and customer focussed landlord service which delivers positive outcomes for residents and puts the safety of all our residents as a top priority.

Our Neighbourhood Housing Officers support tenants and leaseholders and make sure they are aware of their responsibilities. Areas of support include:

- Supporting residents with tenancy requests such as successions, mutual exchanges and home improvements.
- Helping residents achieve improvements on estates by working together and working more closely with the Council.
- Sign-posting residents if they experience problems within the community, such as anti-social behaviour, or financial issues such as cost-of-living challenges or debt management.
- Helping to make sure the area residents live in feels clean and safe.
- Offering advice and support with housing options to support tenants to reach their own solutions.
- Ensuring more vulnerable tenants are accessing appropriate support services and are assisted in accessing landlord services as necessary.

### **(Fire Safety) Compliance Team**

Our Building Fire Safety Manager has oversight of building and fire safety duties relating to Building Safety Act regulations and makes sure that key Building Safety Case documents are up to date. All our high-rise buildings are registered with the Building Safety Regulator. You can find more detailed information these duties and the tasks we undertake to keep you safe in your Fire and Building Safety Information Pack.

### **Caretaking Team**

Our Caretaking Service works across estates and blocks to make sure the communal areas in and around our buildings are clean and well maintained. Our Caretakers provide a visible presence on our estates, report repairs, health and safety issues and other estate-based issues to appropriate service teams to respond.

### **Contact us**

To contact our Building Fire Safety Manager or any member of the (Fire Safety) compliance team email [BuildingFireSafetyTeam@Hillingdon.gov.uk](mailto:BuildingFireSafetyTeam@Hillingdon.gov.uk) You should include your name, building name and contact information along with any message, alternatively call 01895 556600



Your Neighbourhood Housing Officer

To contact your neighbourhood Housing Officer, or to find out who your Neighbourhood Housing Officer is email [TenancyManagement@hillingdon.gov.uk](mailto:TenancyManagement@hillingdon.gov.uk) or call 01895 250780

Your Caretaker

The Caretaking Service delivers a range of operations designed to ensure that the shared areas of your block and estate meet our Estate Services Standard. The team consists of 40 caretakers and 2 supervisors. To contact our Caretaking Service email [caretaking@hillingdon.gov.uk](mailto:caretaking@hillingdon.gov.uk) or telephone the contact centre 01895 250111. Where there is a noticeboard inside your block, we will provide further details including your Caretaker's name.

Getting involved

To find out about any groups which operate on your estate or the various ways you can be involved in shaping the services you receive, please call the Customer Engagement Team on 01895 277038, Monday to Friday, 9am to 5pm (except bank holidays) or email [customerengagement@hillingdon.gov.uk](mailto:customerengagement@hillingdon.gov.uk)

## **When will we share Building and fire safety information with you?**

### **At the start of your tenancy or when you purchase a lease**

At the start of every tenancy or lease we will provide you with a fire Safety information pack which is tailored to the block and flat in which you live. The pack Contains important fire safety advice and information about your building and flat and will help you and members of your household to stay safe. Neighbourhood Housing Officers will contact you at the start of your tenancy or when you move in if you have recently purchased a lease, to discuss fire and building safety information with you. It is important that leaseholders who sublet their flats tell us about any change in occupation i.e. a new subletting, in order that we can contact the new tenant regarding fire and building safety matters.

### **Ongoing communications**

We will regularly share fire and building safety information and messages with you during the period in which you occupy your home. This will be in a variety of formats and channels. We will talk to you about the methods of communication you prefer. Our aim is to ensure you understand key fire safety messages so that you and members of your household stay safe. We value feedback on all aspects of our building and fire safety communications. If you are interested in working with us to improve the effectiveness of our communications and messaging, contact our Customer Engagement Team.

### **Requests for information**

You can ask for detailed information about the safety measures in your building. To request fire and building safety information about your flat or block, contact the Building Fire Safety Manager or any member of the (Fire Safety) compliance team email [BuildingFireSafetyTeam@Hillingdon.gov.uk](mailto:BuildingFireSafetyTeam@Hillingdon.gov.uk)

## **Compliance certificates**

You can request copies of the compliance safety certificates for your property or the building you live in by emailing [engineeringcontracts@hillingdon.gov.uk](mailto:engineeringcontracts@hillingdon.gov.uk)

## **Safety Compliance information**

As part of our commitment to be transparent, we will make available performance information associated with our building and fire safety responsibilities. We will agree with residents what information is useful to them, the frequency and the format in which it is shared. Supplementing this we will produce a report which summarises our performance against our Fire and Building Safety Charter commitments. This will include a summary of our building and fire safety works, what we achieved in the year, the challenges we faced, how we are improving and what we need you to do to keep safe.

## **How will we share information with you?**

We know that our high-rise blocks house a diverse community. We are working hard to collect, and keep up to date, information about our tenants and members of their household. This includes residents who occupy our high-rise flats. We will use this data to help remove any barriers to engagement and communication and to ensure the services we provide are truly accessible and help to deliver better outcomes for residents.

We will share information with you in the following ways:

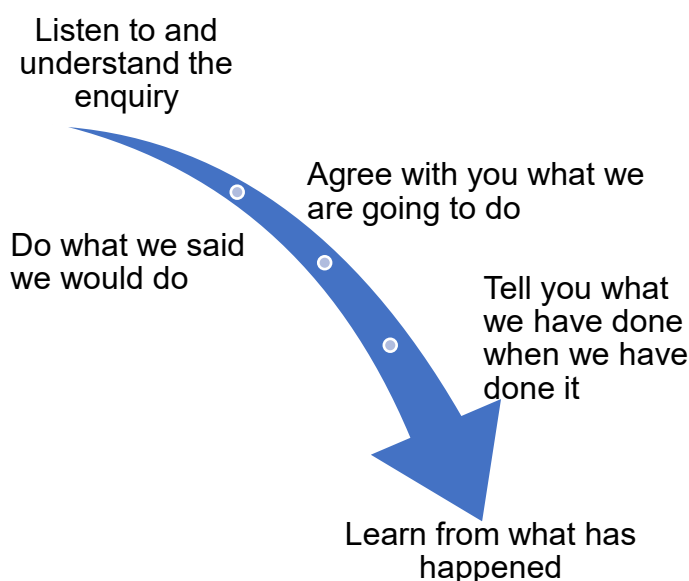
- ✓ Via your letter box
- ✓ On notice boards and displays in your building
- ✓ Through tenant meetings, engagement groups and via our formal tenant engagement and empowerment structure
- ✓ By email and through our e-newsletter
- ✓ On the 'High-rise buildings' pages of our website

We are continuing to expand the range of ways we communicate and hear from you based upon feedback from residents.

## **Complaints**

### **Our complaints system for building safety concerns in high-rise buildings**

As part of our commitment around transparency we make clear to you how to make a complaint if you are unhappy with a service from us. The following steps are applied to all complaints received.



### What constitutes a complaint?

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

1. **Safety complaint** – A complaint about the council's failure to address structural and fire risk in high-rise buildings relating to the safety of people in or about the building arising from (a) the spread of fire, or (b) the collapse of the building or any part of it.
2. **Accountable Person complaint** – A complaint about our failure to carry out activities that relate to the structural and fire responsibilities outlined in the Building Safety Act and managed by the Accountable Person. These responsibilities can include failure to evidence that we have carried out mandatory occurrence reporting or failure to respond to raised concerns.
3. **Safety Information complaint** – A complaint about inconsistent, inadequate, or inaccessible updates to you on building safety issues.
4. **Repair and Maintenance complaint** – A complaint relating to any Hillingdon repairs staff, or service working to manage, maintain or upgrade a High-Rise Building.
5. **Contractor or Third-Party complaint** – A complaint about any contractor, acting on our behalf and carrying out works in a high-rise building, behaving in an unacceptable manner, failing to act in accordance with our code of conduct, or Equality and Diversity Policy.

### How to make a complaint

The Council recognises that complaints perform a strategic role providing an essential source of intelligence on evolving risks and performance. They have the potential to identify issues which are not being identified elsewhere and provide insight and learning to help improve services for tenants.

You can make a complaint via our website <https://www.hillingdon.gov.uk/complaints>

Our on-line complaints form enables you to identify your tower block and raise a safety related concern. If you would like advice or guidance on submitting a complaint, please call 01895 277800 (Monday to Friday, 9am to 5pm).

### **Escalating a complaint to the Building Safety Regulator**

You can refer a complaint to the Building Safety Regulator at <https://www.contact-building-safety-regulator.service.gov.uk/> or call them at 0300 790 6787 if you cannot make a complaint, feel unable to raise your concerns, or are not satisfied with the response from us. You should give the Regulator any information you have about actions that we have informed you we are going to take or have already taken. When you raise an issue to the Building Safety Regulator, they will decide if it's a relevant complaint.

### **Our annual complaints report**

Every year we complete an internal assessment to check that we are complying with the mandatory complaint handling code produced by the Housing Ombudsman Service. We share our complaints report with you on our website every year to show you we are listening. The report talks about the number and the outcome of formal complaints. To see our annual complaints report and our annual self-assessment visit <https://www.hillingdon.gov.uk/complaints>

## **6. Strategy Review**

We will review this strategy every two years and seek resident feedback via consultation. Each consultation period will last at least 4 weeks or more. We will write to residents to share consultation dates and invite residents to have their say through surveys promoted via multiple channels including email, posters in your building, letters to your home, and other preferred methods.

The survey and strategy will be available on our 'High Rise Buildings' pages of our website. Physical copies of the strategy and survey will be available at Civic Centre, Uxbridge or alternatively you can request a copy by calling the Customer Engagement Team on 01895 277038, Monday to Friday, 9am to 5pm (except bank holidays) or email [customerengagement@hillingdon.gov.uk](mailto:customerengagement@hillingdon.gov.uk)

All feedback will be reviewed by the Building and Fire Safety panel which includes tenant and leaseholder representatives. Due consideration will be given all feedback and levels of resident participation in consultations, such as number of respondents and engagement impressions, will be recorded. This will also be reviewed and shared in consultation findings.

Governance			
Effective from:	0/0/2025	Review Date:	0/0/2027
Policy Owner:	Head of Housing Management		
Policy Author:	Housing Project Delivery Manager		
Approved by:	Cllr Tuckwell – Cabinet Member for Planning, Housing and Growth		
Version Number:	1.01		

## **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 سے ٹیلیفون 277 01895 پر رابطہ کریں 308

Urdu translation.

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ 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