

Havering High-Rise Building Resident Engagement Strategy 2024 to 2026



Havering
LONDON BOROUGH

Leader foreword



“We look forward to building on the work we already do with our communities as they are imperative in helping our borough be the best place it can be.”

**Councillor Ray Morgon,
Leader of Havering
Council.**

Welcome to Havering’s High-Rise Building Resident Engagement Strategy, a key component of our commitment to fostering safe, secure, and connected communities. Developed in line with the Building Safety Act 2022, this strategy places residents at the heart of safety initiatives for high-rise living.

The Building Safety Act 2022 sets a benchmark for managing fire and structural safety in high-rise buildings, reinforcing the need for collaboration between landlords and residents. This strategy reflects our commitment to ensuring that you, as residents, are informed, empowered, and actively involved in creating a safer living environment.


Our goal is to provide clear pathways for participation, transparent communication, and accessible resources to help you engage with building safety matters effectively. Together, we can ensure that our high-rise buildings remain safe, welcoming, and resilient for all residents.

Why do we want to engage with you?

Following the tragedy at Grenfell in June 2017, the UK Government commissioned the ‘Independent Review of Building Regulations and Fire Safety’ led by Dame Judith Hackitt. From this review came the ‘Building a Safer Future’ report which has led to a new building safety regime for all high-rise residential buildings. High-rise buildings are defined as buildings that are 18 meters or seven storeys, and the Council has 15 high-rise buildings.

The Building Safety Act 2022, which came in to force in April 2022, is the main piece of legislation that governs the new safety regime and represents a significant step forward in safeguarding residents, addressing potential risks, and promoting a secure living environment for everyone within the community.

The purpose of this strategy



This strategy is built around four primary objectives to ensure resident engagement and safety are prioritised:

Empowerment

Equip residents with the tools, knowledge, and opportunities to contribute to building safety decisions and express concerns.

Participation

Encourage active involvement through inclusive and accessible pathways tailored to resident's preferences.


Resident interaction

Build strong, two-way communication channels that prioritise transparency, collaboration, and responsiveness.

Information accessibility

Ensure that all residents can access safety-related information in formats that meet diverse needs and preferences.

What does this mean for residents?




This strategy offers you a greater say in the safety of your home. Key benefits include:

- Access to detailed safety information about your building.
- Regular updates on building safety measures, procedures, and assessments.
- The opportunity to raise concerns, provide feedback, and contribute to safety decisions.
- Inclusion in discussions about significant projects, such as fire safety improvements and planned maintenance.

Our aim is to empower every resident to feel confident, informed, and involved in maintaining a safe living environment.

Which buildings are covered by this strategy?



Name of tall building	Location	Description
Overstrand House Parkview House Uphavering House	Hornchurch	These three buildings have 13 or more floors and are serviced via a single staircase – this being the entrance and exit.
Highfield Towers	Collier Row	This building has 16 floors and is serviced via a single staircase – this being the entrance and exit.
Kiplin Towers Dryden Towers	Harold Hill	These two buildings have 15 floors are serviced via a single staircase – this being the entrance and exit.
Edinburgh House Elizabeth House Mountbatten House Victoria House	Romford	These four buildings have 11 floors and are serviced via a single staircase – this being the entrance and exit.
Brooksmith Court Damselfly Court Silverfern Court	Rainham	These three buildings have seven or more floors and are serviced via a single staircase – this being the entrance and exit.
Riverbank Court Maylards Court	Hornchurch	These two buildings have eight or more floors and are serviced via a single staircase – this being the entrance and exit.

Like your flat, the staircase to your block is protected to prevent fire spreading. It is important stair wells are kept free from any obstruction as these will prevent residents evacuating and the fire brigade entering in the event of a fire.

Your block is designed to contain a fire where it started, the flats are separated, fire-boarded and have graded fire doors to support this.

There is a 'stay safe' approach in your block, agreed with the London Fire Brigade. This means if there is a fire in any part of the block, you should stay within your home for as long as you feel safe.

Annual assessments are also carried out by an independent Fire Risk Assessor.

We have contacted every household in your block to find out about their personal circumstances, such as mobility or health needs. In the event of a fire, this will help us identify who needs additional help. It is important you keep us updated if your circumstances change.

Our aims and how we will get there

To meet the objectives of this strategy, we will:

- Promote active resident engagement in all building safety matters.
- Provide clear and accessible building safety information.
- Consult residents on key safety decisions, particularly those affecting their homes or living conditions.
- Act on feedback received through engagement to improve decision-making.
- Regularly review and update this strategy to reflect legislative changes and to respond to resident needs.
- Clarify the roles and responsibilities of residents in maintaining safety.
- Provide clear channels for reporting safety concerns or complaints.

By achieving these key aims, residents should feel empowered to play an effective role in ensuring their building is, and continues to be, safe.



Engagement with residents



Havering has a Building Safety Team who act as the main point of contact for all building safety matters. The team's role is to oversee and routinely check the safety measures, as well as to facilitate and promote resident engagement across our 15 high-rise buildings.

We recognise that residents may wish to be involved and provide feedback in a variety of ways, concerning different issues. We have a number of arrangements in place to allow views to be expressed in a collaborative, inclusive and convenient way.

Here are some ways residents can get involved with building matters:

Summer Family Fun Days

Resident Participation Panel

Local Estate Inspections

Housing Satisfaction Surveys

'Hot Topic' meetings

Subscribing to and reading the 'At the Heart' Housing bulletins

Attending borough events



To find out what's going on in your local area or to get involved with us, go to www.havering.gov.uk/housingvolunteers

Contact the Resident Engagement Team for more information on 01708 433420 or by emailing us at getinvolved@havering.gov.uk



How your views can be heard

Your voice is important, and we have created multiple channels for you to share your views:

- Periodic resident safety meetings (in-person, virtual, or hybrid formats).
- Estate walkabouts and drop-in sessions with the Building Safety Team.
- Online surveys and feedback forms.
- Direct contact with the Building Safety Team via email or helpline.

Email:

firesafetyproject@haverling.gov.uk

Telephone:

01708 434343

Ask for the Resident Safety Team

Website:

www.haverling.gov.uk

Information for tenants – Council Tenants – Resident Safety

Decisions that we will engage on

We will seek your input on critical building safety decisions, including:

- Improvements to fire safety systems.
- Structural upgrades and major repairs.
- Changes to evacuation protocols and emergency procedures.

For smaller-scale projects, such as repairing fire doors, we will consult on the timing and logistics to minimise disruption.

How we will provide information

Safety information will be shared through:

- Newsletters, leaflets, and online updates.
- Fire action notices in communal areas.
- The Twinnedit Resident Interaction Interface, offering detailed digital building safety data.

Information will be provided in accessible formats, such as Easy to Read, large print, or translated versions, to ensure inclusivity on request.

Any feedback provided by residents will be directed to the Building Safety Team who will make sure it is passed on to the relevant teams for their review.



Consultation on building safety decisions

We will consult residents on significant matters, such as:

- Fire Risk Assessments and associated remedial work.
- Safety improvement projects impacting communal areas or access.
- Changes to evacuation plans or emergency preparedness measures.

Urgent safety actions will be implemented immediately to ensure resident safety, with consultation occurring afterwards, as necessary.

Arrangements for urgent matters

In emergencies, we will:

- Notify residents promptly through emails, text messages, and loudspeaker announcements.
- Implement temporary safety protocols in collaboration with the emergency services.

Keeping records and reviewing the strategy

We will maintain detailed records of all consultations, feedback, and actions taken. This strategy will be reviewed at least every two years to ensure it remains effective and aligned with legislative requirements.

How to report a building safety issue or complaint

Residents can report safety concerns via:

- The Building Safety Team:
firesafetyproject@haverling.gov.uk
- The Repairs Team: **01708 434000**
- Emergency hotlines for urgent issues.

Unresolved complaints can be escalated to the Building Safety Regulator.

Commitment to continued engagement

We remain committed to fostering a culture of safety, collaboration, and trust. By engaging with residents and incorporating your feedback, we can create a safer, more inclusive community. Together, we can ensure that high-rise living is secure, welcoming, and responds to everyone's needs.