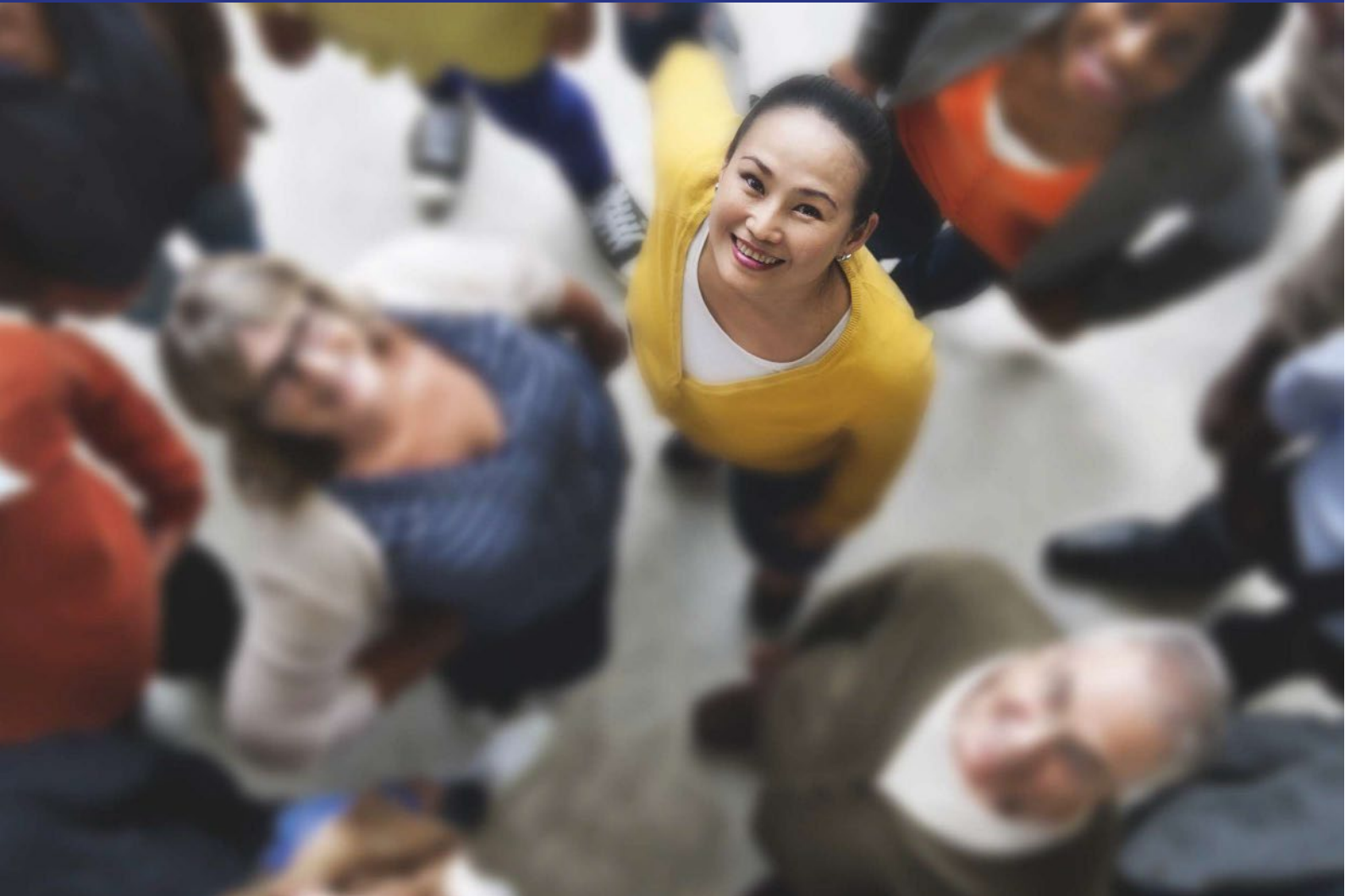


Havering High-Rise Building Resident Engagement Strategy 2025 to 2027



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 stair- case – 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 stair- case – 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

Arrangements for obtaining and taking account of the views of relevant persons

Arrangements for obtaining views

How London Borough of Havering gathers opinions, feedback, or input from people who are affected by or have an interest in a decision.

Methods include:

Surveys or questionnaires

Public consultations or meetings

Written submissions or reports

Interviews or focus groups

Taking account of views

Ensuring that once collected, these opinions are genuinely considered in decision-making, policy formulation, or planning.

This may involve:

- Documenting the feedback received
- Analysing the feedback systematically
- Adjusting proposals, policies, or actions based on the input
- Reporting back on how views influenced decisions

Relevant persons

People or groups who have a legitimate interest in the issue, e.g.

Stakeholders (employees, contractors, or community members)

Experts or advisors

Individuals or groups affected by a decision (e.g., residents near a development project)



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.



Informing Residents of Building Safety Decisions



London Borough of Havering takes a risk-based approach to building safety decision-making. We are committed to transparency and will clearly explain how stakeholders, particularly residents, owners, or occupants views have been considered.

We will ensure that the outcomes of important decisions affecting occupants, with a particular focus on residents, are communicated in a suitable way.

Residents will be informed about:

Planned Works

When works resulting from a building safety decision will be carried out and the purpose of those works.

Impactful Works

When works last more than one day, limit access to any part of the building, or cause a nuisance (unless it is emergency work).

Decision Information

The details of decisions relating to the management of the building.

Consultation Aspects

The specific aspects of decisions that residents will be consulted on.

Feedback Arrangements

How residents' views will be obtained and considered in the decision-making process.

Participation Effectiveness

How the appropriateness and effectiveness of methods for promoting resident participation will be measured and reviewed.

Providing Information to Residents

We are committed to ensuring that residents in each high-rise residential building have access to the information they need to understand the measures that keep their building safe. Residents can also request additional, more detailed information about the safety measures in their building.

Information We Will Provide

We will provide information about:

Roles, responsibilities, and contact details of people responsible for safely managing the building

Measures to prevent and reduce building safety risks

How residents can reduce fire risks in their flats, e.g., not storing flammable materials

How residents can report fire risks or raise building safety concerns

How residents can inform us if they may be at greater risk from fire and may not safely evacuate

Actions residents should take in the event of a fire

Results and outcomes of regular fire and building safety checks

Roles and responsibilities of residents in maintaining safety

Any mandatory occurrence investigations and reports

Information We Will Provide on Request

Some residents may wish to access more detailed information about their building's safety. Residents can request:

The fire strategy for the building

The fire risk assessment for the building

The fire risk assessment of the external walls

Structural assessments

Details on how we manage building safety measures, including frequency of maintenance for fire safety systems and lifts

Measures to prevent fire or safety risks from spreading within the building

Information about planned or historical changes relevant to building safety

Providing Information to Residents

Accessible Formats

We will provide information in formats that are easy to understand and will make reasonable adjustments for residents with additional needs, such as:

Preferred language
Large print documents
Braille or other accessible formats

Residents may designate an advocate, representative, or carer to request information on their behalf. Please inform us of any specific requirements when making a request.

How We Will Provide Additional Information

Where possible, requested information will be provided in the resident's preferred format. We will aim to provide information digitally first, but alternative formats will be made available when required.

NB: you will also need to include how information can be requested and timescales for responses e.g.

Response Times for Information Requests

Within 10 working days, we will:

Provide the requested information

Specify a timeline for when we can provide the requested information, if immediate provision is not possible


Explain the reasons for any inability to provide the requested information

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.

Where consultation is appropriate we will



Discuss the type of work being undertaken, any disruption it may cause, and how the disruption will be mitigated to minimize the impact on residents.

Provide details of when the work will take place to help residents plan accordingly.

Ensure residents' responses during consultation are considered by the Principal Accountable Person (PAP), and all reasonable steps are taken to maintain resident safety during the works.

Fully explain essential maintenance, structural maintenance, and fire safety measures, using each resident's preferred communication method.

Clearly define consultation periods, explain how residents can provide feedback, and outline how their input will be addressed during and after the work.

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.

Mandatory Occurrence Reporting System



The mandatory occurrence reporting system has been integrated into the company's Health and Safety Policy and communicated to all responsible persons within the London Borough of Havering.

This procedure is also aligned with the company's accident reporting process.

Details of the mandatory reporting procedure have been shared with tenants through the regular communication channels outlined in this strategy.

The process is monitored and maintained by the Resident Safety and Compliance Team, who:

Assess each report to ensure it meets the criteria for a mandatory occurrence.

Acknowledge receipt of the report.

Investigate where required.

Provide feedback to the reporting party on the outcome of the investigation.

The system enables supporting evidence and correspondence to be linked directly to each report, ensuring thorough documentation.

All records are stored and retained in accordance with the company's data retention policy.

Action Plan Monitor Measure and Review

An action plan will be created based on the priorities and themes outlined in this strategy. Development will involve residents and other key stakeholders to ensure it reflects their perspectives.

Reviews of the action plan will be conducted at regular intervals.

Monitoring Progress

An established group of residents will monitor progress toward delivering the action plan on an annual basis.

This monitoring relies on active resident engagement. If resident involvement is low, communication will still occur through the Twinnedit system, providing updates on:

- Building safety actions
- Overall progress on the action plan
- Feedback and Learning

A system will be put in place to record resident feedback on engagement and project delivery.

Case studies will be used to highlight positive outcomes and identify areas for improvement.

Dynamic Action Plan

New actions will be added to the plan throughout the strategy's lifespan in response to:

- Changes in external factors (e.g., legislation)
- Opportunities for improvement or innovation

All additions will be managed to ensure alignment with the strategy's key themes.

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.

How We Listen, Learn, and Improve

Accessible Staff

Residents have access to a range of staff members to raise concerns or provide feedback. Building safety is considered everyone's responsibility, and all staff play a role in acting on what residents communicate.

Data-Driven Improvements

Monthly fire reports are analysed to identify trends and proactively reduce or eliminate further incidents.

Resident Engagement in Inspections

Residents are invited to participate in regular block inspections to provide input and observe building safety measures first hand.

Community and Local Relationships

Staff actively attend local tenant or resident groups, committees, and public meetings.

Key messages are shared, and feedback is responded to promptly to ensure ongoing communication and trust.