

## **Ridgmount Gardens building safety: Resident Engagement Strategy (Draft July 2024).**

### **Introduction**

This document outlines the resident engagement strategy for Ridgmount Gardens. Our commitment is to ensure the safety and well-being of residents by actively involving you in building safety decisions. This strategy is designed in accordance with the guidelines set forth for principal accountable persons and accountable persons, emphasising transparency, inclusivity, and collaboration.

The purpose of this strategy is to detail the mechanisms through which residents and owners of residential units at Ridgmount Gardens, will be engaged in decisions related to building safety. This includes the management of the building, the management of building safety risks, and any other decisions that fall under the responsibilities of The Bedford Estates.

### **Strategy aims**

The aims of this strategy are to ensure all residents:

- feel safe in the building in which they live
- know how to easily report any problems about their home or any part of the building which may impact on their or their neighbour's safety
- know what to do in the event of an incident in the block where they live.
- have a clear understanding of our responsibilities as a landlord, and their responsibilities to ensure their homes remain safe
- are aware of the ways in which they can get involved and influence building safety and the services to Ridgmount Gardens
- know what we are doing in response to their feedback
- are effectively communicated with in a way that residents themselves find accessible and easy to understand
- know how to make a complaint if feel their concerns are not being listened to
- are informed about building safety decisions, including the nature of the work, the timeline, and the entities responsible for execution. Information will vary depending on the type of decision and level of impact, however – examples include: safety updates; maintenance and repair; building safety/ risk assessments; changes to emergency contact Information; policy changes and updates; construction and development news.

### **Background**

We are responsible for managing and maintaining Ridgmount Gardens, a high-rise mansion block of flats, containing 149 homes.

There is a mixture of tenures, from long leases (118) to residential tenancies (31) – which are flats owned directly by The Bedford Estates.

### **How we will share information**

We will continue to share information in a variety of ways, including:

- direct hard copy communication (letters and newsletters),
- via text messages and email, including an email bulletin for all residents at least four times a year.
- on our residents portal (to be launched later this year - 2024)

- communal noticeboards
- Communication will be made accessible to all residents, with options for different languages (where possible) and large text formats upon request

**We will also:**

- share building safety and fire prevention advice provided by London Fire Brigade, as a trusted source of information
- share information with any tenants and residents
- hold meetings with residents, making use of The Bedford Estates office.
- include a summary of activity linked to building safety within our annual report for all residents

**Our commitments for the next year**

In the year ahead, we will commit to:

- improving the information residents receive about the management of Ridgmount Gardens in line with feedback from the survey of residents
- using more 'easy-read' communication, combining short, jargon-free sentences with simple, clear images to help explain the content
- trialling the use of a new residents portal
- an annual building safety newsletter
- further engagement with residents including leaseholders to better understand their communication requirements and preferences
- giving more feedback to residents to demonstrate how we've listened and responded to complaints or comments from Ridgmount Gardens residents
- sharing the Building Safety Case for your block, sharing key messages and where you can find more information on building safety information about your block
- improve our learning from complaints, with more analysis of complaints from Ridgmount Gardens residents to identify any issues or trends
- review the role of 'block champions' with input from residents and block champions themselves
- evaluate and publish the outcomes of resident involvement in building safety - reporting this to residents.

**Advice and support for residents**

We will give practical advice and support to raise awareness of building safety, by continuing to:

- provide residents with a fire safety advice at the start of their tenancy
- carry out tenancy visits on a priority basis.
- display Fire Action Notices throughout all buildings
- communicate with residents in a variety of ways to ensure support (and access) for flat entrance door inspections.
- promote key messages about safety, waste removal, repairs, and who to contact, in block noticeboards
- make sure that when undertaking any major works all relevant health and safety aspects are prioritised and that residents are aware of any safety issues that relate to the work concerned

- provide fire safety advice on our tenant portal
- make referrals for vulnerable tenants to London Fire Brigade for home safety checks

### **How we listen, learn and improve**

We will:

- have a range of staff residents can speak to - building safety is everyone's responsibility. All staff have a role to play to ensure we act on what residents are telling us
- engage with residents locally by inviting residents to quarterly block inspections
- build local relationships by attending any local tenants or residents' groups, committee or public meetings, sharing key messages and responding to any feedback
- connect with local ward members and partners on community safety, environmental and other issues

### **Measuring engagement**

- The effectiveness of this engagement strategy will be assessed through the level of active participation – including the number of responses to correspondence, surveys and/or attendance at meetings.
- Regular reviews will be conducted to adapt and improve our engagement methods, ensuring high levels of satisfaction and participation.

### **How will we review this strategy**

During the year we will share this strategy with residents so that it can be improved further with resident input, along with helping define and prioritise actions in the supporting action plan.

The strategy will be reviewed every year, following consultations, or after significant building alterations.

### **What if things go wrong and how you can influence what we do**

If there is anything not right about your home or block, we want you to tell us.

We take building safety seriously and have created a dedicated Building Safety Team. In addition to this team an Accountable Person has overall responsibility to manage building safety risks to keep residents safe.

If you have any questions or concerns about fire or building safety, you can email [info@bedfordstates.com](mailto:info@bedfordstates.com).

### **Complaints**

If you feel we haven't listened and responded to your service request or feedback, you can make a complaint about our service.

You can make a complaint by email [info@bedfordstates.com](mailto:info@bedfordstates.com) or phone 020 7636 2885. Your complaint will be given to the Residential Team who will contact you to discuss so we understand your complaint fully.

Complaints for all residents are handled in line with our complaints policy.

## **Privacy Policy**

The Bedford Estates Privacy Policy (which can be found at <https://www.woburn.co.uk/privacy/> or on request from The Bedford Estate ("the Policy")) sets out how The Estate may process personal data relating to the Resident and/or the Resident's representatives and the Resident shall make any representatives acting on its behalf aware that The Bedford Estates may process their personal data for the purposes set out in the Policy.

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