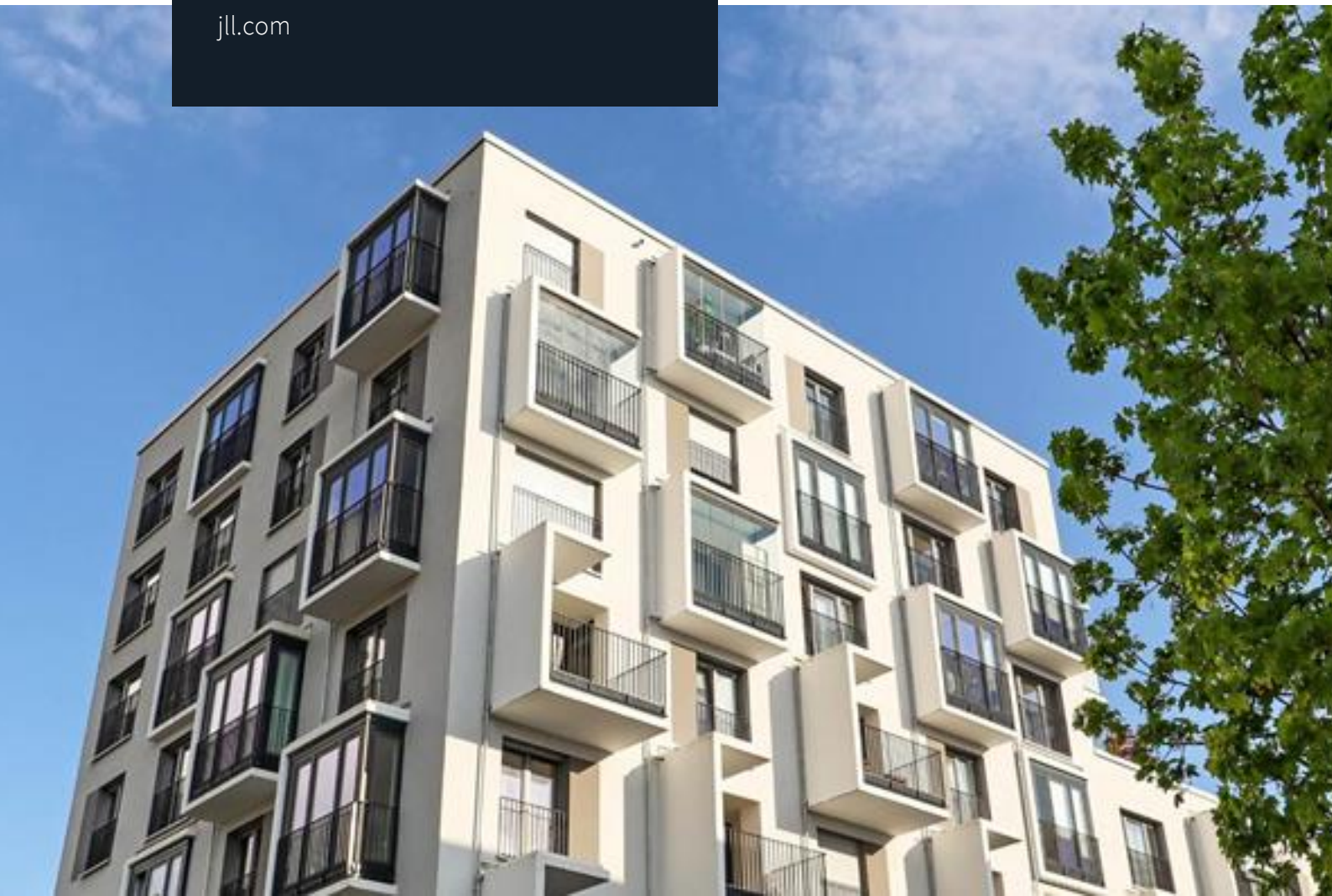


Resident Engagement

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Resident Engagement Strategy for Building Safety

Introduction

Building safety is a collaborative effort involving landlords, managing agents, residents, and stakeholders. This Resident Engagement Strategy outlines our approach to ensure that all residents are well-informed about building safety and understand the process for reporting any concerns. Our commitment is to comply with the statutory requirements under the Building Safety Act and associated regulations and guidance. This strategy outlines the steps for involving residents, as well as residential unit owners and leaseholders, in building safety decisions. Engagement will occur through regular meetings, surveys, and a dedicated online portal.

Role Responsibilities

The Principal Accountable Person (PAP) has the legal obligation for the safety, maintenance, and management of the building. In the case of The Hub the freeholder/landlord, Scottish Widows Property Authorised Contractual Scheme fulfills this role. JLL, as the managing agent, carries out the day-to-day management of The Hub's safety. While managing agents do not have the same legal obligations under the Building Safety Act, JLL will support the implementation of this Resident Engagement Strategy and ensure legal compliance.

Objectives

Our objectives for this strategy are as follows:

1. Safety and Security: Ensure residents feel safe and secure in their living environment.
2. Reporting Procedures: Educate residents on reporting safety concerns promptly.
3. Incident Response: Ensure residents understand appropriate actions to take during incidents.
4. Awareness of Duties: Inform residents of their responsibilities in maintaining building safety.
5. Participation Opportunities: Provide residents with opportunities to influence safety measures and services.
6. Communication Effectiveness: Deliver clear and accessible communication to residents.
7. Complaint Handling: Provide a clear procedure for lodging complaints and addressing concerns.

Our Commitment

In our commitment to implementing this strategy effectively, we pledge to:

- Foster Trust: Uphold openness, honesty, and transparency in our actions to build trust among residents.
- Communication Accessibility: Recognize and accommodate diverse communication needs and preferences.
- Clear and Timely Communication: Deliver information through appropriate channels and methods.

- **Effective Response:** Actively listen to residents, respond to concerns, and use feedback to enhance services.
- **Inclusive Engagement:** Engage with all residents for individual and collective safety concerns.
- **Continuous Improvement:** Regularly review and improve the strategy based on resident input.

Information Sharing Approaches

To ensure all residents are well-informed, we will employ a variety of methods to share information:

1. **Direct Hard Copy Communication:** Distribute leaflets and newsletters for tangible updates.
2. **Digital Communication:** Send regular updates via text messages, emails, and a dedicated online portal.
3. **Online Presence:** Maintain an informative and engaging online portal for easy access to information.
4. **Communal Noticeboards:** Utilise noticeboards in common areas for timely announcements and updates.

Advice and Support for Residents on Building Safety

To promote resident awareness and safety in high-rise buildings, we are committed to providing practical advice and support through the following initiatives:

- **Fire Safety Information:** Proactively provide accessible fire safety information to residents.
- **Personal Emergency Evacuation Plans (PEEPs):** Offer guidance for emergency evacuation plans for residents upon request.
- **Fire Action Notices:** Display fire action notices prominently throughout the building.
- **Effective Communication:** Utilise various methods to communicate with residents.
- **Safety Guidance:** Prioritise safety in building works and inform residents of safety concerns.
- **Referrals and Support:** Make necessary referrals to the Fire and Rescue Service for vulnerable residents.

Listening, Learning, and Improvement in Building Safety

Our commitment to building safety involves a continuous process of listening, learning, and improvement. To achieve this, we will:

- Regularly review reports, inspections, and risk assessments to reduce risks.
- Conduct yearly surveys to evaluate the effectiveness of communication and understanding.
- Hold resident meetings to address building safety as an agenda item.
- Establish clear procedures for reporting incidents.
- Actively seek feedback and address residents' needs and concerns.

Measuring our Success

We will gauge the effectiveness of our actions and commitments through systematic evaluation in two key areas:

- Resident Satisfaction Levels: Evaluate overall satisfaction with building safety measures and communication.
- Building Safety Performance: Measure compliance with safety standards, effectiveness of staff training, and timely emergency response.

Strategy Review Process

We have established a comprehensive review process to ensure the effectiveness of our strategy:

- Seek resident input throughout the year to refine and enhance the strategy.
- Regularly review and consult with a competent support partner to comply with statutory requirements.
- Conduct annual audits to ensure effective systems and procedures.

Addressing Concerns and Complaints

We encourage residents to inform us immediately of any safety concerns. If residents have any questions or concerns regarding fire or building safety, they can reach out to the designated contact.

The Hub Team: 02073187859 / 07545046152

On Email: PortfolioManagement@jll.com

Or Via the The Hub App

If you wish to raise a formal complaint you can find our complaints procedure [Here](#)