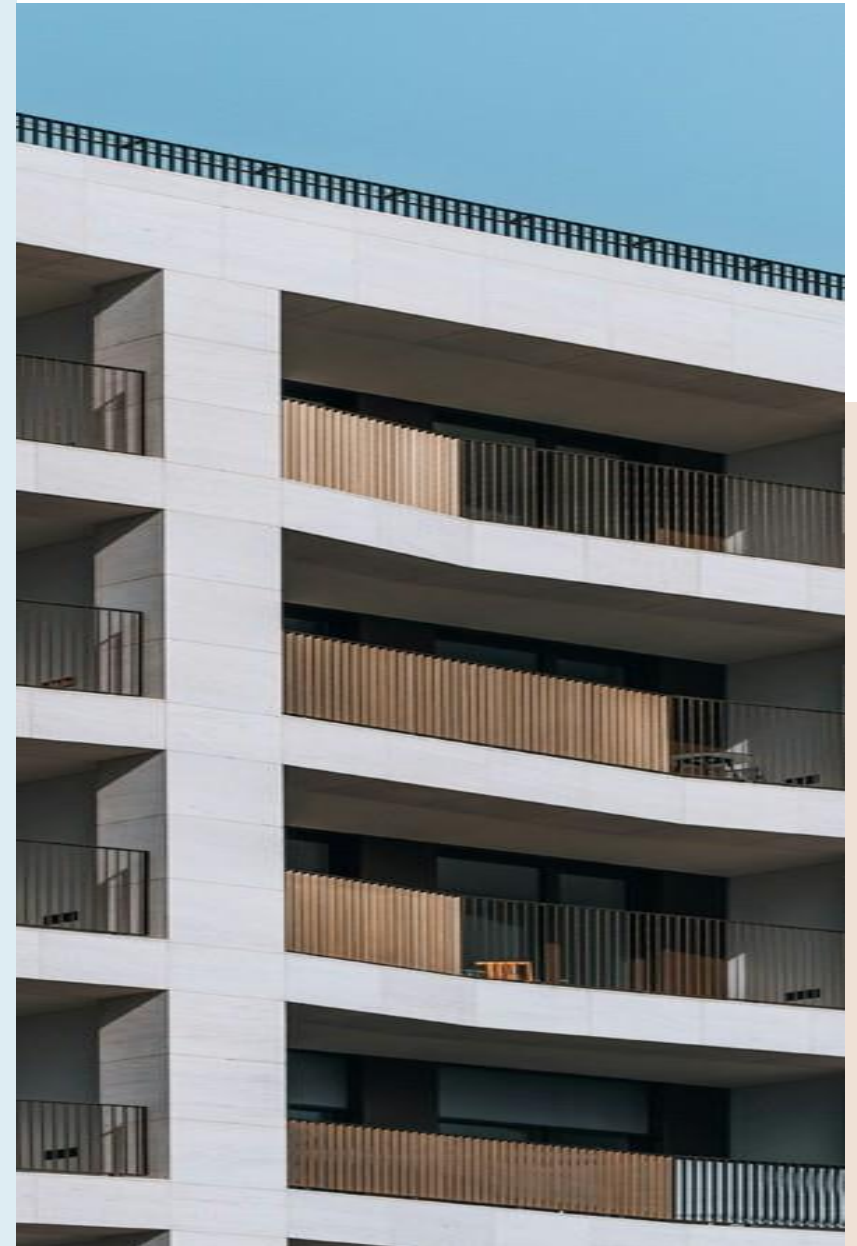


Building Safety

Resident Engagement Strategy

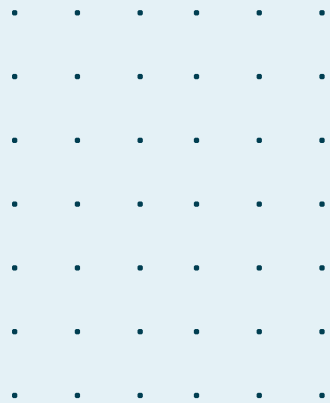
April 2025



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Introduction



Who is this document for?

This strategy outlines the process for involving residents aged 16 and over, as well as residential unit owners and leaseholders, in building safety decisions. Engagement will take place through regular meetings, surveys, and a dedicated online portal where upcoming decisions will be detailed, and feedback can be submitted.

Building safety is only achieved through a collaborative effort, where Landlords, Managing Agents, Residents, and other stakeholders each contribute to upholding the safety and wellbeing in every block.

This Resident Engagement Strategy outlines our approach to guarantee that all residents are well- informed about building safety and understand the procedures for reporting any building safety concerns to us. It is our ongoing commitment to fulfilling the statutory requirements under the Building Safety Act and associated regulations and guidance.



Role Responsibilities



As defined under the Building Safety Act, the Principle Accountable Person (PAP) has the overall legal obligation for the safety, maintenance and management of a building.

As the managing agent at Trillium Heights and Goldfinch House, JLL take on the daily responsibility of managing the safety of the site, including this Resident Engagement Strategy.

JLL will ensure this engagement strategy is maintained, followed and reviewed regularly. Records of each review will be kept to trace the evolution of the strategy and adherence to legal obligations.

Ongoing resident engagement is key to the maintenance of a safe living environment, and we will ensure that we regularly communicate with owners and residents regarding the management of safety at the building.

The strategy includes methods for assessing resident participation, such as feedback forms and digital engagement metrics. Reviews will be conducted annually, with interim reviews following significant building safety events.

At Trillium Heights and Goldfinch house, all tenancies are Assured Shorthold and there may be residents who first language is not English. In our engagement with leaseholders and residents, we will tailor our communication to ensure our engagement is as accessible as possible.

In managing and storing residents' personal information, the strategy complies with GDPR requirements. Data will be handled securely, with transparency on its use, and residents will be afforded control over their information.

Planned safety measures

During your occupancy, we will conduct various activities aimed at ensuring the overall safety of buildings, adhering to legal requirements and industry standards.

These planned activities encompass:

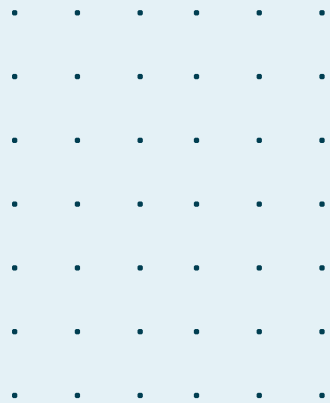
- Carrying out fire risk assessments
- Inspecting communal and individual fire doors
- Checking firefighting equipment
- Conducting electrical installation condition reports
- Carrying out thorough examinations and maintenance visits for lifts
- Performing gas servicing and safety checks (if applicable)

Strategy Objectives



The objectives of this strategy are designed to ensure that all residents:

- Feel a sense of safety and security within the buildings they live.
- Are knowledgeable about processes for reporting any issues that could affect their own or their neighbours' safety.
- Understand the appropriate actions to take during incidents.
- Have a comprehensive understanding of our duties and their own responsibilities to maintain the safety of their building.
- Are informed about opportunities to participate and influence both the building safety measures and the services provided.
- Are aware of the actions we are taking in response to their input and feedback.
- Receive effective communication in a manner that is accessible and easy for them to understand.
- Know the procedure for lodging a complaint should they feel their concerns are being overlooked.

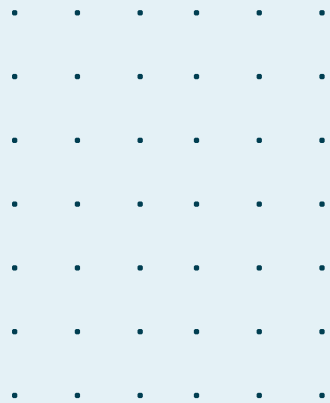


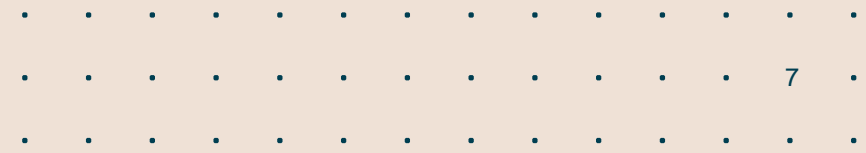
Our Commitment



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

- Foster Trust: Uphold openness, honesty, and transparency in our actions to build trust among residents.
- Communication Accessibility: Recognise and accommodate diverse communication needs and preferences.
- Clear & 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.





Enhanced Communication and Engagement

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

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

Additionally, we are committed to:

1. Collaborating with the Fire and Rescue Service to keep you updated on building safety and fire prevention.
2. Providing information in various formats and community languages upon request.
3. Organise meetings in communal spaces or online for direct resident engagement.
4. Working with block champions and other interested residents to further spread key safety messages throughout the community.
5. Including a comprehensive summary of building safety-related activities in our annual report to keep all residents informed of our ongoing effort.

We are dedicated to continually improving our communication and engagement strategies with residents. Our commitments include:

- Enhancing Information Quality: Actively improving the information provided to residents about the management of your building, specifically incorporating suggestions from resident surveys.
- Simplified Communication: Utilising 'easy-read' formats that combine concise, jargon-free language with straightforward, clear imagery to aid understanding.
- In-depth Resident Engagement: Engaging more closely with residents to better understand their communication needs and preferences.
- Digital Access to Safety Information: Exploring options for residents to access building safety information and updates for their specific block online.
- Responsive Feedback: Providing more feedback to residents to show how their comments and complaints are being addressed and integrated.
- Sharing Positive Developments: Regularly communicating positive news about improvements to your building in terms of safety.

Consulting on Building Safety Decisions

In line with the Building Safety Act 2022, residents will be consulted on key building safety decisions that affect:

- Fire safety measures: Such as changes in alarms, sprinklers, and escape routes.
- Structural integrity works: Repairs or modifications that ensure the buildings stability.
- Maintenance or major renovations: Any work that affects safety measures or the living environment.
- Implementation of new safety protocols or policies: For example, changes to evacuation procedures or safety regulations for residents.

Not all decisions need consultation: Exemptions may include:

- Emergency safety work: If immediate action is required to address a serious risk, consultation might not be possible.
- Decision mandated by law or regulation. Certain safety standards or repairs mandated by external bodies (e.g. fire service orders) may not be subject to resident consultation.

Planned safety remedial project works

- We'll keep you informed about any upcoming safety work planned in your building.
- During the planning phase, we'll collaborate with you, gather your opinions on the proposed work, and listen to any concerns or feedback you have.
- Throughout the project, we'll maintain open communication channels for your feedback, both prior to, and after, completion.

We will maintain ongoing communication with residents on improving building safety and preventing risks. Our goal is to help you feel confident in your understanding of building safety, so that you can actively participate in discussions regarding your building.

When implementing building safety measures, we will consult with you about:

- The reasons behind the work
- The schedule for the work
- The expected duration of the work
- Areas of the building affected by the work
- Who will carry out the work
- Understand when would be the best time to carry out the work to limit disruption.

Where works taking place for a period of more than one day arising from a building safety decision will limit access to any part of a building, or otherwise cause a nuisance to residents, we will consult with you about:

- i. the days and times when works are to take place, and
- ii. how to mitigate disruption to relevant persons from the works, unless works are required to commence on an emergency basis, and it would be impracticable to consult relevant persons.

We will engage with residents through:

- Postal, verbal, and digital surveys to gather feedback

Information Sharing

Information we will share:

- Key information about the building
- Process for requesting information or document copies, including reasons for any declined requests
- Summary of the latest fire risk assessment for each part of the building upon request
- Overview of the safety case report
- Procedures for reporting building safety concerns, including using the complaints system
- Mandatory occurrence reporting process
- Evacuation procedures for the building
- Locations of fire safety features like escape routes, fire doors, alarms, and emergency equipment
- Details about the PAP (Principal Accountable Person) for the building and their representatives
- Information about other APs (Accountable Persons) responsible for the building's safety
- Contact information for the Building Safety Regulator (BSR) and responsible persons (RPs) under the Fire Safety Order.
- Key contact details including name, telephone number, email, and postal address
- Results and outcome of regular fire and building safety checks and inspections on request

Information we will not share:

We are dedicated to ensuring that building safety information is transparent and available to residents whenever possible. However, there may be instances where we are unable to share information due to restrictions on its disclosure or where it could compromise:

- An individual's privacy
- The safety of other residents

We will provide requested information in the resident's preferred format whenever possible.

We strive to make information easy to understand and will make reasonable adjustments for specific needs, such as a preferred language, large print, or braille. Residents can designate an advocate, representative, or carer to request information on their behalf. Please inform us of any specific requirements when making an information request.

Advice & 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.

- Proactively provide residents with accessible fire safety information of their building. This will be available to all residents throughout their period of occupation, via the online portal. The information will include, but will not be limited to, the importance of fire doors, how to report a fire, a reminder of the evacuation strategy for their building and any other instruction or information that informs residents what they must do once a fire has occurred - based on the building's evacuation strategy.
- Offering guidance for Personal Emergency Evacuation Plans (PEEPs) to residents upon request.
- Displaying Fire Action Notices prominently throughout the building for increased fire safety awareness.
- Utilising various methods to communicate with residents, ensuring they have the necessary support and access for inspections and risk assessments e.g. flat entrance doors.
- Using block noticeboards to disseminate key information about building safety.
- Prioritising Safety in all building works and keeping residents informed about any related safety concerns.
- Providing accessible fire safety guidance and resources on our APP.
- Where necessary making referrals to the Fire and Rescue Service for home safety checks for residents who are vulnerable.

Mandatory Occurrence Reporting

Mandatory occurrence reporting (MOR) is a system where specific events and safety risks related to buildings, particularly high-risk buildings, are required to be reported to regulatory bodies. This system helps to improve safety by enabling learning from events and identifying potential issues before they escalate.

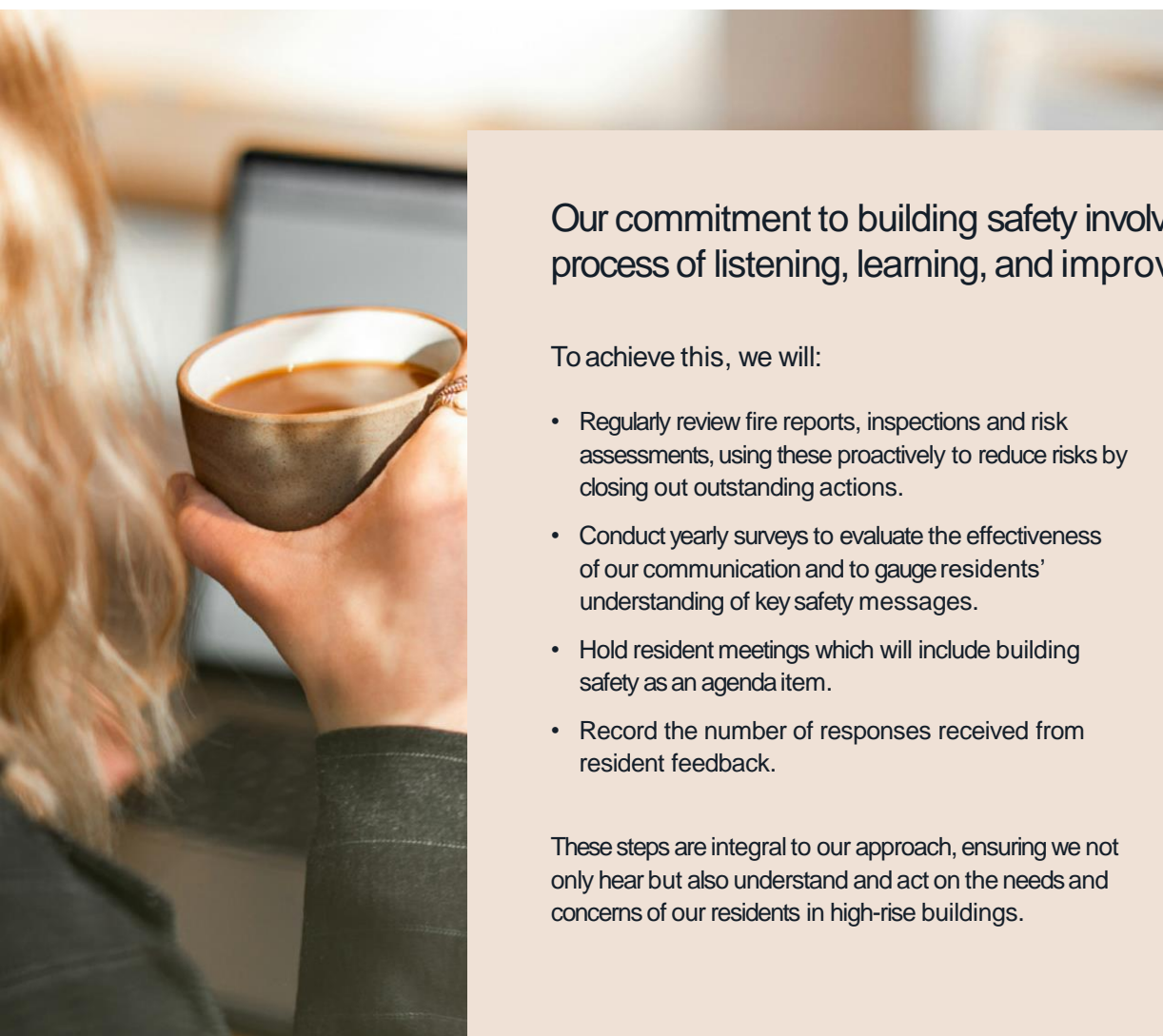
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A mandatory occurrence reporting system is in place which ensures the Principle Accountable Person is made aware of any relevant fire and structural safety issues called 'safety occurrences' when they occur. This aims to ensure the Building Safety Regulator can be notified of the same if and when required.

A 'safety occurrence' means an incident or situation relating to structural integrity issues, or the spread of fire. If an unremedied issue of this nature would likely present a significant risk of death or serious injury to a significant number of people, it would be considered a 'safety occurrence'. Incidents such as major failures of fire safety systems, a physical fire and identification of defective materials found within the building would be considered examples of a 'safety occurrence'.

The mandatory occurrence reporting will ensure that the Building Safety Regulator is made aware of any risks that could have a potential impact on the buildings fire and structural safety. It also is perceived that this will help to drive intelligence-led enforcement, promote a safety-conscious culture change, and improve safety standards and best practice across the built environment.

Listening, Learning & Improving



Our commitment to building safety involves a continuous process of listening, learning, and improvement.

To achieve this, we will:

- Regularly review fire reports, inspections and risk assessments, using these proactively to reduce risks by closing out outstanding actions.
- Conduct yearly surveys to evaluate the effectiveness of our communication and to gauge residents' understanding of key safety messages.
- Hold resident meetings which will include building safety as an agenda item.
- Record the number of responses received from resident feedback.

These steps are integral to our approach, ensuring we not only hear but also understand and act on the needs and concerns of our residents in high-rise buildings.

How will we measure success?

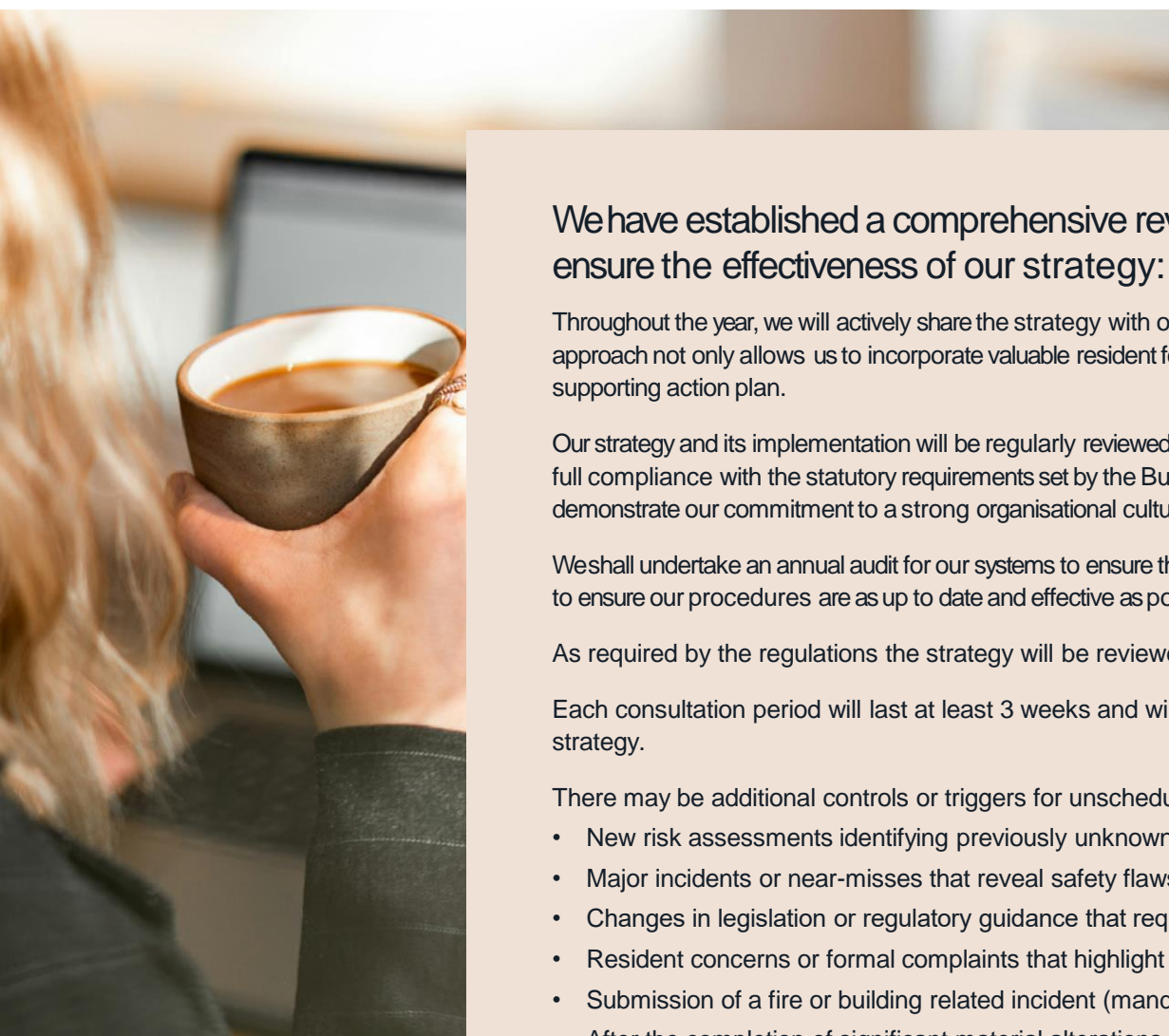
We will gauge the effectiveness of our actions and commitments through systematic evaluation in two key areas:

- 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.

Provision for the keeping of records of reviews:

- All reviews and outcomes of the RES are provided to Peabody and documented and stored on the Golden Thread module of their risk management module.

Strategy Review Process



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

Throughout the year, we will actively share the strategy with our residents, seeking their input to refine and enhance it. This collaborative approach not only allows us to incorporate valuable resident feedback but also aids in defining and prioritising actions within our supporting action plan.

Our strategy and its implementation will be regularly reviewed in consultation with our competent support partner. This is to ensure full compliance with the statutory requirements set by the Building Safety Regulator. Additionally, this process will help us demonstrate our commitment to a strong organisational culture that effectively responds to and incorporates residents' feedback.

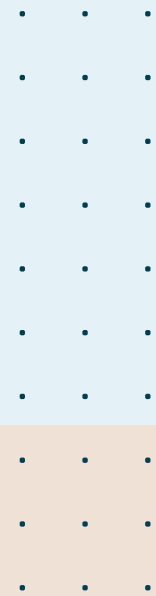
We shall undertake an annual audit for our systems to ensure that they are effective and functional, taking any learnings from these audits to ensure our procedures are as up to date and effective as possible.

As required by the regulations the strategy will be reviewed at least every 2 years and issued for consultation.

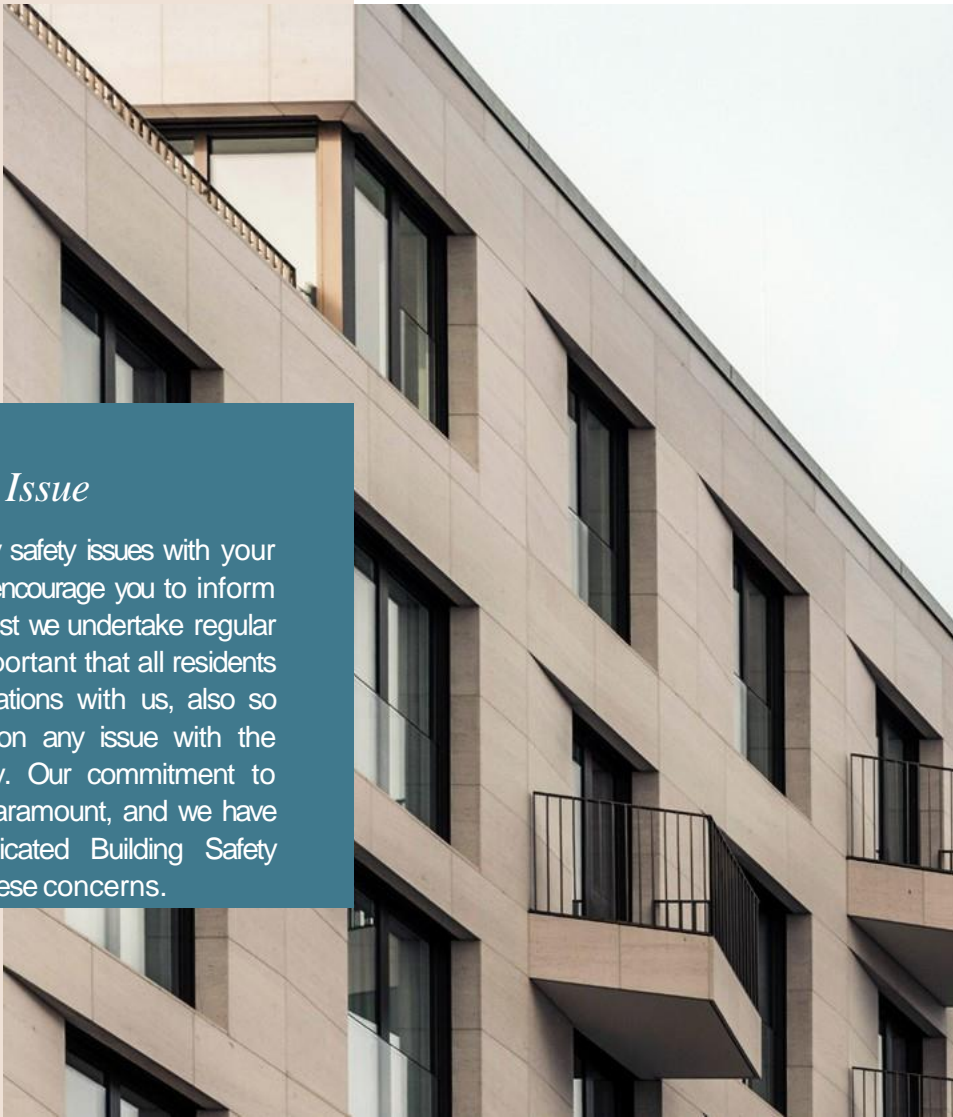
Each consultation period will last at least 3 weeks and will be carried out using all communication methods outlined in this strategy.

There may be additional controls or triggers for unscheduled reviews of this strategy, including:

- New risk assessments identifying previously unknown hazards.
- Major incidents or near-misses that reveal safety flaws.
- Changes in legislation or regulatory guidance that require updating the building's safety strategy.
- Resident concerns or formal complaints that highlight the need for immediate review.
- Submission of a fire or building related incident (mandatory occurrence report) to the Building Safety Regulator.
- After the completion of significant material alterations to the building.



Addressing Concerns and Complaints



Reporting an Issue

If you encounter any safety issues with your home or block, we encourage you to inform us immediately. Whilst we undertake regular inspections, it is important that all residents share their observations with us, also so that we may act on any issue with the necessary urgency. Our commitment to building safety is paramount, and we have established a dedicated Building Safety Team to address these concerns.

Please reach out with any inquiries or concerns regarding fire or building safety to:

Telephone Number: 07731991036

Email Address: Horizonse10@jll.com

Or via the HorizonSE10 App

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.

If you believe that we have not adequately addressed your service requests or feedback, we welcome you to file a complaint – please refer to our Building Safety Act complaints procedure which your designated site contact can provide.

If you still have concerns after you have reported a risk to JLL or building management team, you can contact the Building Safety Regulator [here](#)



Document Version History

Version	Amendment Details	Amended By	Date Issued
02	Document updated	Ashleigh Mead	14/05/2025
01	Document Introduced	John Coddington	01/04/2024

Thank you

About JLL

JLL (NYSE: JLL) is a leading professional services firm that specializes in real estate and investment management. JLL shapes the future of real estate for a better world by using the most advanced technology to create rewarding opportunities, amazing spaces and sustainable real estate solutions for our clients, our people and our communities. JLL is a Fortune 500 company with annual revenue of \$16.6 billion in 2020, operations in over 80 countries and a global workforce of more than 91,000 as of March 31, 2021. JLL is the brand name, and a registered trademark, of Jones Lang LaSalle Incorporated.

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