

RESIDENT ENGAGEMENT STRATEGY FOR CURO'S HIGHER-RISK BUILDINGS: SUMMARY

EVERY YEAR:

Safety information pack

Fire Risk Assessment



You said, we did

Curo & residents' responsibilities

How to report issues & get involved

Building contacts

Community consultation event

Curo teams incl safety experts on hand



Survey & feedback

Times to suit you

Home safety check & advice
(free for tenants & offered to leaseholders)



YEAR ROUND:

Safety campaigns

Through social media, emails, online, posters. With AFRS.

Statutory consultations and notifications

By letter.

Person centred fire risk assessments

Where we know someone's at greater risk from fire

CHANNELS WE'LL USE

Letters
Posters
Flyers
Email
E-newsletter
Website
Social media



Noticeboards

Fire Risk Assessment



Safety campaigns

Building contacts



MyCuro secure portal

Fire Risk Assessment



Report a concern

EASY WAYS TO REPORT CONCERNS & MAKE SUGGESTIONS:

In person to
Caretakers
Fire safety officers

Suggestion boxes

Phone, email, SMS,
Live Chat,
social media

MyCuro



Principle Accountable Person

who will record and make sure action's taken

OUR APPROACH

Who is this for?

All building residents 16+
Residents' associations/groups

We'll also engage:

Ward councillors
Avon Fire & Rescue

Accessible communication

All important communication offered in:
Large print
Braille
Audio
Sign language
Easy Read
Other languages



We'll consult formal groups

Residents' associations /groups

Oversight Group

Important contacts

Fire safety officers
Caretakers
Fire safety team



This is a visual summary of Curo's Building Safety Resident Engagement Strategy for higher-risk buildings. Read the full strategy at www.curo-group.co.uk/HRRB

