



Curo Building Safety Resident Engagement Strategy

Ballance Street, Bath

NOVEMBER 2024

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

EVERY YEAR:

Safety information pack



You said,
we did

Curo &
residents'
responsibil-
ities

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



Ballance Street

In November 2023 we arranged a face-to-face drop in event at your building, in partnership with Avon Fire and Rescue to give you the opportunity to talk to us about building safety. As no-one attended, and because of similar experiences at other buildings, we have decided to change the way we talk to customers about building safety.

Instead of holding separate building-safety specific events, we'll join with other events organised by Curo, or by one of our partners. We hope this will encourage more engagement.

We're exploring with the fire service whether they could hold a training exercise at Ballance Street. We've successfully carried out similar exercises at Berkeley House which not only prompted customers to come and speak to us, but also gave the fire service a chance to practise on site so they would be familiar with the building if there ever was a real fire.

In October we mailed everyone to ask about any issues people might have with getting out of their flats and if they had any other fire safety questions.

We also ran a paper and digital survey over the summer of 2024 to seek feedback in a different way.

Finally, in November 2024 we ran a Curo resident engagement event at Ballance Street that included building safety information and opportunities to feedback.

We explored the idea of a digital notice board in blocks but the cost plus the need for power and wifi meant we did not pursue this option. If you do want to talk to us about fire safety, you can get in touch with us either on our main number 01225366000 or via firesafetyteam@curo-group.co.uk

If you want to find out more about the rules that apply to your building, the Building Safety Regulator has information online. You can look at the information we hold for your building by searching their portal.

Your building registration information is:

1-69 and 82-87 Ballance St Bath BA1 2RP registration number HRB01200W0L6

Curo Building Safety Resident Engagement Strategy

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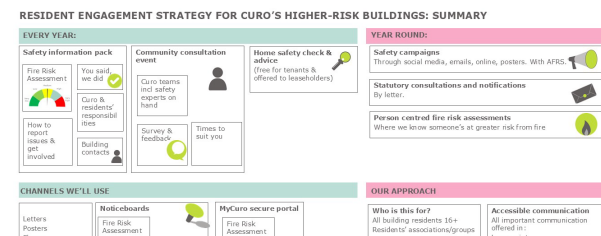
Version	Author	Date	Notes
1.1	T Battersby	13.11.24	Amended initial release based on results of year 1 roadshows and change of approach for face-to-face events to try to improve engagement levels. Added per building section.

Background

At Curo, the safety of everyone who lives in and visits the properties we own and look after is our highest priority. Following the tragic Grenfell Tower fire in June 2017 extensive reviews, recommendations and legislation have emphasised the need for better communication and engagement about safety with residents living in buildings. The National Housing Federation states:

"The Independent Review of Building Regulations and Fire Safety found that residents did not have a strong enough voice in the management of their buildings. The Building Safety Act requires that clear routes to resolve issues raised by residents about their safety are established, and residents have a chance to participate in decision making as well as have access to key building safety information."

The Building Safety Act 2022 requires us to produce a Building Safety Resident Engagement Strategy for all residents and homeowners living in buildings defined under the Act as 'higher risk residential buildings'.



A one-page visual summary of this strategy (pictured above) is available at www.curo-group.co.uk/hrrb

Objectives

This strategy sets out how we will make sure everyone living in Curo buildings defined in law as 'higher risk' is kept informed and able to participate in decision making about the safety of their building.

It describes how we will involve residents, listen to residents and act on residents' suggestions and concerns to keep homes as safe as possible.

As a legal duty under the Building Safety Act this strategy must meet the requirements below:

Requirements of this strategy

Under the Building Safety Act, this Building Safety Resident Engagement Strategy must:	How will we do this?
1. Describe the information that we'll provide residents about decisions relating to the management of their building.	<i>This information will include:</i> • <i>fire risk assessments (with summaries of actions)</i> • <i>notifications and consultations about building works, maintenance and any proposed changes to building management</i>
2. Say when residents will be consulted about those decisions.	<i>The <u>actions, commitments and opportunities below</u> outlines various ways we will consult and engage with residents in more detail, and when this will happen.</i>
3. Include arrangements for consulting with and finding out the views of residents.	<i>These are set out in the <u>actions, commitments and opportunities below</u>.</i>
4. Show how we will measure and keep under review the methods set out in this strategy.	<i>This is outlined in the <u>measuring and monitoring section below</u>.</i>
5. Be shared with residents and owners of flats who live elsewhere.	<i>We will share this strategy with residents and homeowners who are aged 16+ in a format that is accessible, clear and understandable. We will reshare this annually, highlighting any changes.</i>

Who is this strategy for?

- Everyone who lives in or owns a flat in Curo's higher risk residential buildings (HRRBs).
- Colleagues and contractors working for Curo who will play an important part in doing the things we say we'll do in this strategy.
- Other stakeholders who have a role and interest in your building and keeping you safe – for example local councillors, the fire service, the police and your local council.

Which Curo buildings are defined as higher risk residential buildings?

Curo owns three buildings that meet the Building Safety Act definition of higher risk residential buildings (HRRBs) because of their height. These are all in Bath:

- Berkeley House, Snow Hill, Bath.
- 1-69 Ballance Street, Lansdown, Bath.
- 30-81 Rosewell Court, Bath city centre.

Curo also owns apartments in Telephone Avenue and Royal Parade, Bristol. These are also classed as an HRRB, however we don't own or manage the building. We will work with the building's Primary Accountable Person to make sure they have their own Resident Engagement Strategy in place and that it is followed.

Equality, diversity and inclusion

We have carried out an Equality Impact Assessment to help us make sure that this strategy is meaningful and effective for all residents, whatever their needs, backgrounds or characteristics (for example ethnicity, sex, age, disability, religion or belief).

For each building, we will use survey data, tenancy audits, tenancy and lease sign-ups and other sources to help us understand whether there are any households, individuals or other stakeholders who may be at a greater risk from fire, or disadvantaged if information or engagement is not provided or offered in alternatives ways. We will act on this analysis to make sure we adapt our activities and opportunities to meet everyone's needs.

We will also make best efforts to know about all adults aged 16+ in each property so that we can meet our legal obligations to share this strategy with you. All data will be processed and looked after in line with data protection law.

Where we know that an individual needs information in a different format, we will make sure that important information is provided in a way that is understandable and accessible.

We will review this information regularly through tenancy sign-ups, tenancy audits, surveys, and by acting on information we receive throughout the year.

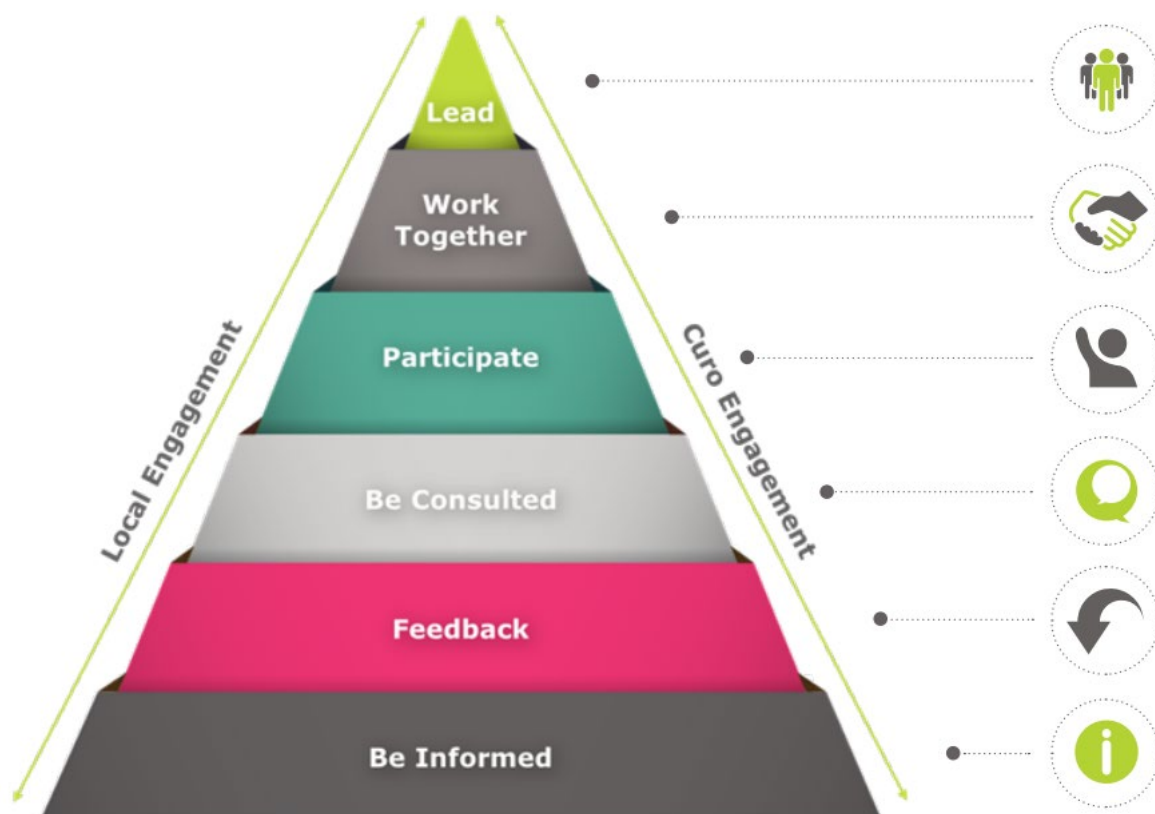
Where individuals might need additional support to be safe, we will make referrals to our person-centred fire risk assessment (PCFRA) process – see definitions below.

Roles and responsibilities

At Curo we want you to be safe and, as the owner of your building, we have a responsibility to make sure that the building meets fire and safety requirements.

At Curo the Principal Accountable Person (PAP) has overall responsibility for ensuring building safety risks are being managed appropriately and statutory obligations are met.

Everyone needs to play their part in keeping your building safe, including residents and homeowners (leaseholders). This means meeting all the obligations set out in your tenancy agreements and leases.



Approach

Curo already has a broader Resident Engagement Strategy which sets out how **all** Curo residents and other customers can become as involved as they choose with Curo. This additional *Building Safety* Resident Engagement Strategy describes what else we will do to make sure residents and homeowners of our higher-risk buildings have accessible, meaningful and effective ways to be engaged, involved and informed about safety where you live.

The actions, commitments and opportunities outlined below are organised into the same pyramid of engagement that is set out on our main Resident Engagement Strategy, shown below:

Actions

	All Curo customers	Residents/ leaseholders in all Curo blocks	Ballance St, Berkeley House & Rosewell Ct residents/leaseholders
 Be informed			
Fire risk assessments			
Provide full FRAs on request, having removed any information that could identify personal information about individuals.		X	X
Safety information pack			
Write to residents and homeowners annually to provide clear building safety information pack. This will include information about fire action, fire doors, other safety matters (eg water and asbestos), how to report concerns or make safety complaints, and 'you said, we did' action.		X	X
The pack will also include an accessible, clear and understandable summary of this strategy.			X
Provide this fire safety information pack to all incoming tenants, market rent tenants, shared owners and leaseholders on becoming Curo customers.		X	X
Noticeboards			
Make sure there are effective noticeboards in the entrance areas to all HRRBs.			X

	All Curo customers	Residents/ leaseholders in all Curo blocks	Ballance St, Berkeley House & Rosewell Ct residents/leaseholders
Monitor these noticeboards to keep them up to date with current summary FRAs, safety information and campaign materials, event invitations, safety contact information and how to report concerns.			X
Safety campaigns			
Publish regular safety information in customer e-newsletter.	X	X	X
Publish and share regular safety information on Curo website and social media.	X	X	X
Work with fire service to share their safety information and partner with them on national and regional campaigns.	X	X	X
 Feed back			
Easy ways to report/comment/suggest			
Promote easy ways for residents to make suggestions, flag concerns, raise issues or make complaints about safety – anonymously if preferred – offering a range of methods (digital and traditional).		X	X
Put in place processes and training to make sure any safety concerns that come in to Curo are identified, properly recorded, actioned, with our action reported back to residents.	X	X	X
Curo colleagues will be suitably briefed and trained to know how to action and escalate safety concerns however they were reported or spotted.	X	X	X

	All Curo customers	Residents/ leaseholders in all Curo blocks	Ballance St, Berkeley House & Rosewell Ct residents/leaseholders
Include in the annual fire safety mailing pack a clear request to tell us about any issues that might put someone at a greater risk from fire, so we can work with the fire service to carry out a <u>person-centred fire risk assessment (PCFRA)</u> . Our PCFRA process will flag any new customers who may need PCFRAs.		X	X
Colleague training Key to gathering feedback and sharing safety information and awareness will be a network of Curo colleagues linked with HRRB sites (caretakers, fire compliance officers and estates advisors). These colleagues will be trained and briefed on safety issues and will know how to raise or pass on concerns or suggestions.		X	X
As we develop our new customer survey programme to encompass the new Tenant Satisfaction Measures (TSMs), we will make sure that we measure and monitor how safe customers feel in their building, and how satisfied they are with the safety information they get.	X	X	X
 Be consulted			
Statutory consultations and notifications Write to residents with notifications and consultations about building works, maintenance any proposed changes to building management. This should include where we need to notify residents about work neighbours are having done.		X	X

	All Curo customers	Residents/ leaseholders in all Curo blocks	Ballance St, Berkeley House & Rosewell Ct residents/leaseholders
Annual survey/questionnaire			
Annual survey sent to all HRRB residents asking about safety and asking for suggestions or safety concerns. Tie in with resident engagement community events.			X
Fire risk assessments			
These are available on request		X	X
Safety information			
Review all Curo building safety literature and web content regularly, consulting with residents on content and format through Curo's various engagement channels like VoiceBox.	X	X	X
Stakeholders			
For each HRRB we will maintain a list of relevant stakeholders and make sure we keep them informed and engaged. Where appropriate (for example for elected councillors) we will share important contact information with residents.			X
 Participate			
Things residents can do to stay safe We'll be clear about what residents need to do to help keep their home and building safe, and how to participate in building safety matters (eg through flagging/taking action on safety issues or participating in your local residents' group).			

	All Curo customers	Residents/ leaseholders in all Curo blocks	Ballance St, Berkeley House & Rosewell Ct residents/leaseholders
Community consultations We will ensure building safety is represented at community events at and around our HRRBs.			X
Colleague training Foster a 'see it, sort it' culture across Curo so that any colleague or contractor is able to spot, report and act on any safety concerns.	X	X	X
Homeowner safety checks Homeowners (leaseholders) are asked to provide safety check certification to Curo as the building owner, to provide us with assurances that their apartments are safe and don't endanger the safety of neighbours. We will do this by writing to all homeowners annually and when they become Curo customers (at the start of a lease).		X	X
Home safety checks Continue to promote the importance of being in for our comprehensive home safety visits. These visits will also be used to discuss and understand any safety issues or suggestions with residents (reporting any feedback to the appropriate team at Curo).	X	X	X
 Work together			
Fire service partnership			
Work with the fire service to invite them to resident events and meetings.	X	X	X

	All Curo customers	Residents/ leaseholders in all Curo blocks	Ballance St, Berkeley House & Rosewell Ct residents/leaseholders
Work with fire service and residents to carry out simulated fire exercises or drills at HRRBs.			X
Residents' associations/groups			
Work with residents to strengthen any existing residents' groups for each building or estate.		X	X
Where there is no residents' association (RA), we will encourage residents to form one.			X
Aim to attend RAs regularly to listen, agree safety actions and report back on promises. We will encourage RAs to have regular safety items on the agenda.			X
Curo engagement groups			
Curo's Oversight Group to carry out reviews looking at building safety.		X	X
Ask homeowners (leaseholders) if there is interest in holding an annual event to discuss building safety issues, including homeowner responsibilities and how we can help.		X	X
 Lead			
Curo engagement groups Encourage HRRB residents to join Curo's Oversight Group and other engagement groups.	X	X	X
Becoming a local leader Encourage residents to take a lead role in their residents' group and support residents to undertake safety awareness training with partners like fire service.	X	X	X

Measuring and monitoring

We will measure and keep under review the effectiveness of this strategy. We will report back on our findings and progress to all HRRB residents and homeowners.

We will measure:

- Overall satisfaction that Curo keeps residents safe in their home.
- Number of reports of building safety issues reported.
- Number of complaints received about building safety.
- Number of residents stating that they know what to do in a fire.

Definitions

HRRB (higher risk residential building): The Building Safety Act and this strategy applies to buildings with at least two homes that are at least 18 metres in height or have at least seven storeys. These are sometimes referred to as higher risk residential buildings or HRRBs.

PAP (principal accountable person): Each of these buildings must have a principal accountable person (PAP) with overall responsibility for ensuring building safety risks are being managed appropriately and statutory obligations are met.

FRA (fire risk assessment): Building owners and landlords, like Curo, are required by law to carry out regular fire risk assessments on residential buildings. These routine checks look for issues that affect the safety of the building and everyone who lives in, works in or visits them. If any actions are needed, these are listed and prioritised and the building owner must carry them out.

PCFRA (person-centred fire risk assessment): PCFRAs are carried out to find out whether any individual living in a building is at a greater risk from fire. This could be a disability that makes it harder for them to evacuate or notice a fire alarm, or it might be that their home or lifestyle puts them at a higher risk.

PEEP (personal emergency evacuation plan)

If a PCFRA finds that an individual needs support to safely evacuate in an emergency, a PEEP should be agreed with the resident and made available to the emergency services. The PEEP will set out any actions needed to make sure the individual can evacuate safely.

References

We've reviewed research, advice and recommendations from the Tenant Participation Advisory Service, the National Housing Federation and the Health & Safety Executive, along with case studies from several other housing associations like Curo.