

# EDEN GROVE FERN HOUSE RESIDENT ENGAGEMENT STRATEGY

2024







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# Strategy Overview

What is covered in this Resident Engagement Strategy

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**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.**

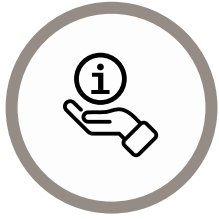
The Building Safety Act 2022 (BSA) has established a range of duties relating to the occupation and management of Higher Risk Buildings (referred to as HRBs). HRBs are broadly residential buildings which are at least 18m or 7 storeys in height.

The BSA duties are owed by Accountable Persons (APs). There can be more than one AP for a building, however the BSA requires a Principal Accountable Person (PAP) to take the lead on BSA matters in order that there is a single entity with overall BSA responsibility.

The BSA requires the PAP for a HRB to prepare a strategy for promoting the participation of relevant persons in the making of building safety decisions. This Resident Engagement Strategy outlines the process for involving residents aged 16 and over, as well as residential unit owners.

Berkeley Homes (West London) Limited is the PAP for Fern House, Paragon Asra Housing Limited is the AP for 1-43 Fern House. References to “we” or “us” in this document are references to the PAP or AP. On behalf of the PAP, RMG will work with all stakeholders to help deliver on the content of this strategy.

In this strategy, we will advise how we will engage with you to help make sure your building is safe, and how to report any issues that could effect your own or your neighbours safety.



# Inform

What information we will give to residents and homeowners

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We will ensure your building is inspected, assessed, managed and maintained in accordance with current legislation and the current fire strategy for the building. Some examples of the information which will be made available to residents relating to the management of Fern House are:



## Fire Safety Information

We will provide Fire Risk Assessments and the Fire Safety Plan for your building. We will tell you when we're doing fire door safety checks in your building or carrying out fire equipment checks



## Building Work

We will inform & consult with you about building works that directly affect you as well as maintenance & proposed changes to building management strategies



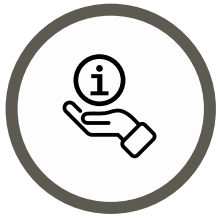
## Faults to Life Saving Systems

You will be notified within 24 hours of any issues, with a timescale for repair if known, any interim measures required (if applicable), or if further investigations are required details of when a further update will be provided



## Responsibilities

We will set out the responsibilities of residents and the PAP in relation to the safety of your building



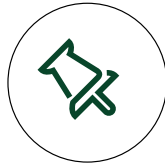
# Inform

How we will communicate information to residents and homeowners

To heighten awareness and ensure resident safety, we are committed to providing practical advice and support through the following methods of communication:

## Notice Boards

Look out for messages on the notice board in your building



## By Post

If you have opted to receive paper communication



## RMG's or Paragon Asra Housing's Website

Refer to RMG's or Paragon Asra Housing's website for information on building safety



## Portals

We will post notifications to our online customer portal



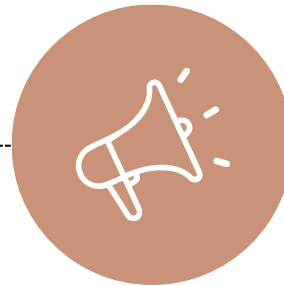
## Development Manager or Neighbourhood Coordinators

Through usual contact with your Development Manager or Neighbourhood Coordinator



## Email

If you have opted to receive communication by email







# Consult

What we will ask your feedback and opinions on

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We will ask for your opinions about key building decisions that impact you in one or all of the following ways:



## Significant Risk

Decisions that have a significant impact on your safety.

For example, decisions relating to fire compartmentation or the fire action plan.



## Significant Cost

Work that needs to be carried out on your building that comes at a significant cost or is unbudgeted.



## Significant Disruption

Building work that is likely to be very disruptive. For example, work that is noisy, prolonged or requires access to your home.



# Consult

How we will gather your feedback

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Your opinion matters to us, because it will help us to make the best decisions to ensure that your building is safe to live in.

We will sometimes contact you to ask your opinion on a specific key building decision. This will often be in the form of a meeting with your development manager or neighbourhood coordinator or a survey, either via the portal or in the post.

Your opinions will be reviewed and taken into account before key decisions are made, and may influence things such as when the work is carried out or the scope of the work.

We will feedback to you via post, email or the portal, to tell you about any changes or decisions made as a result of your opinions.

Timescales for submitting your opinion, and for us to provide feedback will depend on the situation, but will be set out when we first contact you to ask for your opinion.

This is how we will collect your opinion on matters and notify you of building safety decisions:



Surveys



Portals



Meetings with your  
Development Manager



## Review

How we'll measure and review your engagement

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

We will measure:



Overall satisfaction that we keep residents & homeowners safe in their home.



Number 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.



Satisfaction with the ease of access to safety information and resources.

We will measure the above by conducting yearly surveys to evaluate the effectiveness of our communication (as set out on Page 3 of this document).

We will undertake an annual audit of 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.

The results may lead us to update this strategy and make changes to the ways we engage with you in the future. Following any revisions made, due consultation with residents will occur.





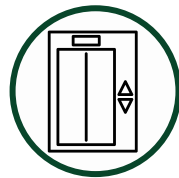
# Fire Safety Equipment

What fire safety equipment can be found in your building and how we ensure it is well maintained

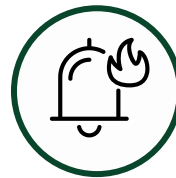
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**The Fire Safety (England) Regulations 2022 have introduced additional requirements in relation to audits and checks to ensure and enhance the fire safety of high rise residential buildings.**

The Responsible Persons (RMG Ltd & PA Housing) are required to carry out safety checks, with visual and functionality checks routinely undertaken, on the following assets in your building:



Fire Fighting Lifts



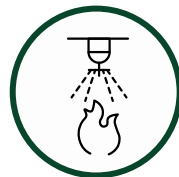
Fire Alarm Equipment



Emergency Lighting



Smoke Vents



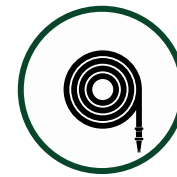
Sprinkler Systems



Apartment Doors



Fire Doors



Dry Risers



# Fire Safety Equipment

Our commitment to provide information on assets and ensure residents are well informed

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Below is a list of actions we commit to, in order to keep your building safe:



Provision of information to the Fire and Rescue Service



Ensure wayfinding signs are in place



Asset testing



Emergency planning



Fire safety guidance



Resident responsibilities charter



Annual residents meeting



Annual residents survey



Platforms for continuous feedback



Bi-annual newsletter



Live issues notification and reporting



Noticeboards: to assist with timely announcements and updates









# Mandatory Occurrences

What we will provide to residents and homeowners in the event of a mandatory occurrence

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## **What are Mandatory Occurrences?**

The Building Safety Act places a duty on the Principal Accountable Person (PAP) to implement a Mandatory Occurrence Reporting system. An incident is classified as a Mandatory Occurrence if it relates to the risk of fire spread or structural failure of the building and without remedy would be likely to present a risk of a significant number of deaths, or serious injury to a significant number of people. Any Mandatory Occurrence Events must be reported to the Building Safety Regulator (BSR) by the AP or PAP.

The BSR is an independent body introduced to secure the safety of people in and around buildings and to enhance building safety standards.

A Mandatory Occurrence will be reported to you within 24 hours, as stated on page 2 of this document.

## **What happens when a Mandatory Occurrence arises?**

Once notified of a safety occurrence, the Building Safety Regulator will be informed as soon as possible and a full report provided to the regulator regarding the event within 10 days.

This report will provide a detailed breakdown of the occurrence, who it affected, actions taken, lessons learned and how it will be prevented from happening again.





Eden Grove





# Further Information

How to obtain further information

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## Accessibility Options

If you need us to provide information in a different language or format please let us know at **[customerexperience@rmguk.com](mailto:customerexperience@rmguk.com)**

## How to escalate a complaint

The process for making a complaint about a building safety matter is outlined below:

1. Email your complaint to RMG London at **[BSAcomplaints@rmguk.com](mailto:BSAcomplaints@rmguk.com)**. If the complaint is related to PAs block, RMG will notify PA, who will then follow there internal complaints process for HRBs,
2. Your complaint will be reviewed by RMG London's specialist complaints team.
3. If you are not satisfied with the response, RMG London will refer your complaint to the PAP, Berkeley Homes (West London) Limited.
4. If you are not satisfied by the PAP's response, the PAP will provide you with the details on how you can challenge this.

You will find the full complaints procedure on your [Building Safety Act \(BSA\) Information webpage](#).

## Privacy

For more information about how we collect and store information in line with GDPR when we ask for your opinions, please refer to our Privacy Statement, which can be found on your portal.





