

ELMGROVE POINT

RESIDENT ENGAGEMENT STRATEGY SUMMARY

2026



PA Housing



Introduction

Following the Grenfell Tower fire in 2017, the government reviewed building and fire safety laws which led to:

- Building Safety Act 2022
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Updates to the Regulatory Reform (Fire Safety) Order 2005

These laws aim to improve building safety standards, clarify responsibilities, strengthen enforcement, increase resident involvement and improve safety records and documentation.

Under the Building Safety Act 2022, landlords must have a Resident Engagement Strategy for high-rise buildings.

This strategy explains:

- How we will keep the building safe
- How we will share safety information with you
- How you can get involved in building safety decisions

The strategy reflects current legislation and may be updated if laws change or if we receive feedback from residents.

We want to:

- Help you feel safe in your home
- Make it easy for you to report safety concerns
- Clearly explain your responsibilities and ours
- Provide safety information in ways that suit you
- Identify and support vulnerable residents
- Ensure everyone knows what to do in an emergency

This strategy will be reviewed every year, or sooner if required.



Information

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

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.



How we will engage with you

We will use a range of ways to communicate with you to make sure information is as easily accessible as possible for everyone. Examples of how we'll communicate with you may include but is not limited to:



Notice boards



Email



PA Housing's website



Text message



Post



Neighbourhood Coordinators

Annual Fire & Building Safety Survey

Each year we will send a survey to:

- Understand who lives in the building
- Identify vulnerable residents
- Arrange Personal Emergency Evacuation Plans (PEEPs) where required
- Gather feedback



Responsibilities

Building safety is a shared responsibility. At Elmgrove Point, PA Housing is both:

- **Principal Accountable Person (PAP)** – Responsible for overall building safety
- **Responsible Person (RP)** – Responsible for fire safety

PA are responsible for:

- Fire risk assessments (including external walls and flat doors)
- Maintaining fire safety systems
- Managing building safety risks
- Keeping a “golden thread” of safety information
- Registering the building with the Building Safety Regulator
- Providing residents with safety information

Residents are responsible for:

- Reporting safety concerns
- Allowing access for inspections and safety checks
- Keeping communal areas clear
- Not tampering with fire safety equipment
- Not wedging fire doors open
- Not charging e-bikes or e-scooters in communal areas
- Not using BBQs or patio heaters on balconies
- Follow the building’s fire strategy

If you or someone in your household may need help evacuating, please contact us to arrange a PEEP.



Fire Safety

Elmgrove Point operates a Temporary Simultaneous Evacuation Strategy.

If you hear the alarm or discover a fire:

1. Leave the building immediately.
2. Close doors behind you.
3. Do not use the lift (unless instructed in a PEEP/PCRA).
4. Follow green exit signs.
5. Call 999 once safe.

Fire action notices are displayed throughout the building.

Fire Safety in Your Flat

Your front door must:

- Self-close fully
- Have intumescent strips and smoke seals
- Be in good condition
- Not be altered without permission

We inspect flat entrance doors annually. You must allow access. Test your smoke and heat detectors regularly. Contact us if they beep or appear faulty.



Reporting

If you spot a serious safety incident risks involving structural failure, spread of fire or smoke or risk of death or serious injury, please report the incident immediately. You can contact us by:

- Phone (if urgent): 0300 123 2221
- Email: buildingsafety@pahousing.co.uk
- Post
- My PA account

In the case of an emergency, always call 999 first.

Escalating a complaint

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

1. Email your complaint titled “Building Safety Complaint – Stage 1” to buildingsafety@pahousing.co.uk
2. Your complaint will be reviewed by a member of PA Housings Complaints team.
3. If you’re not satisfied with the response, please email a stage 2 complaint titled “Building Safety Complaint – Stage 2”.
4. If you’re not satisfied, you may contact the Building Safety Regulator:
 - Website: www.gov.uk/guidance/contact-the-building-safety-regulator
 - Telephone: 0300 790 6787



Further information

Accessibility information

If you need us to provide information in a different language or format please let us know at buildingsafety@pahousing.co.uk

If you would like a copy of the full strategy, please contact buildingsafety@pahousing.co.uk.

Data Protection

We handle your personal data in line with the Data Protection Act 2018.

We:

- Store data securely
- Limit access to authorised staff
- Retain data only as long as necessary
- Do not share data for marketing without consent

You have the right to access, correct, or request deletion of your data.

For data protection queries, please contact DPO@pahousing.co.uk.