



# Building Safety Resident Engagement Plan 2024

Lushington House, Flats 1-30  
Vicarage Fields  
Walton-On-Thames

Surrey  
KT12 2EP

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## Introduction

This is PA Housing's first Building Safety Resident Engagement Strategy for Lushington House Flats 1-30. The strategy is valid at the time of publication but may change as and when new legislation comes into place or current legislation is amended along with the continual feedback from yourselves, the residents of Lushington House Flats 1-30.

### How to contact PA Housing building safety teams:

- Building Safety, PA Housing, 3 Bede Island Road, Leicester, LE2 7EA
- By email to: [HealthAndSafety@pahousing.co.uk](mailto:HealthAndSafety@pahousing.co.uk)
- Michael Wright – Building Safety Lead: [Michael.Wright@pahousing.co.uk](mailto:Michael.Wright@pahousing.co.uk)
- By telephone to: 0300 123 2221
- Use your My PA account.
- Hannah Golding, Neighbourhood Team Manager  
[Hannah.Golding@pahousing.co.uk](mailto:Hannah.Golding@pahousing.co.uk)
- [getinvolved@pahousing.co.uk](mailto:getinvolved@pahousing.co.uk)

## Setting the Scene

Following the Grenfell Tower fire on 14 June 2017, the government commissioned an independent review of Building Regulations and Fire Safety. The final report, otherwise known as 'The Hackitt Report', was issued in May 2018 and made several core recommendations to ensure, and enhance, the safety of high-rise residential buildings:

- Establishment of a clearer, more rigorous, regulatory framework for high-rise buildings.
- Clearer roles and responsibilities for those building and managing high-rise residential buildings.
- Improved competence among key contributors by enhancing the skills, knowledge, and experience of those designing, constructing and maintaining high-rise buildings.
- A more effective regulatory enforcement and sanction regime to drive compliance with safety standards.
- Greater resident involvement ensuring residents have a stronger voice in the system, with better access to safety information about their buildings.
- Improved quality of documentation maintained throughout a building lifecycle by establishing a digital record detailing design, construction, and maintenance history of the building.

Following the Hackitt Report, the Grenfell Tower Inquiry Phase 1 Report added additional recommendations relevant to the management of building and fire safety:

- Inspection and testing of emergency firefighting equipment should be carried out regularly.

- National guidelines for evacuation of high-rise residential buildings should be drawn up by the government.
- Personal Emergency Evacuation Plans (PEEPs) should be required for vulnerable residents.
- Review of building regulations related to fire safety should be carried out, which ties into the broader context of the Hackitt Report's recommendations.

In response to these findings, new legislation has been passed by the government to accept the findings of both reports and create the necessary framework for fire and building safety:

- Fire Safety Act 2021.
- The Fire Safety (England) Regulations 2022.
- The Regulatory Reform (Fire Safety) Order 2005 (as amended).
- The Building Safety Act 2022.
- The Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023.

Overall, the legislation's main aim is to create a more effective, resident-focused system that prioritises safety and ensures that residents' concerns are heard and acted upon. Key provisions of the new or amended legislation for high rise buildings are to:

- Expand the scope of fire safety legislation to now include external walls, building structure and flat entrance doors in addition to communal areas.
- Create new duties for the Responsible Person for fire safety.
- Create a new role, the Accountable Person, who is responsible for building safety.

A specific provision under the Building Safety Act 2022, is that the Accountable Person must now document a strategy on how landlords, managers and those responsible for fire and building safety will engage with the residents of high-rise residential buildings, to ensure that all residents feel safe within their homes.

It is this statutory requirement that this strategy aims to address for you, the residents of Lushington House Flats 1-30 and the principles within this strategy apply to all PA Housing buildings within scope of the new legislation, or with identified safety issues.

For more detailed information on the legislation, duties of the Responsible Person for fire safety, the Accountable Person for building safety, and the legal definitions of these roles, please contact the building safety team.

## **Lushington House Flats 1-30 residents:**

The strategy is about how we will engage and communicate with you as residents of Lushington House Flats 1-30 about building safety and the management of the building going forward.

In considering how best to engage with you, we've listened to initial feedback from recent surveys and meeting residents across many PA properties about the safety of your homes and ways they are being managed. The key aims of this strategy are to:

- Ensure you can play an effective role in ensuring your building is and continues to be safe and that you feel safe in your own home.
- Set out the ways you can get involved and the benefits to you from participating in engagement on building safety.
- Identify the building safety information you want to be provided with.
- Identify the way you want this information to be provided to you.
- Establish how we can improve the way we engage with you in relation to the safety of your home.
- Engage staff about residents' rights to have a say in relation to their homes.
- Clarify our responsibilities and your responsibilities to ensure your homes remain safe.

The strategy will be reviewed annually or as required, in line with new or amended legislation, in response to priorities identified by the Building Safety Regulator. It will also be reviewed with regular communications and feedback with yourselves as residents of Lushington House Flats 1-30 along with staff directly responsible for the ongoing safety and management of the property.

We understand that you're best placed to tell us what works well and what could work better at Lushington House Flats 1-30 as you live there and know the building well. This is why we will be developing this strategy in partnership with you and will reach out to as many of you as possible throughout this process. We'll do this in many ways including surveys, PA on tour events, face-to-face meetings and others as described further in the strategy.

From this we will analyse your responses and key issues arising to understand better ways of communicating with you, for example in other languages or processes or by providing information that you feel is necessary to ensure you feel safe. In addition contact details are provided above if you wish to make contact regarding building safety not directly referring to this strategy.

## **Clarification of responsibilities and statutory duties**

The landlord (building owner) is the Responsible Person (RP) and Principle Accountable Person (PAP) for your building. For Lushington House Flats 1-30, PA Housing is both and is solely responsible for ensuring the statutory building and fire safety duties are conducted.

The new Building Safety legislation requires that the resident engagement strategy for each high-rise building is developed in consultation with the Principle Accountable Person(s) and residents. This is the first time such a requirement has been instituted by law. The primary objective of this strategy is to encourage residents aged 16 and above, as well as non-resident leaseholder owners, to



actively participate in decisions concerning safety at Lushington House Flats 1-30. This strategy will outline:

- The information that will be shared with you.
- Which decisions you will have the opportunity to provide input on.
- How your opinions will be collected and used.
- How your participation in building safety matters will be measured and reviewed.

This is why we will contact you about your views on Lushington House Flats 1-30 building safety, and why we will continue consulting with you over the resident engagement strategy for your building and feedback the results of the surveys and communications we have in the coming months.

## Overall Objectives

- Improve our awareness of the residents living in Lushington House Flats 1-30 and your building safety needs.
- Empower you to actively contribute to the safety of the building.
- Outline the opportunities for your participation in building safety matters.
- Identify specific building safety information that you want to receive and the preferred delivery methods.
- Implement strategies to enhance our approach to engaging you in building safety matters.
- Clarify the responsibilities of PA Housing and yourselves to uphold safety in the building.
- Ensure you and any occupants know what to do in the event of an emergency.

## Specific Aims

- Better understand the demographic makeup of the residents who live in the building to,
- Identify all vulnerable residents who may need Personal Emergency Evacuation Plans such as elderly, disabled, and sensory impaired residents.
- Identify residents whose first language is not English and may therefore have additional communications needs.
- Establish if residents feel safe in the building.
- Encouraging residents to engage with the resident engagement strategy and assist to develop it further.
- Continually improve the My PA Compliancy Portal where residents can see building and fire safety information, submit feedback and notify PA about any safety issues or concerns.
- Establishing a specific complaints process for building safety at Lushington House Flats 1-30.

**Ask residents:**

- What building safety information would you like to receive?
- What delivery preferences would you prefer for building safety information?
- Establish the needs of any new residents in Lushington House Flats 1-30.

**Empower residents to contribute to the safety of Lushington House Flats 1-30 by:**

- Establishing resident safety champions to assist with:
- Being a point of contact for any new residents.
- Guiding others on the process for reporting of safety concerns.
- Providing a conduit for anonymous feedback.
- Observing and reporting on the safety of communal areas.

**We will raise and continue to raise awareness of building and fire safety matters with residents by:**

- Providing building & fire safety information relevant to Lushington House Flats 1-30, in prescribed communication methods (leaflets/flyers, letters, emails, notices etc), including information of key personnel and the building safety complaints process.
- Providing building safety updates and notifications about building safety decisions, (such as the remedial work planned and in progress with regular newsletters).
- Communicating through different channels and tailoring communication methods to the residents' needs.

**Analyse the resident surveys to:**

- Provide specific communications to correct any misunderstandings of building and fire safety policy and procedures.
- Reflect and review the resident engagement strategy at Lushington House Flats 1-30.
- Ensuring residents understand the technical justification for their fire safety policy through the issue of a fire safety pack.

**We will ensure Lushington House Flats 1-30's residents and visitors know what to do in an emergency by:**

- Issuing building and fire safety guidance and safety information to all new residents when there is a change of occupancy.
- After a change in procedure or policy.
- Annually.
- Display building and fire safety guidance and safety information on a notice board and digital display.

## **Delivery of aims and objectives**

There are three main strands to how we will engage with you around building safety:

- Information and understanding.
- Resident and landlords' responsibilities.
- Action to take in the event of a fire and fire safety information.

We will use an initial survey along with the roll out of the resident engagement plan and MOR process. The purpose of this will be to consult residents on its presence and gather feedback as to what we could include further or what you feel isn't important to you. Following this we will conduct more targeted surveys i.e. around vulnerabilities, language along with arranging more face-to-face meetings to improve participation if required and how you would like us to update you and receive your feedback.

## **1. Information and understanding**

### **Communication and engagement**

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:

- At sign up
- New tenant visit
- Website
- Portal
- Notice boards/leaflets/flyers.
- My PA app
- Text message
- Email
- Letter
- PA on Tour events
- Pop-up sessions to talk about building safety.
- Videos

We are committed to making suitable provisions for residents with physical or visual impairments, other disabilities, or those who do not speak English, upon request, or when identified through resident surveys.

We will issue an annual building and fire safety survey to all residents either electronically, or by hard copy. The same survey will be issued to all new residents. This survey will allow us to clarify who lives in the building, what their needs are, understand if residents feel safe, and make arrangements for any personal emergency evacuation plans (PEEPs) to be carried out.

We will continue to ascertain the needs of all residents through initial PEEP process, this is to be continued and followed up with additional surveys via QR codes, email,



signage, letters relating specific to vulnerabilities and tailor our approach along with door knocking.

Where required this will go further with a specific person center risk assessment which would identify a specific need of an individual i.e. a beacon or a vibrating pillow for a hard of hearing person, powered self-closing mechanism to a door etc.

We will collect and store the responses in line with data privacy laws (as described in management of personal data) and use them to:

- Monitor the performance of the resident engagement strategy.
- Target any communications needed to clarify fire and building safety policy and procedure.

Where we have identified a serious issue with a building affecting the safety of all residents, we will update you regularly about any interim safety measures we have put in place, remedial work and further investigations that are required. These updates may be in the form of monthly meetings and/or updates on our website and/or monthly newsletters.

Examples of the types of decision you may be consulted on are:

- Any safety measures to be implemented or you need assistance due to having additional needs.
- Preferred contractor to use for the work based on received quotations (unless urgent).
- When work should be carried out to minimise disruption to the majority of residents (unless urgent).
- If you are satisfied with the work carried out once complete and the reason behind any response.

Consultation will take place with all residents who are likely to be impacted at any point by a specific safety measure or works.

For example, external wall remediation, replacement of door sets, active fire safety systems with programme schedules, times, specific work which will be carried out, how these works may impact residents etc and what mitigation measures will be put in place.

Where necessary, the information may be more technical and will aim to ensure you understand what for example a replacement flat entry door, we will include what it will be replaced with, if further information is required by yourself around this you will be able to make direct contact via the details at the beginning of this strategy or directly to the team planning the works, in which they will be provide relevant contact details to do so.

If the matter is an urgent safety issue, we reserve the right to address the issue without prior consultation. Whilst it will always be expected to consult prior, it is anticipated there be times in which works are required immediately to ensure the safety of all concerned i.e. a leak that affects a communal area or faults to heating, passenger lifts or electrical elements. PA will carry out these works urgently, but we would inform you what we have carried out after the event.

We will allow a prescribed number of working days, depending on the concern raised for responses on non-urgent issues via the preferred communication method, text message, email, phone and by post when required. We will then review any feedback, consider if any changes are needed to proposed safety mitigations and/or remedial work planned, and communicate it to you in the same way.

We intend to gather all feedback and assess prior to feedback to yourself, this will be general to all, plus specific individual matters in which you may wish to not become known to all others. If there is something that we cannot undertake, the reasons for this will be communicated to you and the reasons why.

For any residents with additional needs, we can also share building and fire safety information with their relatives, where we have been provided with a signed letter of authority.

A fire action notice is installed within each level of Lushington House Flats 1-30, indicating the strategy for the property (as described in action to take in the event of fire below).

We will ensure property management staff are available to discuss the fire strategy, action plan, and any building safety matters for Lushington House Flats 1-30 upon request.

We want you to be involved in making decisions relating to the safety of your building. If you'd like to get involved, the Building Safety & Resident Engagement team would love to hear from you. Please contact us directly at [getinvolved@pahousing.co.uk](mailto:getinvolved@pahousing.co.uk).

We will work with you to identify a way to measure how satisfied all residents are with the way we have delivered and continue to manage the strategy. For example, monitor the reduction of requirements to remove fire hazards from communal areas, reduction in false alarms, tidiness of bin enclosures. We will commit to reviewing feedback from you to ensure we continuously improve the service we provide to you.

### **Clarity and accessibility of information**

We will proactively provide you with the information needed to help understand the protections that are in place to keep the building safe and ensure you feel safe.

We will make sure the information provided is relevant and in a format that can be understood by all. We aim to provide this information in different formats on request, for example, for residents who have a physical or visual impairment, have other disabilities or who do not speak English.

As standard practice we will provide:

- The measures we have in place to mitigate potential fire and building safety risks to residents, e.g. fire precautions.

- Information for residents explaining how they can reduce the risk of fire in individual dwellings, e.g. by not storing flammable materials, use of battery powered appliances.
- A process for reporting a fire risk and/or raising any other safety concerns.
- Procedures to follow where a fire occurs in the building, including for evacuation.
- The roles, responsibilities and contact information of the accountable person(s) and responsibilities of residents.

You will have access to more detailed information regarding safety measures within your building through 'Golden Thread' documentation accessible through the My PA App and digital notice board, which we will continue to develop. This includes such examples as:

- Comprehensive fire risk assessments.
- Schedules for planned maintenance and repairs.
- Results of building safety inspection checks.
- Management of building assets.
- Details of preventive measures.
- Fire protection measures in place.
- Information on the maintenance of fire safety systems.
- The building's fire strategy.
- Structural and External Wall assessments, where available or required.
- Planned changes to the building.
- Historical records.

Where a building safety decision has been made, we will provide copies of the supporting information via the resident portal and resident preferred communication methods. Examples are:

- Risk assessments.
- Structural surveys/External Wall surveys.
- Inspections.
- Observations.
- Reports.
- Building Safety Complaints.

You will then have the opportunity to provide feedback on the decision. We will put a process in place for dealing with requests for information. We will aim to provide you with the documents you request within 1 month. Within this process we will provide guidelines to enable vulnerable residents to nominate an advocate, caregiver or representative who can request more detailed information on their behalf.

We will not release draft reports, which are likely to be subject to change but will aim to release information as quickly as possible.

## **How safety information should be provided when residents move in**

At the start of every tenancy or lease we will provide a full home move pack including this strategy, complaints procedure, mandatory reporting procedure and home safety booklet, action to take in the event of fire, examples of information as a minimum will be as follows:

- Fire strategy for Lushington House Flats 1-30.
- The communal areas use policy.

### **General fire safety information such as:**

- eBike and e-scooter information and policy.
- Smoke alarm information and policy.
- Balcony safety including BBQ's.
- Information on the importance of fire doors and fire door checks.
- Fire alarm test days.
- Fire equipment servicing information.

In addition:

- Measures in place to mitigate potential fire and building safety risks.
- Information on how to access the 'Golden Thread' of building safety information.
- Roles and responsibilities of the accountable person, responsible person and residents.
- Key contact information, including that of the accountable person, responsible person and the building safety contacts at PA Housing.
- A building and fire safety resident engagement survey.

Within 6 weeks of a tenancy starting, we will contact new residents and discuss building safety and will answer any queries they may have at that point.

## **2. Residents' and landlords' responsibilities**

### **Understanding PA Housing's responsibilities**

Building safety is something that all residents of Lushington House Flats 1-30 and we must work on together. Everyone in the building can have a positive impact on the safety of their household and of their neighbours, it is all our responsibility to do what we can to keep the building and its occupants safe and ensure everyone feels safe. This includes letting us know of any safety concerns you may have, understanding building safety messages being communicated and taking responsibility for the safety of each home.

It is our responsibility as both the Principal Accountable person and Responsible Person to:

## **Principal Accountable Person**

- Implement a Resident Engagement Strategy.
- Establish and manage a buildings safety complaints system.
- Register the building with the Building Safety Regulator.
- Compile a comprehensive building safety case report.
- Display building assessment certificates, compliance notices, and details of building safety management personnel.
- Maintain the "golden thread" of safety information for the building.
- Implement a system for Mandatory Occurrence reporting.

## **Responsible Person**

- Conduct a fire risk assessment, of both internal areas and external wall.
- Implement necessary fire safety measures.
- Maintain the communal areas to be safe and free from fire hazards.
- Install, test and maintain active fire safety measures/systems.
- Provide all residents with fire strategy information.
- Ensure fire action notices are displayed in communal areas.
- Comply with building regulations when works are carried out.
- Maintain safe gas and electrical systems.
- Manage the risk of legionella.
- Ensure residents understand their own responsibilities regarding fire safety.
- Ensure that Lushington House Flats 1-30 is adequately insured.

We will carry out the following duties under its responsibility of the Landlord:

- Day-to-day estate management of Lushington House Flats 1-30, including making sure that all statutory reports and risk assessments are in place and current. Reviewing all reports and assessments and arranging any required work or improvements needed to meet regulations/standards and the safety of residents. We will ensure all Mechanical and electrical equipment is on planned preventive maintenance contracts and arrange for the required testing and servicing at specified timescales.
- We will give adequate notice to you when access is needed within your flat. If access is denied, we will employ various methods to enter the property, resorting to legal action and forced entry as a last resort in an emergency, and seek to recover the costs from the resident involved.
- We will Identify vulnerable residents through internal data collection and resident surveys, creating a Personal Emergency Evacuation Plan (PEEP) for each where required, which is stored onsite for the fire service's access in emergencies, this plan will not include personal details.
- We will ensure the local fire service receives all necessary electronic and hard copy information about Lushington House Flats 1-30 and its residents.
- We will ensure all reported safety concerns are taken seriously and investigate them to address and remedy any legitimate issues promptly, we will ensure you are kept informed throughout.

## Residents

It is Lushington House Flats 1-30 residents' responsibility to:

- collaborate with us to ensure the safety of Lushington House Flats 1-30.
- notify us of any safety issues discovered by contacting the building safety team.
- grant reasonable access to our personnel and approved contractors for the purposes of conducting inspections, and to perform essential maintenance work, including the installation of fire alarms and conducting fire and structural safety checks such as flat entry doors, we will always try to give advance warning where possible.
- not leave personal belongings in shared areas. (Items found in these areas may be removed and discarded without warning if posing an immediate safety risk and the owner is not known.
- not act in a way that creates a significant risk of a building safety risk materialising.
- not interfere/tamper with building safety/life safety equipment.
- comply with a request for information reasonably required by us.

We are committed to empowering you to actively contribute to the safety of Lushington House Flats 1-30, ensuring it remains safe and secure. We will continue to develop the My PA App to enable you to quickly report potential safety hazards that could affect the building's safety and fulfil their duty to safeguard themselves, and their neighbours.

We ask you to evaluate the needs of your household, paying special attention to any family members who might be vulnerable, such as young children or individuals with disabilities. It is important for everyone to be familiar with Lushington House Flats 1-30's emergency action plan, so they know how to respond in an emergency. If anyone feels that someone in their household needs a Personal Emergency Evacuation Plan (PEEP), please contact the building safety team as directed in the annual fire safety information below.

We have stopped providing fire safety equipment such as fire blankets and extinguishers, in both private and communal/shared areas. It is now recognised practice that without proper training, individuals should not attempt to extinguish fires. Instead, they should focus on containing the fire by closing all fire doors/windows and adhering to Lushington House Flats 1-30's fire strategy and emergency plan.

We urge you to be mindful of your neighbour's well-being and understand how your actions could potentially endanger others. This means ensuring communal fire doors are not propped open and that hallways remain clear of obstacles that could hinder escape during an emergency. Any modifications to fire doors require prior approval (as described in the below fire safety information). Smokers are reminded to do so safely and extinguish cigarettes thoroughly, noting this is strictly prohibited and against the law in communal/shared areas. The use of barbecues and patio heaters inside or on balconies at Lushington House Flats 1-30 is strictly prohibited



as is the charging of e-scooters and e-bikes and similar in communal/shared areas and flat entry hallways.

If you witness any behavior from neighbours that appear to disregard safety instructions, we ask you to promptly address it. This includes situations where neighbours might be hoarding items in communal spaces, or where someone is acting in a way where they might be considered vulnerable. If you feel uneasy discussing these concerns directly, please report them to us as a safety issue by contacting the building safety team, or by reporting through the My PA App.

We are keen for you to become building safety champions so if this is of interest, please get in touch. This would entail things like:

- Being a point of contact for any new residents.
- Guiding others on, or assisting with, the process for reporting of any safety concerns.
- Providing a conduit for anonymous feedback.
- Observing and reporting on the safety of communal areas.
- Becoming a buddy for vulnerable residents.

### **3. Action to take, in the event of a fire and fire safety information.**

The below is an example of the annual fire safety information that will be sent to specifically at Lushington House Flats 1-30:

Dear,

We want to do all we can to ensure that you and your neighbours are safe.

To help with this, each year we would like to share with you some important reminders about fire safety at Lushington House Flats 1-30.

#### **Action in case of a fire**

Lushington House Flats 1-30 is designed to have what is called a Stay-Put/Safe Evacuation Strategy. This means that if you hear the fire alarm or discover smoke or a fire in your own home or a communal area, you should:

- Alert other people at home with you or in the communal area with you, depending on where you've found out there's a fire
- Leave the building, closing all doors you pass through
- Not use the lift, unless you have a Person-Centered Risk Assessment (PCRA) report or Personal Emergency Evacuation Plan (PEEP) from us saying that you can
- Follow the green fire exit signs to the nearest fire exit
- Make your way to a safe place away from the building
- Contact the fire and rescue service by calling 999, telling them your full address and where you discovered the fire

If you're not directly affected by the fire, you should stay at home unless told to leave by the fire and rescue service or you feel threatened by the smoke or fire.

This information is also included in a fire action notice, which you can find in the building's entrance lobby and at each level. Please ensure that you and your visitors are aware of this.

### **Important fire safety information**

Please find enclosed information about how your fire doors and detectors improve fire safety in your building. For further fire safety advice and some useful tips on how to prevent a fire from starting, please visit [www.pahousing.co.uk/firesafety](http://www.pahousing.co.uk/firesafety).

If you would like to discuss fire safety with us further, please contact your neighbourhood coordinator. If you need this letter in Braille or audio format, or if English is not your first language, please call us on 0300 123 2221.

### **Enclosed information.**

The below is an example of the enclosed information:

#### **Your front door**

To be in line with the Regulatory Reform (Fire Safety) Order 2005 and the Fire Safety Act 2021, the front door to your home should have the following:

- A self-closing device to make sure the door is closed after every use. Your door must fit well in the frame and close fully under its own weight.
- Intumescent strips: thin brown or white seals at the sides of your door and around your letterplate, if you have one. When hot, this expands to stop fire spreading through any gaps. These gaps should be no larger than 4mm.
- Smoke seals: brush-style barriers that should be fitted around your front door and its frame. They stop smoke from passing through the gaps between the door and frame.
- Hinges in good condition: please let us know if you notice any damage.
- A drop-down seal at the bottom, if needed: once the door closes, the seal should drop down to cover the gap underneath the door, so there is less risk of smoke passing through. To check if yours is working, open the door and press the release catch at the bottom, and the seal should drop down. Please let us know if yours is not.

If you think your flat entrance door might not be meeting fire safety standards, please contact us at [FSIP@pahousing.co.uk](mailto:FSIP@pahousing.co.uk). If it needs replacing, this will be installed on a like-for-like basis by a competent person. Our contractors have 'third-party accreditation', which means they've been audited for both the manufacture and installation of fire doors.

Please note that we'll need to check your flat entrance door each year, and you'll be notified before every visit. It is very important that you allow us access so that we can inspect your door properly, which should take up to 5 minutes.

### **Communal fire doors**

All fire doors in communal areas should not be wedged open and will have 'keep-shut' or 'Automatic fire door keep clear' signage. Fire doors are vital to ensure fire is contained and cannot spread between these areas throughout the building. If you notice any fire doors are damaged, please contact us.

### **Your smoke & heat detectors**

It is important that you regularly test your smoke and heat detectors at home. Working smoke and heat detectors provide vital early warning if there is a fire. Although these devices are mains-powered, they are backed up by batteries that are sealed inside. If you can hear beeping from one of your detectors every now and then, this may be a sign that the battery needs to be replaced. Please contact us if you think any of your detectors might need to be repaired or replaced.

### **Mobility-impaired residents**

If you or any of your neighbours are having trouble getting in and out of the building, please contact your neighbourhood coordinator, so that they can create a Personal Emergency Evacuation Plan (PEEP) for you. This plan will then be kept in the building's Secure Information Box for the fire and rescue service to use to help you in an emergency. This will not include any personal details.

If it is found that you need a specific evacuation plan, our Health and Safety team can arrange to visit you at a convenient time. They may carry out a detailed check that's called a Person-Centered Risk Assessment (PCRA), and the report from this will be stored like the PEEP. You can contact the team at [healthandsafety@pahousing.co.uk](mailto:healthandsafety@pahousing.co.uk).

## **How to make a complaint at Lushington House Flats 1-30**

If you wish to make a complaint and need help, we will support you in any way we can, and in all instances will try to resolve any expression of dissatisfaction at the first point of contact. Complaints can be made by any means. This includes the My PA app, letter, telephone, in person, email, our website, social media, or customer feedback.

We have a two Stage process for complaints to ensure you can challenge our decisions and for these to be reviewed.

Often your concerns can be resolved at 'first point of contact' and will not need to go through our two stage complaints process. These are known as 'Service Requests'. Initially we will always try and help you and try to resolve any problems you have at the first point of contact. The emphasis is on resolving problems and putting them right with the minimum of delay.

If you have reason to submit a formal complaint in respect of safety matters in Lushington House Flats 1-30 (specifically regarding performance of PA Housing, building structure concerns and/or fire safety concerns), the below procedure is in place to ensure we handle your complaint efficiently, professionally and in accordance with building safety legislation.

Any complaints relating to other matters should be made via our general complaints process, a copy of which is available on request.

### **Stage 1:**

When we first receive a complaint, we aim to agree a solution with our customer within 10 working days. If the complaint is particularly complex, we may on occasion need longer than 10 days to resolve. In these instances, you will be kept informed and regularly updated on the reasons for this.

You can submit it in the following ways:

- By post to: PA Housing, 3 Bede Island Road, Leicester, LE2 7EA
- Our website: [www.pahousing.co.uk/complaints](http://www.pahousing.co.uk/complaints)
- By email to: [complaints@pahousing.co.uk](mailto:complaints@pahousing.co.uk)
- Call us: 0300 123 2221
- Use your My PA account.

Complaints that concern building safety matters will be passed to the BSM to resolve, where possible without delay.

### **Stage 2:**

If you do not accept the decision, you received at Stage 1, your complaint will be reviewed at Stage 2. At stage 2, a different complaints specialist will take on the case and investigate. A definitive response will be provided within 20 working days following a thorough investigation of the points raised. If the complaint is complex, we may on occasion need longer than 20 days to resolve it. In these instances, you will be kept informed and regularly updated on the reasons for this. You will also be provided the Housing Ombudsman's details should you not agree to an extension for the stage 2 response.

## **Complaint Referred to the Building Safety Regulator**

If you are dissatisfied with the outcome of PA Housing's stage 2 response, (or more than 6 weeks has lapsed since the complaint was first made without response from us), you can refer the complaint to the Building Safety Regulator, free of charge, who will independently review their complaint in accordance with their procedures. Contact with the Building Safety Regulator can be made via:

- Website: <https://www.gov.uk/guidance/contact-the-building-safety-regulator>
- Telephone: 0300 790 6787

## Reporting a Mandatory Occurrence at Lushington House Flats 1-30:

The mandatory occurrence notification and report process is a separate process to the building safety complaints process and relates specifically to notifying the Building Safety Regulator of:

- An incident or risk that has caused or is likely to cause the death of, or serious injury to, a significant number of people due to structural failure or the spread of fire or smoke within the building.

Although the responsibility to submit the mandatory occurrence notification and report sits with PA Housing as the Principle Accountable Person, all residents, contractors or site staff (i.e. those who have cause to live/work in / at Lushington House Flats 1-30 and the overall site, or who have cause to enter it) must notify us in the event of such a risk or incident occurring:

- By post to: PA Housing, 3 Bede Island Road, Leicester, LE2 7EA
- By email to: [HealthAndSafety@pahousing.co.uk](mailto:HealthAndSafety@pahousing.co.uk)
- By telephone on: 0300 123 2221
- Use your My PA account.

If the matter is urgent, or there is an emergency: please telephone without delay in order that any mitigations can be immediately implemented. Please also make sure you contact the Emergency Services at the same time.

Any written correspondence should be marked 'Mandatory Occurrence' if you believe the matter meets the defined criteria and you should provide as much detail as you can about the issue including:

- Your name and contact details.
- Address of the building where the incident or risk has been identified.
- Date the incident or risk was identified.
- A brief description of the incident or risk.

## Management of personal data

We are committed to protecting and respecting your privacy. This Privacy Statement explains how we collect, use, store, and protect your personal data, in accordance with the Data Protection Act 2018 and related legislation along with internal policies and procedures, available upon request.

- Data Protection Policy
- Data Management & Retention Policy
- Data Sharing Guidance
- Data Protection Impact Assessment Procedure

## **Data Collection**

We collect personal data about our residents to provide property management services efficiently and effectively. This data may include names, contact details, payment information, and other information relevant to property management and maintenance services.

## **Use of Data**

Your personal data is used to:

- Manage your property and our contractual obligations effectively, including maintenance, repairs, and improvements.
- Communicate with you about your property, safety issues, services, updates, and notices.
- Process payments and manage accounts.
- Comply with legal and regulatory obligations.

## **Data Sharing and Disclosure**

We may share your data with service providers and partners who assist us in providing property management services. These parties are required to adhere to our data protection and retention policies and must adopt similar measures to PA Housing to ensure the safety of your data. They are required to keep your data confidential and are strictly forbidden from sharing your data with any party without the express permission of PA Housing. We will not share your personal data with third parties for marketing purposes without your explicit consent.

## **Data Storage and Security**

We take the security of your personal data seriously. We use technical and organisational measures to protect your data against unauthorised access, loss, or destruction:

- Your data is stored in secure servers, secure cloud storage and/or locked filing cabinets in secure premises and is only accessible to authorised personnel.
- We operate a clear desks policy – no information is kept on desks overnight.
- All personal computers are password protected and locked if the user is away from their desks.
- Computer accounts are additionally protected by two factor authentication technology.
- No personal information is stored on laptop or PC hard drives.



## Data Retention

Your personal data will be retained for as long as necessary to provide our services to you and as required to comply with our legal obligations. When your data is no longer needed, it will be securely deleted or anonymized in line with our Data retention policy.

## Your Rights

Under the Data Protection Act 2018, you have rights regarding your personal data, including the right to access, correct, delete, or transfer your data, as well as the right to object to or restrict certain processing activities. If you wish to exercise any of these rights or have any questions about data protection please contact us via email at [DPO@pahousing.co.uk](mailto:DPO@pahousing.co.uk)

## Version Control

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