RESIDENTS ENGAGEMENT STRATEGY

Building Safety Act

What is the Building Safety Act?

The Building Safety Act is recently implemented legislation in England and Wales, which plays a critical role in ensuring the safety of buildings – particularly residential buildings. In line with the new law, we're required to keep comprehensive documentation of how the building is designed, built, maintained and changed.

Furthermore, there are additional regulations for tall buildings which include any exceeding 18 meters in height or comprising of 7 or more floors.

In line with the new law, we'll keep up-to-date documents of how the building is designed, built, taken care of and changed.

We'll also keep you informed and ask for your input when needed. That's why we've got a **Resident Engagement Strategy.**

This is just one of many laws we follow. Your safety is our priority. We take every step, and give you the information you need, to keep you safe while living with us.

What is a Resident Engagement Strategy?

A key part of the new legislation is the establishment of a Resident Engagement Strategy. This strategy sets out how we'll communicate about building safety decisions, how we'll collect and use your opinions, and how we'll measure and review participation in these building safety decisions.

This strategy is for Birmingham City University (BCU) students residing in accommodation that is managed by BCU. If you are a private tenant living in alternative accommodation, please contact your building management team for more information.

Our Resident Engagement Strategy for BCU student accommodation

Ensuring your safety is a top priority. We're committed to keeping you informed about our safety protocols and outline how we plan to communicate any unforeseen circumstances. This encompasses **fire safety, electrical safety, structural safety,** and **security measures**.

Our Resident Engagement Strategy has three main aims:

1. To Engage
2. To Inform
3. To Empower

Engage

We'll engage with you through our website and digital platforms, such as e-mail and regular surveys.

This means information is always available and accessible. Your building's Accommodation Team will speak to you if we need to share something in-person.

- We'll let you know how we're keeping you safe and what we'll do if something goes wrong.

- If there's an issue in the building that's included in the Act, we'll tell you about it through our digital channels. That includes sharing what it means for you and what we're doing about it.

- Whenever we need to make changes to the strategy, we'll invite you to help. We'll do this via email, direct conversation, and surveys.

Inform

We'll keep you informed about matters concerning the safety of your home. Throughout the year, various safety-related activities occur in our halls. Much of this involves routine maintenance, like fire door checks and emergency light testing, which won't affect the peace and enjoyment of your home. Occasionally, there may be works that could cause minor disruptions for short periods or require access to your rooms.

Were practical we will give 7 days' notice of any works, unless there are essential emergency works.

Your student welcome pack contains essential information about safety critical pieces of equipment such as fire doors and cooking safety.

Request information

We are very open about the safety of our halls and the works we carry out in them. If you have any questions about any measures, we have in halls that we have not directly informed you about, then you can request this information from our Accommodation team. We will provide it to you within a reasonable timeframe which we'll outline depending on the request.

Our commitments

We will inform you directly:

- When works are required in your room

- If work being conducted in communal areas are likely to be disruptive whilst you are in your room (eg. in your kitchen or corridor, or window cleaning)

Where larger, longer-term disruptive projects are required, we will work with you to mitigate as much of the disruption as possible. This may include:

- Scheduling larger projects during holidays
- Providing you with quiet alternative locations during exams

Empower

You have everything you need to keep yourself safe. This includes information about fire evacuation and how to prevent a fire.

- Got a question or concern? Please approach one of the Accommodation Team. Their contact details are shared in our reception areas. You can also email us at unilocks@bcu.ac.uk
- You can also give us feedback or make a complaint by emailing unilocks@bcu.ac.uk . In-line with our complaints procedure we will respond to within 10 working days. The Accommodation Manager will respond to the complaint in the first instance however if you feel that it has not been dealt with satisfactorily it will be referred to either the Operations Manager or Assistant Director.
- BCU operate a Mandatory Occurrence Reporting (MOR) System. Please support us by reporting. Report any issues to MOR@bcu.ac.uk The type of items that residents and staff members must report are –
    - Damage to walls and fire doors that would result in the spread if fire.
- You can also contact the **Housing Ombudsman** if you have complaints about your building under the Building Safety Act.
- We'll send you a survey to get your feedback anytime we improve our strategy for as long as you live with us.

Responsibilities

Keeping our homes safe is on all of us. Below, you'll find what we all need to do to keep things secure.

Our responsibilities

- Promptly notify you of any issues detected regarding a property's structure, electrical components, or safety systems.
- Outline the measures taken to ensure your safety during the repair process.
- We will provide you with information on fire safety and prevention.
- We will conduct regular assessments of fire risk.
- We will regularly test and assess our safety systems, including smoke detectors, fire alarms, emergency lighting, fire doors, and evacuation routes.
- Mitigate risks during the maintenance of safety systems.
- Perform regular patrols to ensure escape routes are kept clear and hazardous items in communal areas are promptly removed.
- Clear emergency exit routes will be clearly identified, and an evacuation plan will be clearly communicated.

Your responsibilities

- Complete the online induction.
- View the appropriate fire safety videos for your hall.
- Read safety materials about your halls (Welcome Pack and kitchen noticeboard).
- Understand the evacuation procedures and ensure your guests know the protocols.
- Keep all fire doors shut.
- Do not tamper with any safety equipment.
- Use appliances appropriately and as intended.
- Report any faults or concerns with equipment.
- Tell us about any safety concerns you have.



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