|  | **ACTION** | **BY WHOM** | **TIMESCALE** |
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| 1. | **Resident Focus Groups**  We will:   * Set up resident focus groups where residents express an interest to gain feedback about practices, procedures with the aim of informing improvements * Form a safety group with residents, where residents express an interest. Joint inspections will take place to look at building safety by the safety group. * Provide training and support to groups formed | Resident Involvement Team | Year 1 |
| 2. | **Building Safety Management**  We will:   * Comply with the safety case and mandatory occurrence reporting requirement * Conduct an assessment of fire and structural safety risks * Prepare and keep under review a Residents’ Engagement Strategy * Keep and update prescribed information about the building * Provide key information such as the contact details of the Accountable Person/Principal Accountable Person * Explain the different roles and responsibilities involved in the Management of Building Safety * Establish a complaints system that ensures residents’ safety concerns are heard and dealt with * Monitor the effectiveness of the complaints system and make changes where required | Resident Involvement Team  Safety Assurance Manager  Void Property Team |  |
| 3. | **Communicating key message**s  We will:   * Identify ways in which the residents wish to be provided with building safety information * Identify and communicate key messages around building safety to include those required by law. * Provide Information for residents detailing how they can reduce the risk of fire in individual dwellings e.g. by not storing flammable materials. * Publish Information on the maintenance of fire safety systems * Make available a process for reporting fire safety concerns and issues * On request, make available more detailed information about the safety measures in the building * At sign up for all new tenants, provide fire safety information relevant to the building and explain the fire procedures to follow where a fire occurs in the building, including for evacuation | Resident Involvement Team  Safety Assurance Manager  Planned Maintenance Manager  Void Property Team |  |
| 4. | **Building Safety**  We will   * Maintain fire safety systems * Consider fire measures to mitigate potential fire and building safety risks to residents * Carry out planned maintenance and repairs schedules on time * Carry out any other maintenance and improvements required if they are evaluated and deemed to be in the interest of building safety * Provide and maintain preventive measures, e.g. smoke alarms and carbon monoxide detectors   You will   * Allow access to your residence for the purpose of assessing or managing building safety risks or determining whether a residents’ duty has been contravened. * Not act in a way that creates a significant risk to safety, fire, or structural failure * Not interfere with safety systems such as Fire Doors, Flat Front Doors, and Door Self-closing devices. * Not make alterations to the fabric of your building without attaining prior permission * Comply with requests by us for information reasonably required to assess and manage building safety risks | Safety Assurance Manager  Planned Maintenance Manager  Tenancy Management |  |
| 5. | **Emergency Evacuation Information Sharing +**  We will   * Monitor the ongoing [EEIS+ consultation](https://www.gov.uk/government/consultations/emergency-evacuation-information-sharing) which seeks views on our alternative proposals to support the fire safety of residents who would need support to evacuate in an emergency.   You will   * Work in conjunction with the CoLC to meet the requirements of the consultation. | Resident Involvement Team  Tenancy Management  Lincare Control Centre |  |
| 6. | **Fire Risk Assessments**  We will:   * Make available the fire risk assessment for your building * Renew the Fire Risk Assessment within the required timeframe, or before where the need arises. * Periodically review Fire Risk Assessments. | Safety Assurance Manager |  |
| 7 | **Building safety notifications by residents**  We will   * Develop a process for reporting fire risks and/or raising any other safety concerns * Provide information on how to raise complaints regarding Building Safety and provide information on the Building Safety Regulator. * Train Customer Services and front-line housing staff to react appropriately and promptly to notifications * Monitor actions and responses to concerns raised | Safety Assurance Manager  Customer Services  Tenancy Management  Maintenance and Investment Team |  |
| 8. | **Zero tolerance** on communal areas  We will:   * Regularly inspect communal areas for fire safety hazards * Develop and enforce a zero-tolerance policy for nuisance and hazards in communal areas * Take action against tenants who breach fire safety regulations, such as non-approved repairs and improvements, electrical safety, storing increased hazard items such as fuel and gas cylinders | Safety Assurance Manager  Tenancy Management (caretakers) |  |