|  | **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 TeamSafety Assurance ManagerVoid Property Team |  |
| 3. | **Communicating key message**sWe 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 TeamSafety Assurance ManagerPlanned Maintenance ManagerVoid 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 ManagerPlanned Maintenance ManagerTenancy 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 TeamTenancy ManagementLincare 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 ManagerCustomer ServicesTenancy ManagementMaintenance and Investment Team |  |
| 8. | **Zero tolerance** on communal areasWe 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 ManagerTenancy Management (caretakers) |  |