

Resident and Landlord responsibilities

The Building Safety Act requires residents and owners of residential units to take active steps in relation to their residential unit to prevent a building safety risk materialising and reduce the severity of any incident resulting from the risk materialising.

The Act places the following duties on residents and owners:

- Not act in a way that creates a significant risk of fire or structural failure.
- Not interfere with a relevant safety items or equipment.
- Comply with a request by the landlord for information reasonably required to perform their duties to assess and manage building safety risks.

Residents are expected to provide reasonable access by allowing our appointed contractor to inspect and carry out necessary works for several types of safety inspections or undertaking fire and structural safety-related maintenance. Where information or access is required, our managing agent will provide the resident with reasonable notice. Where access is not provided, we will try several measures to gain access to the property with the final measure being legal action and forced entry. We will look to recover the costs of such legal action directly from the resident.

Our managing agent, on our behalf, will appoint an appropriate contractor to carry out annual fire safety visits to all high-rise properties to identify any hazards and to engage with residents about any concerns they have about the safety of their building. They will complete several checks to ensure our blocks remain safe.

Monthly checks will include an inspection of the dry risers, fire signage, emergency call in the lift, key safe (and that all keys are present, correct, and secure), fire safety equipment where provided, escape facilities and emergency lighting.

We will undertake a programme of fire door inspections; these will be annually for individual apartment doors and quarterly for fire doors in communal areas.

We have a zero-tolerance policy for residents leaving possessions in communal areas. Residents who breach this may have action taken against them. This includes giving seven days' notice to remove the items, failure to do so resulting in us removing the items and recharging the resident for the service.

The Resident Engagement Strategy – We will ensure that residents are empowered to play an effective role in making sure that their building is, and remains, safe. Our managing agent will provide regular updates and information via half yearly newsletters to help residents to identify and report hazards that may impact on the safety of the building in order that they can fulfil their own responsibilities to ensure their own safety and that of their neighbours.

Residents are encouraged to regularly assess the needs of their household and any members of their family who may be vulnerable. They are encouraged to ensure they understand the action plan for their building so they know what they should do in the event of an emergency. Should they require a person-centred fire risk assessment to provide your local fire and rescue service with information relating to assistance you require during an evacuation please contact our managing agent. We and our managing agent will work in partnership with residents to ensure that they are involved in decisions about their building's safety and provide them with reasonable information on works due to be carried out to their property enabling them to have an opportunity to consult.

There is an Emergency Plan for the building with specific details for the action residents should take in the event of a fire. This information is displayed in every building and on the Customer Portal.