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[www.jenningsandbarrett.co.uk](http://www.jenningsandbarrett.co.uk)

[block@jenningsandbarrett.co.uk](mailto:block@jenningsandbarrett.co.uk)

# HIGH RISE COMPLIANCE SUPPORT SERVICE AGREEMENT

SAMPLE

High Rise Compliance Support Service Agreement

Jennings & Barrett

2026

*This document is confidential and is only to be accessed following express permission from Jennings & Barrett. Unauthorised disclosure of the contents of this document is prohibited.*

## 1. Introduction

This agreement sets out the terms under which Jennings & Barrett (“the Managing Agent”) will provide Resident Engagement Strategy (RES) support services to the Client (“the Management Company”) in relation to its obligations under the Building Safety Act 2022.

This service is provided in addition to the existing Management Agreement and is intended to support the Client in meeting its statutory duties. The provision of this service does not transfer, delegate, or remove any statutory responsibilities held by the Client or the Principal Accountable Person (PAP).

## 2. Definitions

*Resident Engagement Strategy:* The strategy required under the Building Safety Act 2022 to support engagement with residents on building safety matters.

*Platform:* A dedicated website for sharing safety information.

*Residents:* All occupants of a building, including leaseholders, tenants, and staff.

*Client/Principal Accountable Person (PAP):* The Management Company; The party responsible for compliance.

*The development:* The building(s), block(s), or estate(s) relevant under the Building Safety Act 2022.

*Appointed PAP:* The key contact person within the Director Team appointed by the Director Team to manage the Client’s own responsibilities regarding providing instructions to Jennings & Barrett, and/or production and delivery of the Resident Engagement Strategy.

*Channels:* Methods of communication (e.g., email, SMS, phone, newsletters, events) between the PAP/Management Company/ Jennings & Barrett and the development’s residents.

## 3. Responsibilities

The Client remains fully responsible for compliance with the Building Safety Act 2022, including the accuracy and completeness of all information provided within the Resident Engagement Strategy and associated platform.

Jennings & Barrett will exercise reasonable skill and care in delivering the services and will use

1 *Resident Engagement Strategy Service Agreement – June 2026. The contents of this document are confidential and should not be shared with third parties outside of the Jennings & Barrett Management Agreement with the Client or with Residents/Leaseholders unless appropriately required under relevant legislation.*

reasonable endeavours to support the Client in meeting its obligations.

Jennings & Barrett does not guarantee compliance and shall not be responsible for failures arising from lack of instruction, incorrect information supplied by the Client, or failure of residents to engage.

## 4. Scope of Services

The High-Rise Compliance Support Service term includes the following entities as an essential service:

- Annual requests to residents to fulfil the requirements of a “Resident Profile” under the Building Safety Act (Hereby referred to as the “Resident Profile information request”)
- The analysis of responses to those requests to complete the Building Safety Case;
- Management of the Personal Emergency Evacuation Plan (PEEP) process for your development;
- The production of a sufficient digital Resident Engagement platform that fulfils the requirements of the Building Safety Act 2022;
- Annual resident consultations to ensure they can provide feedback on the strategy, in accordance with the Building Safety Act 2022;
- Annual maintenance of that platform to ensure residents have access to the latest information relevant to the Act;
- Use a specific contact channel, managed by a capable and appropriate staff member, to enable building residents to raise building safety concerns with Jennings & Barrett;
- Recording of Resident Engagement Strategy version information, publication, sharing, and maintenance dates;

*Additional services may be requested to supplement to the above entities, including but not limited to:*

- Additional information provided to Residents about building safety through channels such as newsletters, SMS, webinars, events.
- Regular polling of residents to ensure satisfaction with management of the building;
- Production of digital welcome information or “resident guides” to aid with resident management;
- Digitisation of processes allowing residents to easily understand how they request licenses/permits, e.g., for alterations, pets, parking, and to ensure that this process is more efficient;
- Installation and management of new software or technologies to aid residents within communal areas or in relation to communal space management and communication.

Jennings & Barrett will make reasonable attempts to collect resident information but cannot guarantee response rates and shall not be liable for incomplete data due to resident non-participation.

*The following services, requests or agreements are not included with this scope:*

- Day-to-day communication with residents about building management outside of those communications required under The Building Safety Act 2022 or as those communications as agreed under the existing Management Agreement;

- An agreement to alternative communication arrangements regarding building and residential management for residents;
- An agreement to communicate information that is outside of the information residents should be provided with, as stipulated within the Building Safety Act 2022;
- An agreement to manage compliance or provide any services for the short-term or long-term reletting of a unit by a leaseholder living within the development;
- Should alternative provisions of the strategy be needed for the development's residents, the client agrees that the cost of producing this is borne by the client or the resident/unit owner (as defined by the client).

## 5. Implementation Roles

### Appointed Principal Accountable Person

To ensure that the service can be delivered in a timely and appropriate manner, the client must appoint one person as the "Appointed Principal Accountable Person," with whom Jennings & Barrett will communicate regarding Resident Engagement Strategy services.

### Appointed Principal Accountable Person's Role

The Appointed Principal Accountable Person is responsible for ensuring that the contents of the platform are accurate, compliant and representative of the engagement level that the client wishes to have with residents. Should the Appointed Principal Accountable Person not be available for any period during the term of this agreement, they should make reasonable efforts to make this known to Jennings & Barrett.

## 6. Platform Access & Use

### Ownership & Responsibilities

#### A. Platform, Media and Content IP

The Resident Engagement Platform consists of a website specific to the development. The costs associated with this platform cover its design, hosting, editing, administration and maintenance. Jennings & Barrett remain committed to ensuring that these fees are fair and representative of the work involved with complying with The Building Safety Act 2022 on behalf of the client. Documents and materials created for the client under this agreement remain the property of Jennings & Barrett unless otherwise agreed.

The platform and associated IP relating to the platform's design belong to Jennings & Barrett. The use of media such as photography, posters, documents, or other formats remains the original creator's IP. Using these media on the client's platform does not represent permission for the client to use any media outside the platform.

Clients and users may not share the platform, or any platform media/content that hasn't been created by the client, for any reason except to comply with the Building Safety Act 2022.

The client retains ownership of any content they have produced for the platform, and Jennings & Barrett have no right to use this content outside of the platform or for purposes other than compliance with the Building Safety Act 2022. The client is responsible for retaining their original content files. Jennings & Barrett cannot be held accountable for any loss of client-created content should a system malfunction occur.

## B. Compliance With Legislation

As stipulated under the Building Safety Act 2022, the client is responsible for the platform's content and compliance with the strategy under the Building Safety Act 2022. Leaseholders within the client's property remain responsible for their own communication with unit occupants and compliance under the Act. Should the client refuse to comply with legislation, Jennings & Barrett reserve the right to include this detail in the summary documents provided to the Building Safety Regulator and with residents where appropriate.

The client is obligated under the Building Safety Act 2022 to express the level of detail they wish to share with residents. They will provide this upon instruction.

## C. Platform Management and Analytics

Jennings & Barrett reserve the right to analyse the use of the platform through cookies and analytics.

Jennings & Barrett will exclusively retain and manage all administrator passwords for the Resident Engagement Strategy platform and associated systems whilst in a Management Agreement or Resident Engagement Strategy Service Agreement with the client.

## D. Service Agreement & Notice Terms

The client acknowledges that this service is being provided as an additional service to the Management Agreement and that Jennings & Barrett are under no obligation to carry out any part of this service without sufficient instruction from the client.

If either party provides the other party with notice on the Management Agreement, both parties agree to discuss the terms for the continued provision of the Resident Engagement Strategy platform or its appropriate handover to the incoming agent. These terms shall include, but are not limited to, access provisions, data transfer, file ownership, and any associated service or administrative fees. Final terms will be confirmed in writing before the end of the existing agreement.

In the event that the parties are unable to reach an agreement regarding the continued provision or handover of the Resident Engagement Strategy platform before the expiry of the existing contract, the following default terms shall apply:

- The Client shall settle any outstanding fees associated with the platform or service provision by the termination date.
- Jennings & Barrett shall be entitled to restrict or remove access to the platform for both the Client and building residents.
- Jennings & Barrett may notify residents of the platform's deactivation and direct them to the Client or newly appointed agent for further updates.

Any requests for data or platform materials following termination will be subject to an agreed administrative fee or as outlined in the Data Sharing clause of this agreement.

### E. Working Hours

It is assumed that all work will be carried out during the hours covered by this agreement. If work is required to be undertaken outside of these hours or at an expedited rate, additional charges may apply. Currently, Jennings & Barrett's standard working hours are Monday through Friday, 9.00am to 5.00pm, excluding public holidays.

### F. Service Levels & Right to Refuse Services

The service is designed to accommodate the Building Safety Act 2022 requirements and provide a user-friendly, accessible information source for residents, whilst ensuring that the service is sustainable and sufficiently resourced.

The client will be asked for specific instructions to ensure that their expectations align with the outcomes that can be delivered. Should the instructions require a higher level of service, Jennings & Barrett have the right to refuse additional requests.

## 7. Platform & Process Information

### A. Critical Systems

Systems that are necessary for the High-Rise Compliance Support Service to be completed include:

- Jennings & Barrett's regular leaseholder CRM;
- A separate CRM to manage resident information and dissemination of resident information;
- Storage for relevant building safety files;
- The software used to produce the platform;
- Hosting platforms;

- Polling technology;
- Analytics technology.

These are third-party systems, and Jennings & Barrett is not liable for any data loss or platform downtime due to their use.

## B. Data Sharing and Data Requests

Should any data from the above-listed systems be required by the client, they can request this data via email to [operations@jenningsandbarrett.co.uk](mailto:operations@jenningsandbarrett.co.uk). Due to relevant legislation, including but not limited to, GDPR and the Trade Secrets (Enforcement, Etc.) Regulations 2018, requests should include:

- The lawful basis on which the client requests the data;
- The legitimate reason as to why this data is required.

The client is responsible for their compliance with GDPR legislation when they have requested and received data.

Jennings & Barrett reserves the right to request the entry of a data sharing agreement with the client, which must be in place before data is shared. Should this data be required following notice given by the client or Jennings & Barrett, or beyond the term of this agreement, Jennings & Barrett reserve the right to charge an administration fee for the provision of this data.

Jennings & Barrett take reasonable care to ensure that all third-party systems used are GDPR-compliant. The client should refer to Jennings & Barrett's Fire Safety Privacy Policy (<https://www.jenningsandbarrett.co.uk/building-safety-privacy-policy>) for more information about data protection and management in relation to this agreement.

The data will be held on record for seven years.

## 8. Service Deliverables

### A. The Resident Profile

- The development's leaseholders will be contacted via the contact information stored within Blocks Online to request information about their unit. They will be asked to either submit information about their tenants (with their tenants' permission) or to submit information about their households if they are the residents of the unit.

- Leaseholders will be asked to submit this information via an online form.
- An alternative form can be accessed by Leaseholders at any time should they need to change any information held about their household, outside of the dates of the resident profile survey campaign for your development. It is the responsibility of leaseholders to allow other parties occupying their units to access the forms.
- Jennings & Barrett will make reasonable attempts to collect this data from residents. Jennings & Barrett reserve the right to consult with the client should responses to the profile collection exercise be insufficient.
- Should additional costs be incurred in the attempt to collect this data under the client's instructions, Jennings & Barrett reserve the right to pass those costs onto the client at the rate of £65/per hour, inclusive of VAT.
- The survey will be analysed to create the Resident Profile.
- The Resident Profile will form part of the building's Safety Case and be included in the building registration and certificate application submitted to the Building Safety Regulator.
- The Resident Profile Survey will be conducted annually, following receipt of the renewed Resident Engagement Strategy Service agreement, signed by the Client.

## B. The Resident Engagement Strategy

This refers to the service of producing a Resident Engagement Strategy and Resident Engagement Platform for the use of residents to engage on Building Safety Matters in relation to the Building Safety Act 2022

Minimum deliverables for the strategy:

Unless otherwise specified by the client, Jennings & Barrett will assume that the client opts for the "Essential Service" to ensure compliance with the Building Safety Act 2022. The "Essential Service" will produce the minimum information required by the Building Safety Act with residents through the platform.

## C. Resident Engagement

Jennings & Barrett will, to the best of their ability, conduct relevant Resident Engagement work as dictated by the client upon instruction and in accordance to the agreed service level. The appointed PAP can request engagement-related activities in line with their agreement service level via [operations@jenningsandbarrett.co.uk](mailto:operations@jenningsandbarrett.co.uk).

## D. Alternative deliverable options

For those clients desiring to have a more community-focused engagement approach, Jennings & Barrett can provide support for this at an additional fee.

The client can, upon agreement with the Resident and presentation of evidence of this agreement being presented to Jennings & Barrett, request that these costs be delivered directly to the relevant resident. Should the resident fail to pay for these costs, the client is responsible for payment.

## E. Platform Access

The Resident Engagement Strategy will be hosted on a website specific to the building (“The Platform”).

The platform will be shared with development residents via email, the Blocks Online leaseholder portal, and QR codes located on the communal noticeboards in the high-rise residential buildings inside the development.

Jennings & Barrett are not responsible for any loss of access to the Platform if a resident experiences issues accessing the internet.

Jennings & Barrett do not guarantee the provision of QR codes on communal noticeboards in residential buildings inside the development, which are not high-rise residential buildings under the Building Safety Act. However, residents of those developments will still receive access to the strategy via email and the portal unless otherwise instructed by the client.

The client will have no additional access to any part of the platform or its systems unless there is a valid reason for them to do so.

Residents can request that any part of the Resident Engagement Strategy be provided in print or other media formats where this is necessary for their inclusion and engagement. Jennings & Barrett reserve the right to charge additional fees associated with large volumes of such requests from the client or development residents. Fees will be variable based on the information that must be provided to the resident and the resources required to ensure its inclusion. Media other than print will be discussed with the client prior to procurement to ensure that the fee will be covered. Jennings & Barrett will not add any administration fees to any costs/services required for compliance and resident inclusivity with the Building Safety Act.

Whilst Jennings & Barrett try to ensure that the Platform is available 24 hours a day, Jennings & Barrett will not be liable if, for any reason, the Platform is unavailable at any time or for any period. Access to the platform may be suspended temporarily and without notice in circumstances of system failure, maintenance or repair or for reasons beyond Jennings & Barrett’s control.

## F. Platform Use & Intent

The platform should only be used as a source of information for residents relating to the Building Safety Act 2022.

It should not be used or considered to be a source of marketing material for the development.

It should not be considered a notification method for residents in relation to day-to-day management of the development.

It should not be used or recreated within any marketing materials for the letting of or sale of any units within the development.

Information on this website is intended for the use of residents only.

Information on this website should not be used in relation to any other development.

The provision of this website to residents does not represent any agreement on behalf of Jennings & Barrett to manage compliance, or any other element of management of short-term or long-term property lets that may exist within the development.

Jennings & Barrett take no responsibility for ensuring that parties to short-term lets or long-term let agreements are party to or have access to the website, the platform or resident profile surveys.

## G. Content Change Requests

Once the platform has been created, the Client will have a period of five working days to review and request changes to the Platform before it is shared with building residents unless otherwise agreed.

To ensure that this change requests outside of this period are managed efficiently, the following process and fees will apply:

- g.1. For changes relating to content that does not affect compliance with the Building Safety Act 2022:*
- Change requests must be sent to [operations@jenningsandbarrett.co.uk](mailto:operations@jenningsandbarrett.co.uk) from the appointed Principal accountable person or their representative;
  - The request must be sent in one email, to enable tracking and progress, with clear instructions, including:
    - The URL of the page that needs changing;
    - The section of the page that needs changing;
    - What must be removed;
    - What the new information must be;
    - Any new files that must be uploaded to the platform for resident access;
    - Changes will be made within 10 working days unless otherwise agreed;
- g. 2. For changes that are required for continued compliance with the Building Safety Act 2022:*
- Requests for content changes in order to continue compliance with the Building Safety Act 2022 must be emailed to both [operations@jenningsandbarrett.co.uk](mailto:operations@jenningsandbarrett.co.uk) and [buildingsafety@jenningsandbarrett.co.uk](mailto:buildingsafety@jenningsandbarrett.co.uk);
  - The request must be sent in one email, flagged as urgent, to enable tracking and progress, with clear instructions, including:
    - The URL of the page that needs changing;
    - The section of the page that needs changing;
    - What must be removed;
    - What the new information must be;
    - Any new files that must be uploaded to the platform for resident access;

- With clear reasoning to help Jennings & Barrett understand the priority level of the work;
- Changes will be made within 5 working days. There may be cases where, due to staff absence, a change cannot be made within this period. In these cases, the client will be notified appropriately.

*g.3 Content Change Request Fees*

Unless otherwise agreed, content change requests sent after the above mentioned period will be accommodated by the client at an additional cost of at the hourly rate of £65.00 per hour (exclusive of VAT).

There may be times when making these changes leads to additional maintenance work to maintain platform functionality and accessibility. The client accepts that any work performed to accommodate changes and maintain the platform's functionality can be charged appropriately within this change agreement.

Those clients who have agreed to the Enhanced Support package, and have remaining hours to use, are able to use these towards their content change requests.

Content change requests that are agreed upon as necessary for continued compliance with the Building Safety Act 2022, where they relate to the provision of information that is essential for resident safety, are not subject to Content Change Fees unless the change was caused by initial poor instructions or the provision of incorrect information on behalf of the client. Content change requests that are necessary for continued compliance with the Building Safety Act 2022 that do not relate to the provision of information that is essential for resident safety (such as but not limited to changes in engagement channels or frequency) will be charged at the above-stated rate.

*g. 4 Dispute Management*

Should the Client wish to raise any concerns regarding the creation and management of any part of the Resident Engagement Strategy, these should use the following process:

The Appointed Principal Accountable Person reports concerns via email to [buildingsafety@jenningsandbarrett.co.uk](mailto:buildingsafety@jenningsandbarrett.co.uk). This email should contain:

- Clear details about the concern, for example:
- Links to relevant pages and descriptions of the relevant sections;
- Persons involved, if known;
- How the concern is relevant to Building Safety Act 2022 compliance or breaks the terms of the existing agreement.
- Information about any relevant communication regarding the clients' needs and descriptions of how these have not been treated appropriately.

Please refer to Jennings & Barrett's complaints procedure for information on escalating concerns or disputes.

## 9. Fees & Payments

### A. Pricing Reviews

The charges below are subject to annual fluctuations and depend on the pricing of the systems and processes necessary for completing and maintaining the Resident Engagement Strategy. Jennings & Barrett reserves the right to review charges annually before renewal.

### B. Scope of Services – Essential Service – £5,135.60 Excl. VAT for the first year (One-time set-up)

The above fee covers the cost of setting up the platform and processes to maintain the service.

Type of Service
Annual requests to residents to fulfil the requirements of a “Resident Profile” under the Building Safety Act (Hereby referred to as the “Resident Profile information request”).
Initial consultation with residents on Resident Engagement Strategy contents following publication.
The analysis of responses to those requests to complete the Building Safety Case.
Management of any cases in which the production of alternative methods of engagement strategy, engagement delivery, fire procedure information, or the creation of a Personal Emergency Evacuation Plan is required*.
The production of a sufficient resident engagement strategy that fulfils the requirements of the Building Safety Act 2022.
Use of a specific contact channel to enable building residents to raise building safety concerns with Jennings & Barrett, managed by a capable and appropriate staff member.
Recording of Resident Engagement Strategy version information, as well as publication, sharing, and maintenance dates.
Creating a resident profile for the Safety Case
Creating a resident engagement strategy summary for the Building Safety Regulator.
Ongoing reviews of legislation changes and best practice advice from relevant authorities to ensure that the platform remains compliant and useful.

**C. Additional Services - Optional**

Additional services such as those listed below can be requested for an additional cost at the hourly rate of £65.00 per hour (exclusive of VAT).

Type of Service
Additional information provided to Residents about building safety through channels such as newsletters, SMS
Resident safety webinars*
Resident safety events such as in-person training, webinars, meetings*
Regular polling of residents to ensure satisfaction with management of the building
Production of digital welcome information or “resident guides” to aid with resident management
Additional printing and placement of QR codes enabling residents to access the Platform on mobile in communal areas (such as lifts or in stairwells)*
Use of screens in communal areas for resident communications and notification purposes*
Digitisation of Building Management processes for residents, such as requests for pets or licences to alter.

\*Service requests requiring additional expenditure, management, administration support, and/or training, such as events (including training webinars), screen rental, will incur extra charges to accommodate the additional resources required for their management. Whilst this service covers the management of a PEEP creation, additional costs may be incurred because of that PEEP. Jennings & Barrett have no liability for the costs of any equipment or services that must be provided for a PEEP in relation to compliance of the Building Safety Act 2022.

**D. Annual Platform Maintenance Fees – £2,000 Excl. VAT**

Your annual platform maintenance will include the below tasks. Any number provided in relation to this fee is an estimate and subject to revision in line with the associated platform maintenance costs and following review of the Client’s service / demand.

Type of Service
Annual polling of residents for building safety case compliance;

Type of Service
Annual review of resident engagement consultations and advice provided where your strategy does not meet their preferences;
Ongoing reviews of the platform to ensure usability is maintained;
Ongoing review, editing and updating of platform content to ensure that information is up to date and compliant;
Ongoing reviews of legislation changes and best practice advice from relevant authorities to ensure that the platform remains compliant and useful;

#### E. Additional Requests

Any additional requests the Client requires to be added to this support agreement during the contract term will increase the associated fee unless otherwise agreed by the Operations Director of Jennings & Barrett.

#### F. Agreement Length

This agreement covers the provision of Resident Engagement Strategy support to the Client for one year less one day.

#### G. Essential Services Payment Schedule:

Jennings & Barrett will invoice for the service once the Resident Profile collection process has begun.

In cases of late payment, interest will be charged to the client at a rate of 1% over base rate from the date the fee became due until the date of payment.

#### H. Additional services payment schedule and additional terms:

Jennings & Barrett can accommodate additional services as part of the Resident Engagement Strategy service, subject to agreement between parties.

The client can request additional services at any time within 11 months of the commencement of this agreement, subject to agreement from Jennings & Barrett. A minimum commitment of 20 hours at a rate of £65/hr must be paid in full before services commence unless otherwise agreed in writing by the Operations Director or Finance Director of Jennings & Barrett.

The above-mentioned additional services do not include areas where this agreement has already discussed payment in return for change requests to the platform or content.

The client can email [operations@jenningsandbarrett.co.uk](mailto:operations@jenningsandbarrett.co.uk) to request additional services be added to their agreement. They should include instructions for using these hours within that email. If payment is received without instruction, Jennings & Barrett reserve the right to produce a plan for their use following the collection of the resident profile information following preferences made by residents within that collection exercise.

Should the client opt for additional services, they will receive their invoice for 20 hours of management support at £65/hour alongside their second payment schedule or following instruction. Time spent on services will be billed in increments of 30 minutes. Any partial increments will be rounded up to the next full increment.

Jennings & Barrett reserve the right to refuse to provide the additional services until the agreed payment has been made.

## I. Ensuring Value

20 hours of additional communications resource will be allocated to the client after the signing of this agreement to accommodate the increased requirements under the Building Safety Act 2022. Should this resource be used prior to the expiry date of this agreement, Jennings & Barrett reserve the right to request additional resource, payable by the client, to continue compliance of the Act, or to reduce activities to those that are covered within the existing management agreement.

Additional costs related to the purchase or hire of equipment, training, or services will be discussed with Clients upon receipt of their request.



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## 10. Signing

Service level choice:

Agreed fee:

On behalf of Jennings & Barrett:

Date:

Name:

Signature:

On behalf of [Client Name]

Date:

Name:

Signature: