



JENNINGS & BARRETT

Est. 1910

Resident Engagement Strategies for High-Rise Residential Buildings



Digital & Bespoke Engagement Strategies

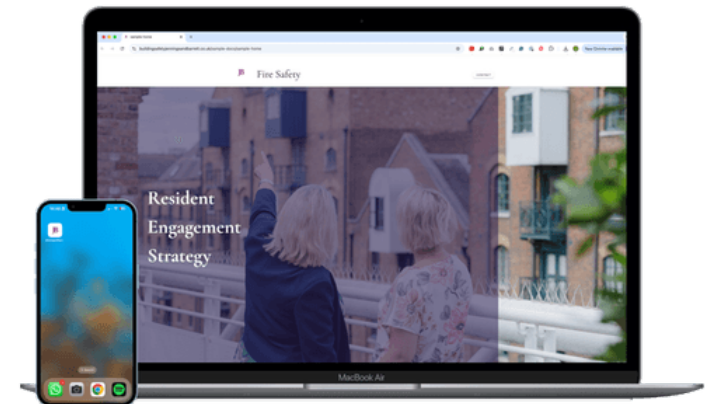
Following further enactments of the Building Safety Act 2022, each Principal Accountable Person (PAP) for high-rise residential buildings must produce a resident engagement strategy and resident profile as part of their Building Safety Case.

Both resident engagement and resident profile creation require a large amount of data and information to be collected from and provided to residents.

Our digital approach to resident engagement strategies enables residents to access relevant and up-to-date information about your development and their homes from phones, tablets and laptops. At the same time, it allows us to monitor use, track engagement, and ensure that we comply with the Act's regulations on consultations, version control and inclusive access.

Each high-rise development in our care will, following receipt of appropriate instruction, receive:

- A resident profile survey collection service and analysis.
- A resident engagement platform specific to their developments' needs and the Directors' wishes.
- Personal Emergency Evacuation Plan creation support for vulnerable and disabled residents.
- 20 hours of additional communications support for building safety-related matters to ensure that the platform remains up to date and informative, and to meet community needs.
- The option to add additional resident engagement services.



[View the sample](#)



About The Resident Profile

In order to produce a compliant Safety Case, PAPs must produce a resident profile and systematically collect data on residents to keep this up to date.

Best practice advises annual use of the system, and the Safety Case and engagement strategy must reflect any changes that occur. Additional requirements from the Act ask PAPs to consult residents on their development's engagement strategy, as well as provide information on consultations that will occur.

How we're helping you comply

To fulfil these requirements, we will perform an annual Resident Profile survey and analysis, asking leaseholders to declare:

- Details on their occupancy status or the contact information for tenants.
- Descriptions of their households and to declare any communication or evacuation needs.
- Their preferences for both consultations and notifications of building safety-related matters.
- Our new Resident Relationship Management software enables us to make this process seamless for residents while automating notifications of any PEEP-related needs to your Property Management team for follow-up.

Once analysed, your resident profile is ready to inform your resident engagement strategy and for submission as part of the Safety Case.

Take the opportunity to gain further insights to assist with management

Resident profile surveys can be personalised to your development, so if you wish to ask Leaseholders and Residents questions about their general satisfaction levels, future ideas for the development, or survey their demand level for additional engagement options or communal services, you can request these upon instruction.



Grow your community and improve satisfaction amongst residents

Community-focussed engagement strategies help create a cohesive sense of belonging amongst residents, and have been proven to increase resident and leaseholder satisfaction levels –making your management job easier and more rewarding.

Residents and leaseholders who feel connected to their homes, neighbours and environment are more likely to:

- Feel safer in their homes.
- Respect communal areas and abide by the lease terms.
- Report issues earlier and constructively.
- Appreciate management and have less demands.

A range of options are available to help produce resident engagement strategies that are both compliant and fulfilling, including:

A Resident's Newsletter

Building Safety webinars & Q&As

Customised content to explain management decisions.

"Feedback" idea forms to enable residents to submit wishes.

Improving shared spaces

Community events

Improved welcoming information & digitised processes for licenses

"Feedback" idea forms to enable residents to submit wishes.

When you provide us with your instructions for resident engagement, you'll have the opportunity to discuss your ideas with us.










Fees

Following extensive market research into external resident engagement platform and service providers, we found that the options were not inclusive of resident engagement activities or PEEP support. Annual fee is estimated subject to platform running costs and the communication demand level of your development.

YEAR ONE

One-time set-up

£4,135.60

-  Dedicated resident platform that is accessed via a QR code on noticeboards and via a URL link.
-  Use of a specific building safety email address for residents to escalate concerns above other leaseholder queries.
-  Resident profile surveying and creation for the building's Safety Case.
-  A campaign to increase engagement and inclusion using email, phones and site visits.
-  Compliant support for vulnerable and disabled residents.
-  Record and version control taken care of.
-  Additional engagement and notification options for residents in regards to building safety decisions and works.

ESTIMATED ANNUAL FEE

Renewal

£2,000.00

-  Annual resident profile campaigns, surveys and analysis.
-  Annual resident engagement strategy reviews.
-  Continued support for vulnerable and disabled residents.
-  Annual platform maintenance and updates.



Delivery according to legislation & best practice

Sources used to produce our service, processes and the resident engagement platform include:

Home Office:

Fact sheet: Information to residents (regulation 9). (2023)

Guidance: Fire safety risk assessment: Means of escape for disabled people (2023)

Outcomes from the Emergency Evacuation Information Sharing Plus (EEIS+) Consultation and Residential PEEPs Policy (2024)

London Fire Brigade:

Fire Safety (England) Regulations 2022: new duties under the Fire Safety Order for responsible persons.

Health and Safety Executive:

Guidance: Residents and owners of residential units: actions to keep your building safe. (2024)

Guidance: High rise building information accountable persons must provide (2024)

Guidance: Preparing a Safety Case Report (2023/2024)

Guidance: Preparing a Resident Engagement Strategy (2023/2024)

Building Safety Regulator:

Safety Case Toolkit: Reasonable Steps and Practical Examples (Building Safety Regulator)

How to engage with residents (2024)

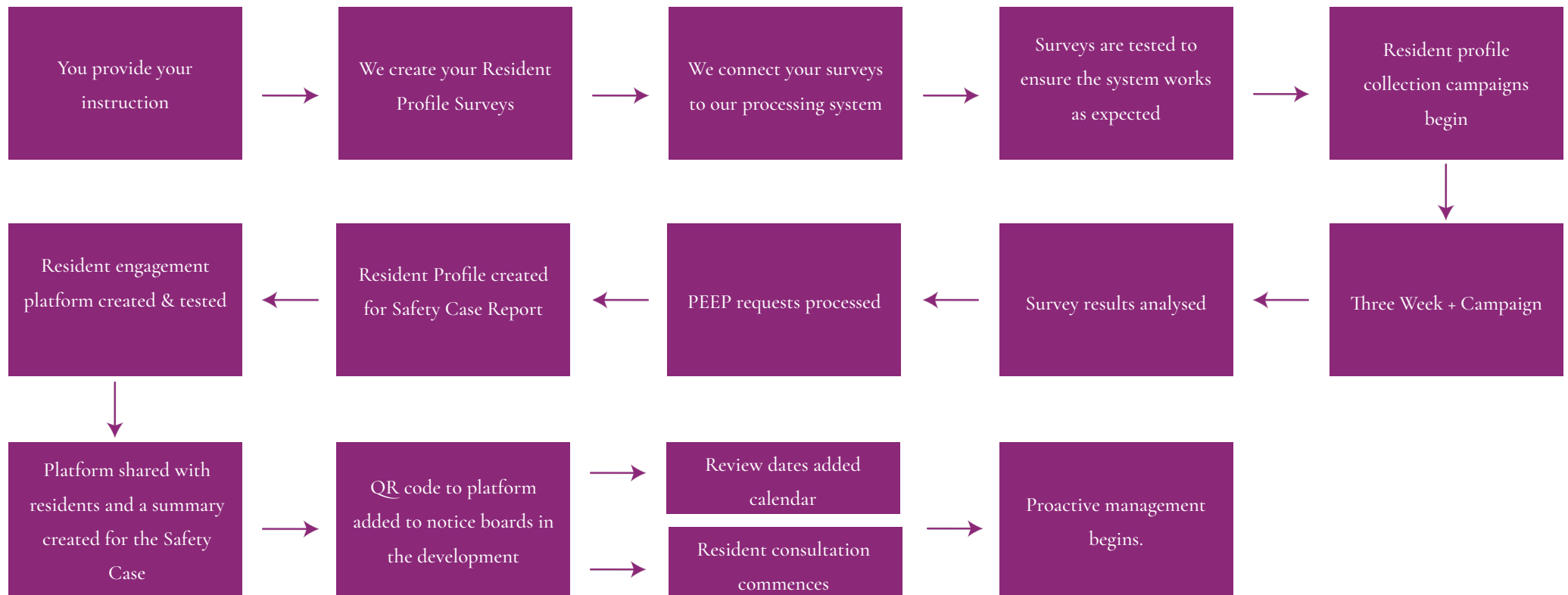
TPI (The Property Institute) Training and Information:

TC116: Resident Engagement Strategies (CPD attended by two staff members)

Annual Seminar 2024: Update from the BSR (Building Safety Regulator)

B04: Managing Building Safety - Higher Risk Buildings (Guidance)

The Process of Creating Your Resident Engagement Strategy:



Opting for additional Resident Engagement support?

You'll have the opportunity to raise your ideas with us when providing your instructions. If you're not sure, we can add additional questions to the Resident Profile surveys to find out what'll suit residents best.



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Celebrating 115 years in property services

Contact us:

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<https://www.jenningsandbarrett.co.uk/our-approach-to-the-building-safety-act>

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