



LOCAL RESIDENT ENGAGEMENT STRATEGY EXAMPLE HOUSE

ENGLISH

If you need this document in your preferred language, or in Braille, Audio, or Large Print formats, please contact us at BuildingSafetyTeam@Southwark.gov.uk or phone **020 7525 1177** to request a copy.

ESPAÑOL (SPANISH)

Si necesita este documento en su idioma preferido, o en formatos Braille, audio o letra grande, póngase en contacto con nosotros en BuildingSafetyTeam@Southwark.gov.uk o llame al **020 7525 1177** para solicitar una copia.

PORTUGUÊS (PORTUGUESE)

Se precisar deste documento no seu idioma preferido, ou nos formatos Braille, áudio ou letra grande, contacte-nos em BuildingSafetyTeam@Southwark.gov.uk ou telefone **020 7525 1177** para solicitar uma cópia.

FRANÇAIS (FRENCH)

Si vous avez besoin de ce document dans la langue de votre choix, ou en braille, audio ou gros caractères, veuillez nous contacter à BuildingSafetyTeam@Southwark.gov.uk ou appeler le **020 7525 1177** pour en demander un exemplaire.

中文 (简体) (SIMPLIFIED CHINESE)

如果您需要此文件的首选语言版本，或盲文、音频或大号印刷格式，请通过 BuildingSafetyTeam@Southwark.gov.uk 联系我们，或致电 **020 7525 1177** 索取副本。

POLSKI (POLISH)

Jeśli potrzebuje Pan/Pani tego dokumentu w preferowanym języku, lub w formatach Braille'a, audio lub dużego druku, prosimy o kontakt pod adresem BuildingSafetyTeam@Southwark.gov.uk lub telefonicznie pod numerem **020 7525 1177**, aby zamówić egzemplarz.

العَرَبِيَّة (ARABIC)

إذا كنتم بحاجة إلى هذا المستند باللغة التي تفضلونها، أو بصيغ برايل، أو صوتية أو بطباعة كبيرة، يُرجى التواصل معنا عبر BuildingSafetyTeam@Southwark.gov.uk لطلب نسخة **020 7525 1177** أو الاتصال على **020 7525 1177**.

বাংলা (BENGALI)

আপনার যদি এই নথিটি আপনার পছন্দের ভাষায়, অথবা ব্লেইল, অডিও বা বড় মুদ্রণ ফর্ম্যাটে প্রয়োজন হয়, অনুগ্রহ করে BuildingSafetyTeam@Southwark.gov.uk এ যোগাযোগ করুন অথবা **020 7525 1177** নম্বরে ফোন করে একটি কপি অনুরোধ করুন।

TÜRKÇE (TURKISH)

Bu belgeye tercih ettiğiniz dilde veya Braille, sesli ya da büyük punto formatlarında ihtiyacınız varsa, lütfen BuildingSafetyTeam@Southwark.gov.uk adresinden veya **020 7525 1177** numarayı arayarak bizimle iletişime geçin.

ROMÂNĂ (ROMANIAN)

Dacă aveți nevoie de acest document în limba preferată, sau în formatele Braille, audio sau caractere mari, vă rugăm să ne contactați la BuildingSafetyTeam@Southwark.gov.uk sau să telefonați la **020 7525 1177** pentru a solicita o copie.

РУССКИЙ (RUSSIAN)

Если вам нужен этот документ на предпочитаемом языке или в форматах Брайля, аудио или крупного шрифта, пожалуйста, свяжитесь с нами по адресу BuildingSafetyTeam@Southwark.gov.uk или позвоните по номеру **020 7525 1177**, чтобы запросить копию.

TABLE OF CONTENTS

Building Information	01
Fire Safety Information	02
Resident Demographics	03
Key Contacts	04
Communication and Engagement	05
Planned Building Safety Works	06
Reviewing and Measuring Success	07



BUILDING INFORMATION

Building Name	Example House
Address	1-68 Example Street, Example Estate, Southwark, SE1 ABC
Building Type	High-Rise
Number of Units	68
Principal Accountable Person	Name: Southwark Council Address: 160 Tooley Street, London, SE1 2QH Website: www.southwark.gov.uk Telephone: 020 7525 5000
Accountable Person(s)	Name: Southwark Council Address: 160 Tooley Street, London, SE1 2QH Website: www.southwark.gov.uk Telephone: 020 7525 5000



FIRE SAFETY INFORMATION

If Fire Breaks Out

In your home

- Leave the room where the fire is, then close the door.
- Tell everyone in your home and get them to leave. Close the flat entrance door after you exit.
- Do you stay behind to put the fire out.
- Call the fire service.
- Wait outside, away from the building.

In another part of the building

- **The evacuation strategy for your building is “Stay Put”.**
- The building is designed to contain a fire in the flat where it starts.
- This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home, or if you are told to do so by the fire service.
- If you are in any doubt, get out!

Calling the fire service

1

**Dial
999**

2

Give the operator your telephone number & ask for **‘FIRE’**.

3

When the fire service replies, **give them the address** of your building.

4

Do not hang up until the fire service has repeated the address correctly.

Fire doors in your building

- Keep fire doors shut when not in use, in particular your flat entrance door.
- Do not tamper with self-closing devices or prop doors open.

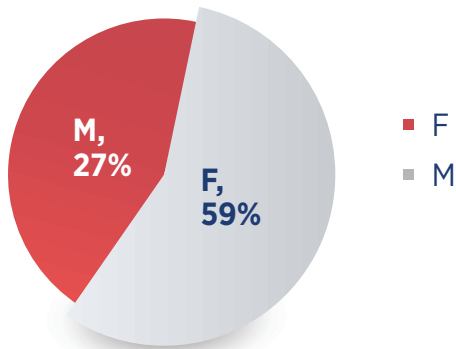


Would you, or someone in your household, have difficulty responding to a smoke alarm or escaping a fire in your flat without some assistance?

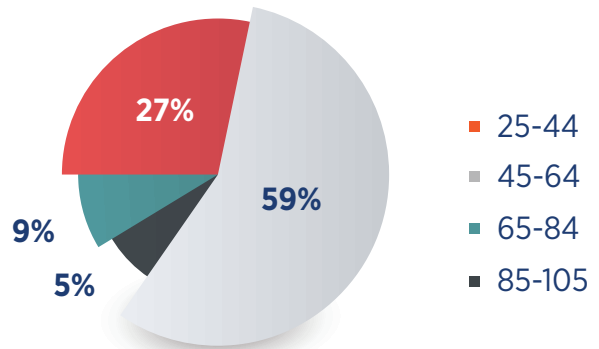
If the answer to this question is **‘Yes’**, let us know by contacting the Building Safety Team: BuildingSafetyTeam@southwark.gov.uk **020 7525 5000** or by contacting your Resident Services Officer.

RESIDENT DEMOGRAPHICS

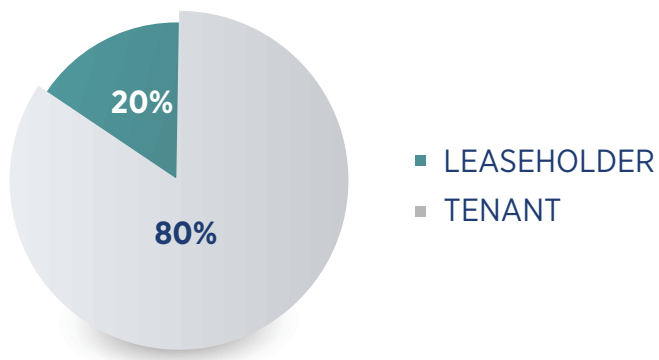
Gender



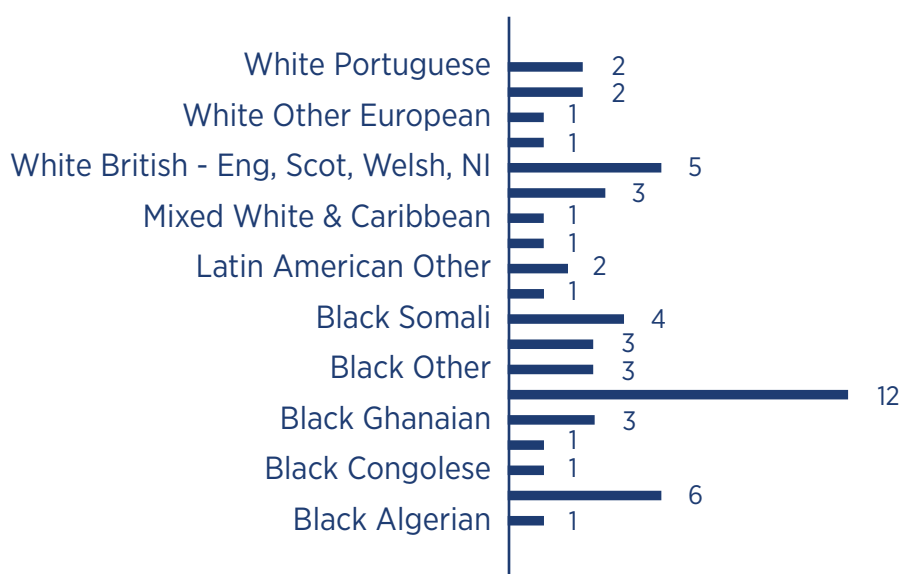
Age



Occupancy



Ethnicity



KEY CONTACTS

HOUSING OFFICER

Ask about your own home: rent, tenancy questions, moving in or out, and small repairs.

Name	Nadine Lowe
Contact Number	07562 430217
Email Address	Nadine.Lowe@southwark.gov.uk
Office Hours/Availability	Mon – Fri 9:00am – 5:00pm

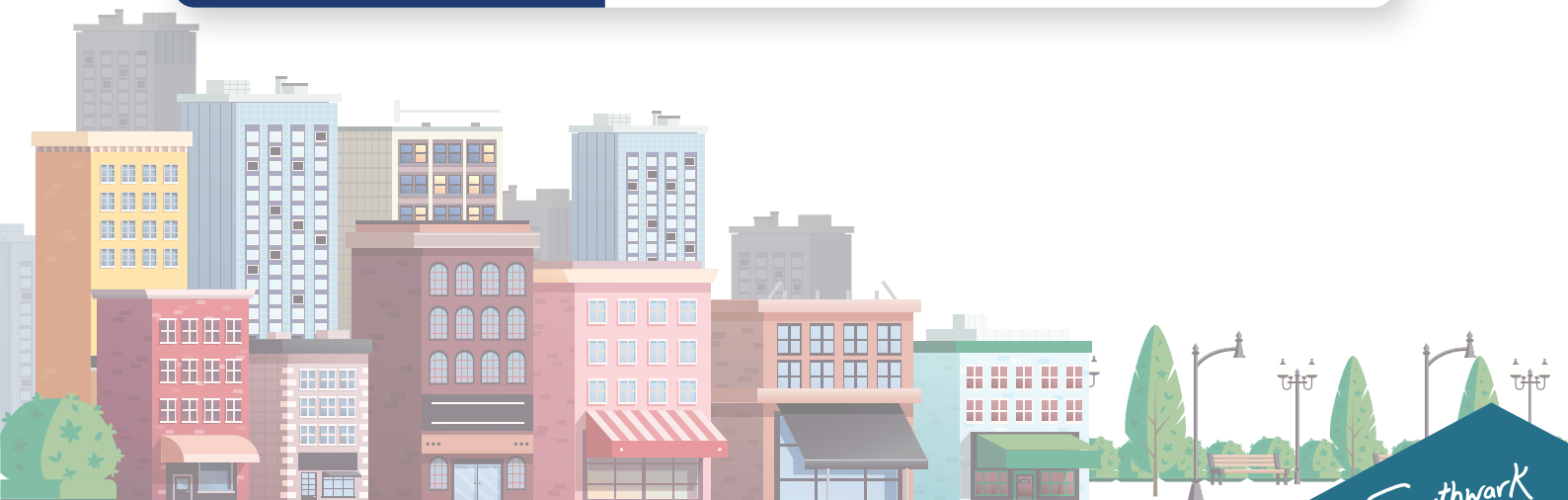
BUILDING SAFETY MANAGER

Ask about building safety: fire alarms, fire doors, emergency exits, safety checks, and serious building problems (like large cracks)

Name	Andrew Holley
Contact Number	07708 103533
Email Address	Andrew.holley@southwark.gov.uk
Office Hours/Availability	Mon – Fri 9:00am – 5:00pm

TENANT AND RESIDENTS' ASSOCIATION (TRA)/ TENANT MANAGEMENT ORGANISATION (TMO)

Name	Example TRA/TMO
Chair	John Doe
Email Address	johndoe@ExampleTRA.com



COMMUNICATION AND ENGAGEMENT

Main Communication Channels	Post (75%) and Email (25%)
How To Share Feedback	Email: buildingsafetyteam@southwark.gov.uk Call: 020 7525 1177 Contact your Building Safety Manager
How to Make a Complaint	Email: complaints@southwark.gov.uk Call: 020 7525 0042 Online: https://www.southwark.gov.uk/about-council/complaints-and-feedback
Language and Accessibility Support	Communications need to be translated and made available in the following languages: <ul style="list-style-type: none">• Asante Twi• Spanish• Russian Additional languages and formats can be made available on request.
Emergency Contacts	Call 999 for emergency services (police, fire service, ambulance) Emergency Repairs: 0800 952 4444 or 020 7525 2600 0800 111 999 if you smell gas or have a carbon monoxide leak (National Grid)



PLANNED BUILDING SAFETY WORKS

Please note: The information below outlines the proposed priorities and an early draft of the programme. Dates and details may change as plans are developed.

Scan the QR code or use the URL below to visit our Microsite for updated timelines

<https://engage.southwark.gov.uk/en-GB/folders/building-safety>



1. Building Safety Investigatory Works

Scheduled Investigatory Works: Structural Investigations and Monitoring of the building.

Impact on Residents: There will be workers on site and you may notice some minor noise and dust.

Consultation Arrangements (if applicable): Only if we need to take samples from inside individual homes.

2. Building Safety Remediation Works: Visual Structural Survey

Scheduled Works: Repairs to isolated defects found during the visual structural survey.

Impact on Residents: We'll provide more information once the findings from the report are available.

Consultation Arrangements (if applicable): Yes – if we need access to your home, we'll contact you in advance to arrange this.

3. Building Safety Remediation Works: Type 4 Fire Risk Assessment

Scheduled Works: Remediation works based on findings from the Type 4 Fire Risk Assessment inspection.

Impact on Residents: This will depend on the specific works identified. We'll provide updates and timelines as the programme is developed.

Consultation Arrangements (if applicable): Yes – if any works require access to your home, we'll contact you in advance to arrange this.

REVIEWING AND MEASURING SUCCESS

To keep this strategy effective and relevant, we will review it regularly:

- Every two years, we will assess how well this strategy is working. Feedback from residents, as well as any changes in the law, will be considered during these reviews.
- We will also carry out a review after we submit a Mandatory Occurrence Report to the Building Safety Regulator.
- We will conduct a review after significant material changes to a building are completed.
- We will consult residents on any major changes to the strategy. Consultation periods will last at least three weeks, with residents invited to give feedback via surveys, meetings, or online.
- If there are changes to the strategy, we will update residents via letters, emails, and our website, so you are always informed about our approach to building safety.
- Every review will be recorded in detail, including what was discussed, any decisions or changes made, and any lessons learned.
- These records will be kept securely for future reference and auditing purposes, even if no changes are made to the strategy.

To make sure this strategy is achieving its goals, we will measure our performance in the following ways:



- **Resident Feedback:** We will gather feedback on how satisfied residents are with building safety information, communication, and overall engagement. Regular surveys and focus groups will help us track this.
- **Safety Compliance:** We will monitor safety compliance in Cruden House, including regular inspections and audits.
- **Complaint Resolution:** We will track the number of building safety complaints and how quickly and effectively they are resolved.
- **Resident Involvement Levels:** We will measure the level of resident involvement in safety discussions and decisions, with a goal of increasing participation each year.

CHECKING OUR PARTICIPATION METHODS

We will look at basic numbers like how many residents answer surveys, attend meetings, or click on our microsite and email links. If fewer than 8% of residents respond to the surveys, we will check our methods to see what can be improved.

We will also look at the numbers for different groups, such as by age, language, and special needs, to find out if any group is not getting involved.

We will talk with residents in small groups or informal meetings to understand if anyone has problems joining the conversations.

By tracking these measures, we aim to continuously improve our approach to building safety and resident engagement.

Date Issued	Apr-2025
Next Review Due	Apr-2027





www.southwark.gov.uk