

SILKSTREAM - BOWER HOUSE

RESIDENT ENGAGEMENT STRATEGY SUMMARY

2024

SILKSTREAM

LONDON NW9

rg | rmg london





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Strategy Overview

What is covered in this Resident Engagement Strategy Summary

The Building Safety Act 2022 (BSA) has established a range of duties relating to the occupation and management of Higher Risk Buildings (referred to as HRBs). HRBs are broadly residential buildings which are at least 18m or 7 storeys in height.

The BSA duties are owed by Accountable Persons (APs). There can be more than one AP for a building, however the BSA requires a Principal Accountable Person (PAP) to take the lead on BSA matters in order that there is a single entity with overall BSA responsibility.

The BSA requires the PAP for an HRB to prepare a strategy for promoting the participation of relevant persons (residents of the higher-risk building who are aged 16 or over and those who own residential units in the building) in the making of building safety decisions. This is called a Residents Engagement Strategy.

St George City Limited is the PAP for the building. Your PAP contact is Darren Osgood, who can be contacted by email at estate.management@stgeorgeplc.com or telephone on 0207 471 4444.

Residential Management Group Limited (RMG) is the managing agent for the PAP. On behalf of the PAP, RMG will work with all stakeholders to help deliver on the content of this strategy.

In this strategy, we will tell you how we will engage with you to help make sure your building is safe by doing the following:



Inform

What information we will give to residents and building owners



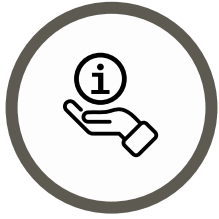
Consult

What we will ask your opinions on and how we will gather & use them



Review

How we will manage, measure and review your engagement



Inform

What information we will give to residents and homeowners

This is some of the information we will provide about decisions relating to the management of your building:



Fire Safety Information

We will provide Fire Risk Assessments and the Fire Safety Plan for your building. We will tell you when we're doing fire door safety checks in your building



Building Work

We will inform & consult you about building works that directly affect you, maintenance & proposed changes to building management



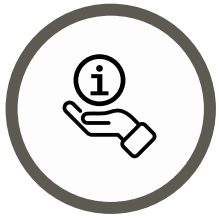
Defects to Life Saving Systems

You will be notified within 24 hrs with timescales for repairs



Responsibilities

We will set out the responsibilities of residents and landlords in relation to the safety of your building



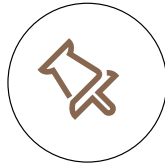
Inform

How we will communicate information to residents and homeowners

Below is all the ways we commit to communicate with you:

Notice Boards

Look out for messages on the notice board in your building



Portals

We will post notifications to our online customer portal



By Post

If you have opted to receive paper communication



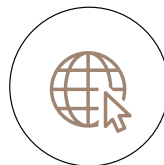
Property Manager

Through usual contact with your Property Manager



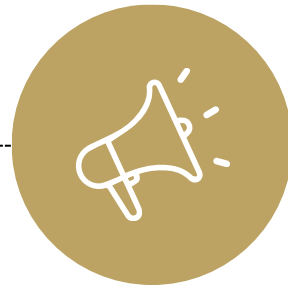
RMG's Website

Refer to RMG's website for information on building safety



Email

If you have opted to receive communication by email





Consult

What we will ask your feedback and opinions on

We will ask for your opinions about key building decisions that impact you in one or all of the following ways:



Significant Risk

Decisions that have a significant impact on your safety.

For example, decisions relating to fire compartmentation or the fire action plan.



Significant Cost

Work that needs to be carried out on your building that comes at a significant cost or is unbudgeted.



Significant Disruption

Building work that is likely to be very disruptive. For example, work that is noisy, prolonged or requires access to your home.



Consult

How we will gather your feedback

Your opinion matters to us, because it will help us to make the best decisions to ensure that your building is safe to live in.

We will sometimes contact you to ask your opinion on a specific key building decision. This will often be in the form of a meeting with your Property Manager or a survey, either via the portal or in the post.

Your opinions will be reviewed and taken into account before key decisions are made, and may influence things such as when the work is carried out or the scope of the work.

We will feedback to you via post, email or the portal, to tell you about any changes or decisions made as a result of your opinions.

Timescales for submitting your opinion, and for us to provide feedback will depend on the situation, but will be set out when we first contact you to ask for your opinion.

This is how we will collect and use your opinions on building safety decisions:



Surveys



Portals



Visits & meetings with your Property Manager



Review

How we'll measure and review your engagement

We will measure and keep under review the effectiveness of this strategy. We will report back on our findings and progress to all residents and homeowners of higher risk residential buildings.

We will measure:



Overall satisfaction that we keep residents & homeowners safe in their home.



Number of building safety issues reported.



Number of complaints received about building safety.



Number of residents stating that they know what to do in a fire.

We will measure the above by communicating with you in the ways set out on page 3 of this document.

The results may lead us to update this strategy and make changes to the ways we engage with you in the future.



Fire Safety Equipment

What fire safety equipment can be found in your building and how we ensure it is well maintained

The Fire Safety (England) Regulations 2022 have introduced additional requirements in relation to audits and checks to ensure and enhance the fire safety of high rise residential buildings. The Principal Accountable Person is also required to produce a Resident Engagement Strategy.

The Responsible Persons are required to carry out safety checks on the following assets in your building:



Fire Extinguishers



Smoke Detectors



Emergency Lighting



Smoke Vents



Apartment Doors



Fire Doors



Dry/Wet Risers



Disabled Refuge Point



Evacuation Alert system



Fire Safety Equipment

Our commitment to provide information and updates on assets

Below is a list actions we commit to, in order to keep your building safe:

- | | | | |
|-------------------------------------|-----------------------------------------------|-------------------------------------|-----------------------------------------------------------------|
| <input checked="" type="checkbox"/> | Provide Floorplans | <input checked="" type="checkbox"/> | Annual Residents Meeting |
| <input checked="" type="checkbox"/> | Ensure wayfinding signs are in place | <input checked="" type="checkbox"/> | Annual survey conducted |
| <input checked="" type="checkbox"/> | Asset testing is carried out | <input checked="" type="checkbox"/> | Platform provided for continuous feedback |
| <input checked="" type="checkbox"/> | Emergency Plans are provided | <input checked="" type="checkbox"/> | Bi-annual newsletter circulated |
| <input checked="" type="checkbox"/> | Fire safety tips are communicated | <input checked="" type="checkbox"/> | Live issues notification and reporting |
| <input checked="" type="checkbox"/> | Resident Responsibilities charter is provided | <input checked="" type="checkbox"/> | Digital noticeboards: Assist in recommendation and installation |





Mandatory Occurrences

What we will provide to residents and homeowners in the event of a mandatory occurrence.

What are Mandatory Occurrences?

The Building Safety Act places a duty on the principal accountable person to implement a Mandatory Occurrence Reporting system. An incident is classified as a Mandatory Occurrence if it relates to the risk of fire spread or structural failure of the building and without remedy would be likely to present a risk of a significant number of deaths, or serious injury to a significant number of people. Any Mandatory Occurrence Events must be reported to the Building Safety Regulator (BSR) by an AP or PAP.

The BSR is an independent body introduced to secure the safety of people in and around buildings and to enhance building safety standards.

A Mandatory Occurrence will be reported to you within 24 hours, as stated on page 2 of this document.

What happens when a Mandatory Occurrence arises?

Once notified of a safety occurrence, the Building Safety Regulator will be informed as soon as possible and a full report provided to the regulator regarding the event within 10 days.

This report will provide a detailed breakdown of the occurrence, who it affected, actions taken, lessons learned and how it will be prevented from happening again.





Further Information

How to obtain further information

Accessibility Options

If you need us to provide information in a different language or format please let us know at customerexperience@rmguk.com

How to escalate a complaint

The process for making a complaint about a building safety matter is outlined below:

1. Email your complaint to RMG London at BSAcomplaints@rmguk.com.
2. Your complaint will be reviewed by RMG London's specialist complaints team.
3. If you are not satisfied with the response, RMG London will refer your complaint to the PAP, St George City Limited.
4. If you are not satisfied by the PAP's response, the PAP will refer your complaint to the Regulator.

You will find the full complaints procedure on your Building Safety Act (BSA) Information webpage.

Privacy

For more information about how we collect and store information in line with GDPR when we ask for your opinions, please refer to our Privacy Statement, which can be found on your portal.





Sainsbury's

POWERHOUSE