

# Building Safety **Resident Engagement Strategy**

Topcliffe House and Chivenor House



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Topcliffe House & Chivenor House

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# Introduction

We will be a great community landlord, driven by our values, providing safe, warm homes while treating every customer fairly, with respect, and be responsive to their needs. As an anchor organisation in Castle Vale, we are committed to creating opportunities for people to thrive and supporting our community to reach its full potential.

Our 2025-2028 Corporate Plan reflects this vision, focusing on excellence in housing, customer service, and community regeneration, while also contributing to the supply of new homes for those in need.

The Building Safety Act 2022 introduced new responsibilities for landlords like us, and new rights for Customers like you. This strategy sets out how we'll meet those responsibilities and make sure your voice is central to how we manage building safety.

## Your Safety

This Resident Engagement in our Building Safety Strategy makes sure you're informed, involved, and supported when it comes to safety in your building.

It works alongside our wider Engagement Strategy to:

- Explain why we've developed this approach
- Share the building safety information available to you
- Set roles and responsibilities
- Show how we'll communicate and support you with additional needs
- Ensure your voice is heard
- Outline the decisions we'll consult you on
- Set out your responsibilities

# Our High-Rise Buildings

This strategy applies to anyone living in our two high-rise residential buildings:



## Chivenor House

Drem Croft, Castle Vale, Birmingham

B35 7HY

12 storeys / 35 metres



## Topcliffe House

Hawkinge Drive, Castle Vale, Birmingham

B35 6BT

11 storeys / 36 metres

Under the Building Safety Act, high-rise residential buildings are defined as those over 18 metres or 7 storeys tall.

# Why We Have Developed This Strategy

The Building Safety Act 2022 is a landmark law designed to improve how high-rise buildings are managed and kept safe. It gives you a stronger voice and ensures your concerns are taken seriously.

## **Here's what it means for you:**

- You'll have more opportunities to be involved in decisions about your building's safety
- You can raise safety concerns directly with the Accountable Person, who has a legal duty to respond
- You will have access to information on how we keep your building safe

## **This strategy explains:**

- How any of our customers (aged 16 and over) and homeowners will be involved in safety decisions
- How to raise concerns or complaints about building safety

We want you to feel confident and informed because building safety is something we do with you, not just for you.

# Building Safety Roles & Responsibilities

The Building Safety Act 2022 introduced new roles to make sure high-rise buildings like yours are managed safely and responsibly.

## Principal Accountable Person (PAP)

The Principal Accountable Person is legally responsible for managing building safety risks in your building, such as fire hazards or structural issues. They must make sure all safety requirements under the law are met and that you are kept informed and involved.

If you ever have a concern about the safety of your building, the PAP is your first point of contact. They have a legal duty to listen and respond.

## Building Safety Regulator (BSR)

The Building Safety Regulator, part of the Health and Safety Executive (HSE), oversees the safety and standards of all high-rise residential buildings across the country. They make sure landlords like us are doing our job properly and keeping Customers safe.

## Principal Accountable Person

The Pioneer Housing and Communities Group LTD

## Named Persons for high-rise buildings

Simon Wilson – Chief Executive

Dave Livesey – Director of Assets and Development

11 High Street

Castle Vale

Birmingham

B35 7PR

Tel: 0121 748 8100

Email: [contactus@pioneergroup.org.uk](mailto:contactus@pioneergroup.org.uk)



[pioneergroup.org.uk/twinnedit](https://pioneergroup.org.uk/twinnedit)



# Keeping You Informed, Involved & Engaged

We believe that building safety is a shared responsibility and that starts with keeping you informed and involved.

## **Tailored engagement for every block**

We've worked closely with you to develop block-specific engagement plans for each of our high-rise residential buildings. These plans ensure we communicate in ways that suit your preferences and needs.

## **How we'll keep in touch**

We'll use a range of communication channels to keep you updated and involved:

- At sign-up
- Twinned It (our digital resident portal)
- Our website
- Social media
- Electronic noticeboards in your block
- Letters and emails
- Newsletters
- Phone calls
- In-person engagement sessions
- We also provide translations in the most commonly spoken languages in our community.

## **What information you'll receive**

If you live in a high-rise residential building, we'll make sure you have access to key safety information, including:

- The safety measures in place to reduce fire and structural risks
- Guidance on reducing fire risks in your home
- Emergency procedures and what to do in the event of a fire
- Roles and responsibilities of both the Accountable Person and residents
- Fire door safety checks - what to look out for
- How to raise safety concerns
- Twinned It: Your Building Safety Portal

We've invested in Twinned It, a secure online platform where you can access:

- Building safety updates
- Fire risk assessments (current and historical)
- Maintenance and repair schedules
- Inspection outcomes
- Information on key safety systems (e.g. lifts, alarms, sprinklers)
- Structural assessments and building modifications
- Your building's fire strategy

To make access even easier, we'll include QR codes in letters and notices so you can quickly view updates online. QR codes can be found at the back of this document or on your building's noticeboard.

You can also request this information by contacting us:

**0121 748 8100** or **[contactus@pioneergroup.org.uk](mailto:contactus@pioneergroup.org.uk)**

We'll respond within 28 days, and let you know if there's a delay.

### **Supporting customers with additional needs**

We're committed to making sure everyone can access important safety information and share their views.

#### **We offer:**

- Alternative formats (large print, braille, easy read, translations)
- Access to interpreters and face-to-face discussions

Let us know your needs by contacting our Customer First Team on 0121 748 8100 or speaking to your Housing Officer.

We'll also carry out six-monthly reviews with all high-rise customers to check if your needs or circumstances have changed.

## **What decisions will customers be consulted on?**

We know you want to be consulted on the decisions that matter most. That's why we'll focus on:

- Issues that directly affect you in high-rise and complex buildings
- Building and fire safety topics at regular customer meetings
- Urgent safety matters through direct communication (e.g. door knocking, home visits, TwinnedIt, digital noticeboards)

## **Consulting with you on urgent building safety decisions**

In urgent situations we'll use direct methods like door-knocking to phone calls to share important safety information quickly and gather any feedback in a timely manner.

We're committed to transparency, accountability, and collaboration which is why your voice will always be important in how we manage building safety.



# Customer Responsibilities

Under the Building Safety Act, you also have a role to play in keeping buildings safe. You must not:

- Do anything that could create a serious risk to the structure of your building
- Increase the risk of fire or help it spread
- Damage or remove fire safety equipment (e.g. alarms, fire doors, extinguishers)

If you're ever unsure or concerned, please speak to a member of our team or contact us directly 0121 748 8100

## How often will this strategy be reviewed

To make sure this strategy stays up to date, we'll review it:

- At least every two years
- After every consultation on the strategy
- Following a mandatory occurrence report
- After significant material alterations to any high-rise building

We'll also use feedback from our annual customer satisfaction surveys to understand how safe you feel and assess how well this strategy is working.

We're here to make sure this strategy is responsive to your needs and aligned with best practice in building safety.

## Where to report building safety concerns

If you have any concerns about the safety of your building, please let us know straight away. You can contact us through:



TwinnedIt  
Resident Portal



Calling us  
0121 748 8100



Emailing us  
[contactus@pioneergroup.org.uk](mailto:contactus@pioneergroup.org.uk)



Speaking to us at  
The High Street

**Your safety is our priority. No concern is too small, if something doesn't feel right, please get in touch.**

# Making A Complaint

If you feel we haven't responded properly to your feedback or service request, you have the right to make a complaint.

## You can do this by:

Email: [contactus@pioneergroup.org.uk](mailto:contactus@pioneergroup.org.uk)

Phone: 0121 748 8100

## If you're not satisfied with the outcome of a complaint related to building safety, you can also contact the Building Safety Regulator:

Phone: 0300 790 6787

Online: Complain about a building safety risk in a high-rise building - [gov.uk/guidance/complain-about-a-building-safety-risk-in-a-high-rise-building](https://gov.uk/guidance/complain-about-a-building-safety-risk-in-a-high-rise-building)

# Definitions

|                                           |                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Building Safety Act 2022</b>           | Legislation aimed at making buildings across the country safer, as well as giving residents and homeowners more rights, powers and protections                                                                                                                                                      |
| <b>Building Safety Regulator (BSR)</b>    | Independent body within the Health and Safety Executive (HSE) whose role is to ensure the safety of all buildings, with additional responsibilities for Higher Risk buildings                                                                                                                       |
| <b>Principal Accountable Person (PAP)</b> | Usually an organisation, responsible for ensuring the safety of a higher risk residential building                                                                                                                                                                                                  |
| <b>Higher Risk Residential Building</b>   | Buildings with at least two residential units that are 18 metres or taller or have seven or more storeys                                                                                                                                                                                            |
| <b>Mandatory Occurrence Reporting</b>     | The requirement to submit a Mandatory Occurrence Notice and Report when a safety occurrence has caused or is likely to cause: The death of a significant number of people.<br>The serious injury of a significant number of people.                                                                 |
| <b>Accountable Person</b>                 | The Pioneer Housing and Community Group is legally responsible for building safety under the Building Safety Act. This means we must take all reasonable steps to: Prevent building safety risks, which include fire spread and structural failure. Reduce the impact of an incident if one occurs. |



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# The Pioneer Group

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