



Building Safety

Engagement Plan for Chivenor House

Welcome to your Building Safety Engagement Plan for Chivenor House

We want you to feel safe in your home.

We'll make sure you know how to contact us about building safety, and we'll keep you updated on what we're doing to keep Chivenor House safe.

We recently spoke to you and heard your views. This plan shares what you told us and what we'll do next.

Summary

This plan explains how we will keep you informed about building safety and how you can share your views with us.

Here's what you need to know:

- **You told us how you want to hear from us** – we will use a mix of letters, texts, emails and phone calls
- **We will keep in regular contact** – including updates through residents' meetings, annual reports and when anything changes
- **You can contact us at any time** about building safety, and we will make sure it's easy to raise or escalate concerns
- **We will share clear safety information** – especially about fire safety and security
- **We will offer ways for you to get involved**, including residents' meetings and a new building safety group
- **We will review this plan regularly**, including speaking to every household at least every two years

You can read the full plan for more detail on what you told us and what we will do.

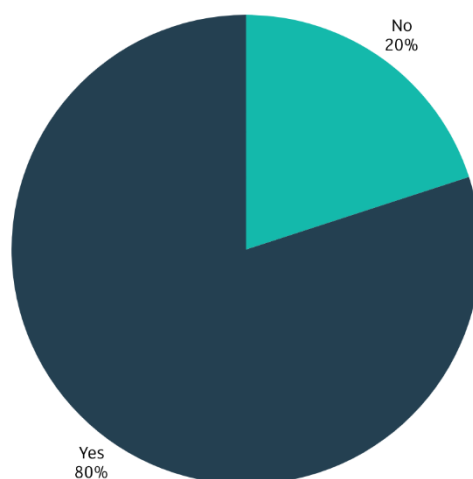
Who we spoke to

We spoke to people in 32 out of 40 flats, either face-to-face or over the phone.

Thank you to everyone who shared their views.

What we will do

Alongside regular communication and opportunities for you to share any concerns or comments, we'll speak to every household individually again every two years, or sooner if we are planning changes that may affect building safety.



We will always work hard to reach as many residents as possible.

This next section shows the questions we asked you and what we'll do.

Q: “If you are concerned about building safety, do you know how to contact us?”

What you said

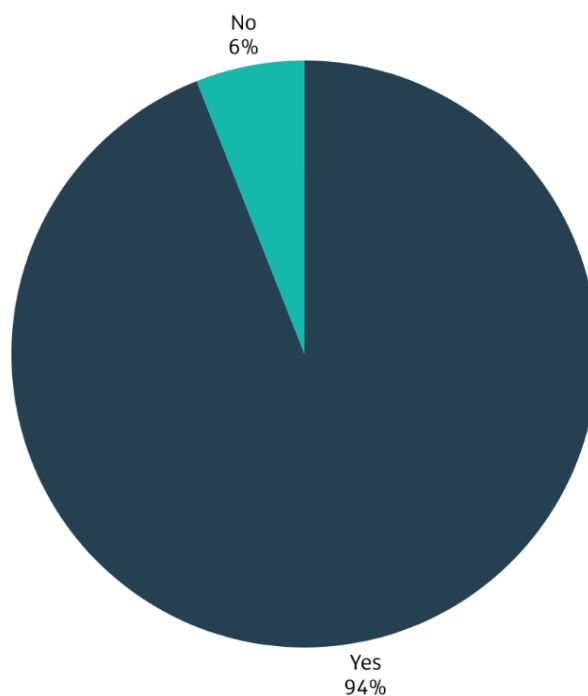
Most people told us they knew how to contact us, but a small number were unsure.

What we will do

We will include our contact details whenever we send you information. You can also find them on the back of this plan. We will ask how you prefer us to communicate with you.

If you raise a concern and feel it hasn't been sorted, we'll make it easy for you to send it to a manager through our complaints process.

If you are still not happy after completing our complaints process, you can contact the Housing Ombudsman and/or the Building Safety Regulator (for structural or fire safety concerns). We will provide their contact details.



Q: “What safety information would you like us to communicate to you?”

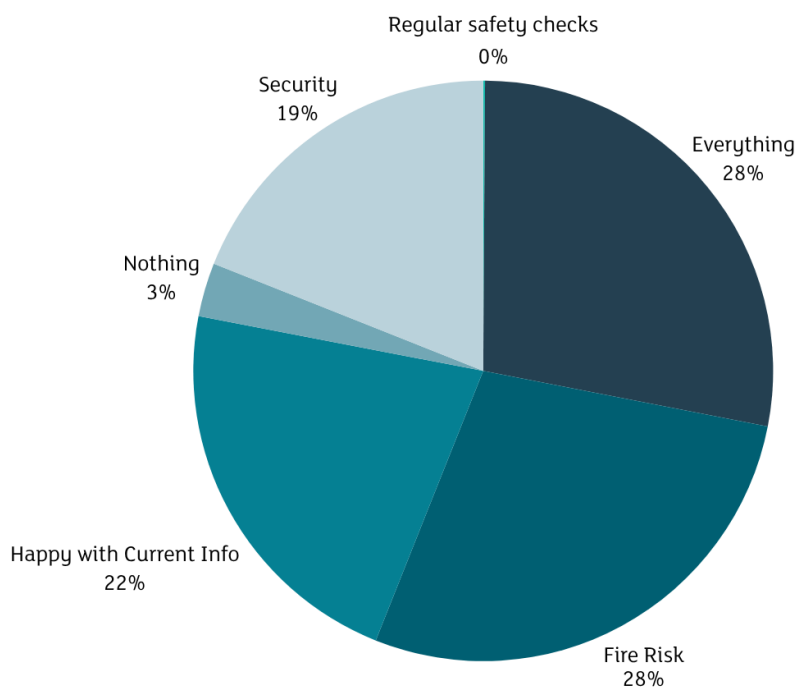
What you said

Just under a quarter of people said they did not need safety information, while just under a third wanted as much information as possible. The main areas of concern were fire safety and security.

We also asked if you would like a door chain fitted free of charge. We will contact those who said yes to arrange an appointment at a time that works for you.

What we will do

We will share all relevant safety information in a clear and accessible way, without overwhelming residents who prefer less information. We will also give regular opportunities for you to raise concerns or share ideas.



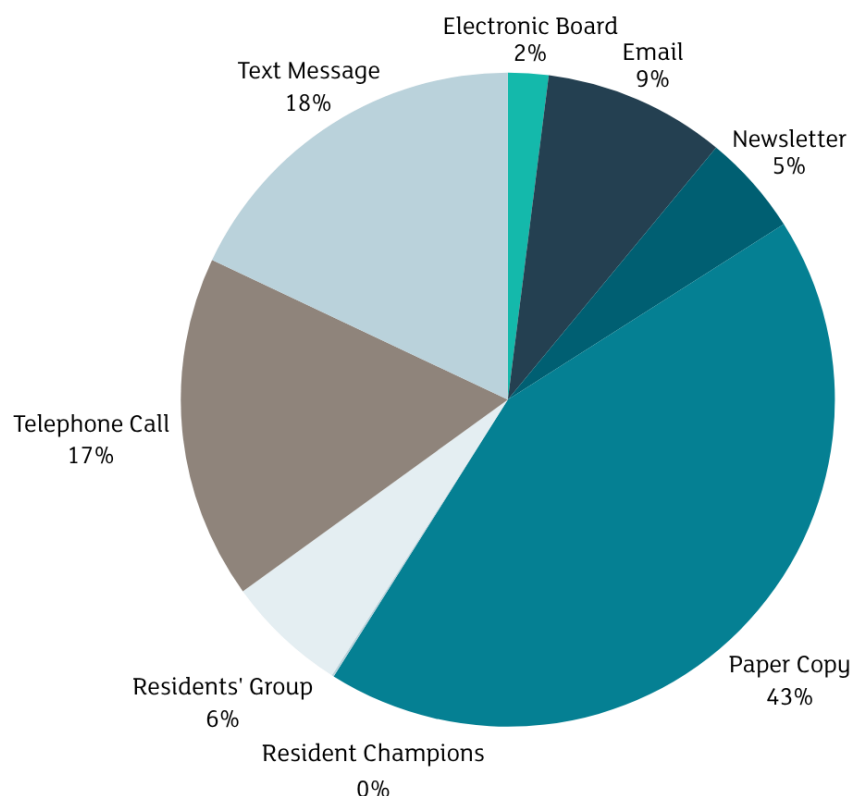
Q: “How do you want us to communicate with you about safety issues?”

What you said

Almost half of residents preferred letters and other paper formats. A significant number also wanted communication by text, email or phone.

What we will do

We will use a mix of communications to make sure we reach everyone. This will include paper information delivered to your home, as well as emails and texts where we have your details. We will also call you if we need to contact you quickly.



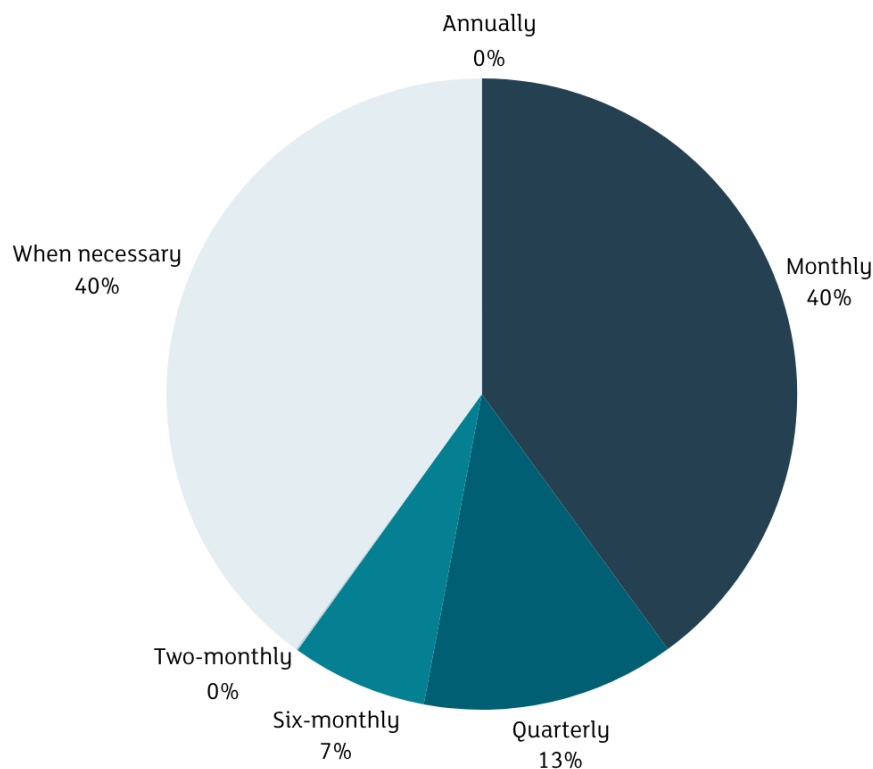
Q: “How often would you like us to communicate safety issues with you?”

What you said

Around two in five residents wanted updates every month, and a similar number preferred updates when needed.

What we will do

We will include building safety as a regular item at the residents’ group each month and share any updates in the minutes, which are sent to all flats. We will also provide a detailed report each year. We will of course keep you updated if anything changes.



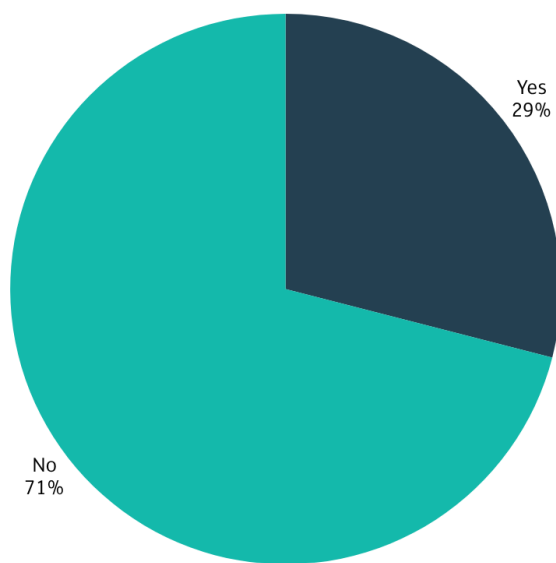
Q: “Would you like to be part of a group that helps enhance building safety”

What you said

Almost a third of residents were interested in this.

What we will do

As well as raising building safety at the residents’ group each month, we will set up a building safety group with residents from Topcliffe House and Chivenor House. This group will meet four times a year.



Calendar for Building Safety Engagement

Every month

Residents’ Group – building safety updates will be included in the minutes shared with all flats.

Quarterly

Building Safety Group meeting – minutes will be shared with all flats.

Every year

Report on building safety during the year, sent to every flat.

Every two years

Formal review of the Building Safety Engagement Strategy, including a full consultation (or sooner if there are any major changes).



The Pioneer Group

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