



Building Safety

Engagement Plan for Topcliffe House

Welcome to your Building Safety Engagement Plan for Topcliffe 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 Topcliffe 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 you want different levels of information** – we'll share clear safety updates without overwhelming you
- **Fire safety and security are your top concerns** – we'll focus on these in what we share
- **You prefer a mix of contact methods** – we will use letters, emails, texts and phone calls
- **We will keep in regular contact** – including meeting updates each month and a full report each year
- **If something is urgent**, we will contact you quickly by phone
- **If you asked for a free door chain**, we'll be in touch to arrange fitting
- **You can share your views at any time** – we'll provide regular opportunities to raise concerns or ideas
- **We will offer ways to get involved** – including residents' meetings and a new building safety group

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

Who we spoke to

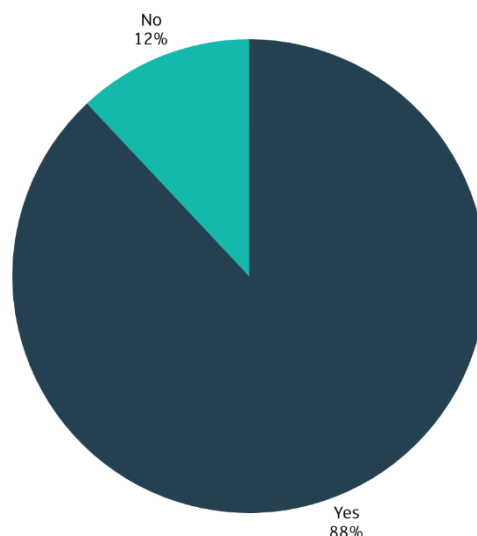
We spoke to people in 36 out of 41 flats, either face-to-face or over the phone.

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

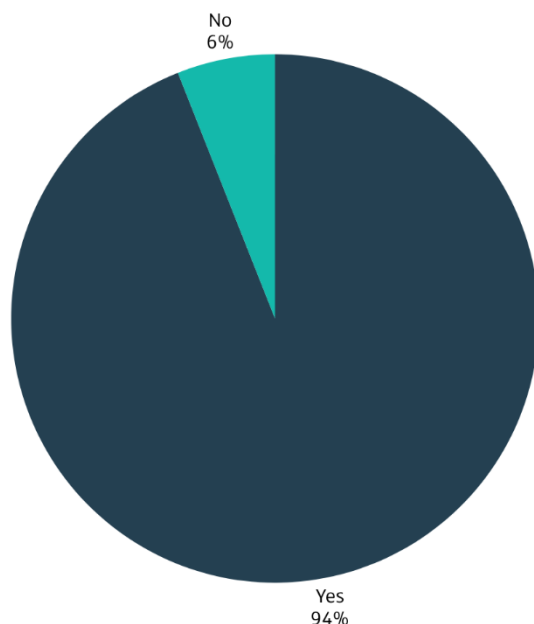
Most people told us they knew how to contact us, but a small number were unsure.

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

Around a third of residents said they don’t need safety information, while a similar number said they want as much detail as possible.

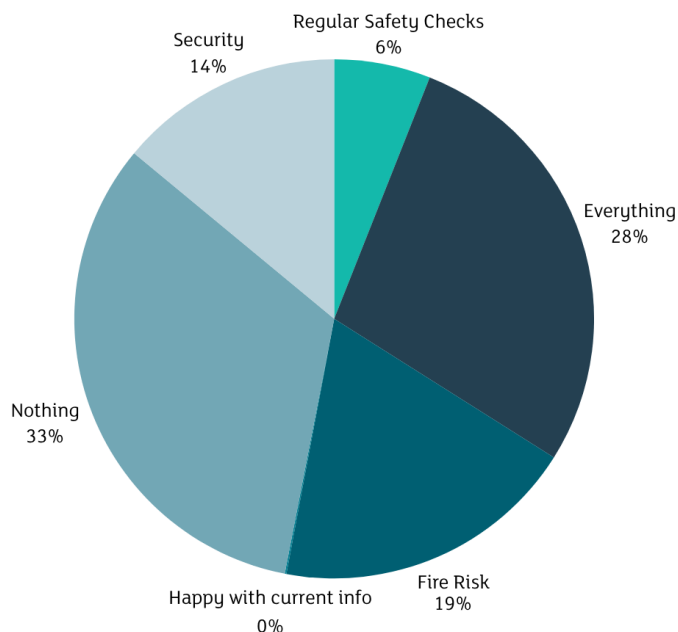
The main areas people told us they’re concerned about are fire safety and security.

What we will do

We asked if you’d like us to fit a door chain free of charge. If you said yes, we’ll be in touch soon to arrange a time that works for you.

We’ll share important safety information in a way that works for everyone. This means giving clear updates without overwhelming those who prefer less communication.

We’ll also create regular opportunities for you to share any concerns or ideas, so we can keep improving how we keep your building safe.



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

What you said

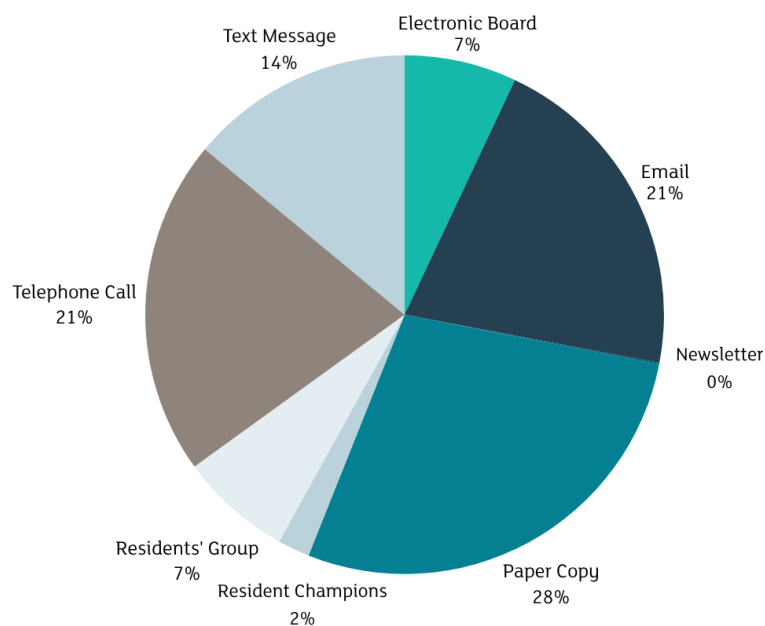
Letters and other paper formats are the most popular way to hear from us. Email and phone calls are also important to many residents.

What we will do

We'll use a mix of ways to keep in touch, so we can reach everyone.

This includes letters through your door, as well as emails and text messages where we have your details.

If something is urgent, we'll call you to make sure you get the information quickly



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

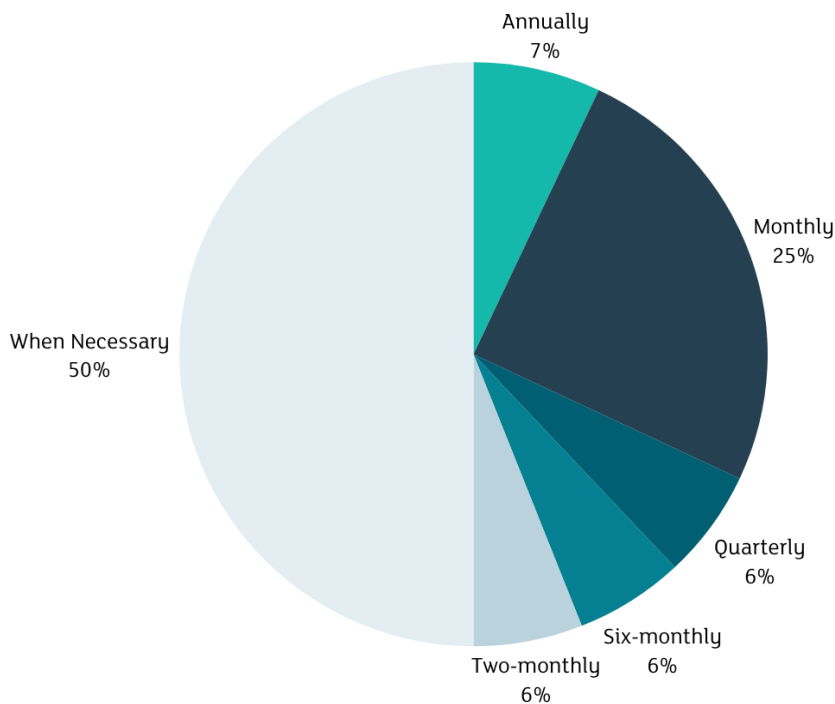
What you said

Around half of residents want to hear about building safety once a year, while a quarter would like updates every month.

What we will do

We’ll include building safety as a regular item at the residents’ group each month. We’ll share any updates in the meeting notes, which are sent to all homes.

We’ll also provide a more detailed update each year, so you have a clear overview of how we’re keeping your building safe.



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

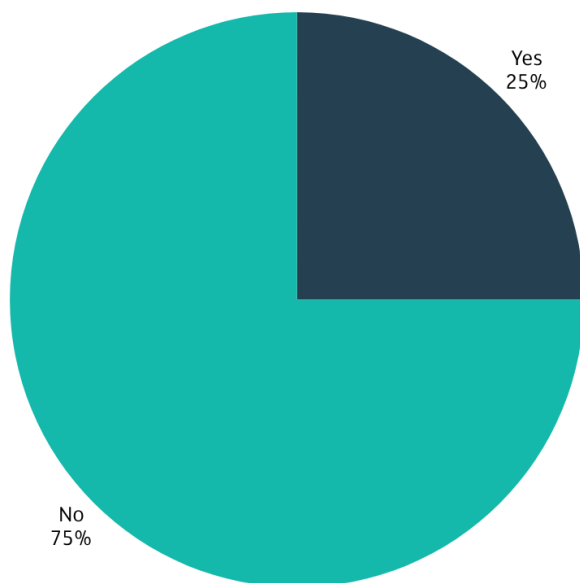
What you said

Around a quarter of residents said they would be interested in being more involved in building safety.

What we will do

We'll continue to raise building safety at the residents' group each month.

We'll also look to set up a dedicated building safety group for residents at Topcliffe House and Chivenor House. This group will meet four times a year and give you the chance to get more involved and share your views.



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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