



**Homes
for Students®**



RESIDENTIAL ENGAGEMENT STRATEGY



Resident Engagement Strategy

GradPad Wood Lane Studios

1.1 What is the Building Safety Act?

The Building Safety Act 2022 has recently implemented legislation in England, which plays a critical role in ensuring the safety of residential buildings. In line with the new legislation, Homes for Students are required to keep comprehensive documentation of how your building is designed, built, maintained and changed (where applicable). Furthermore, there are additional regulations for tall buildings which include any exceeding 18 meters in height or comprising of 7 or more stories.

1.2 What is a Resident Engagement Strategy?

A key part of the new legislation is the establishment of a Resident Engagement Strategy. This strategy sets out how Homes for Students will communicate about Building Safety decisions, how Homes for Students will collect and use your opinions, and how Homes for Students will measure and review participation in these building safety decisions.

Homes for Students Resident Engagement Strategy for your Student Accommodation

Homes for Students has created a Safety Programme using Government recommendations. Ensuring your safety is a top priority. Homes for Students is committed to keeping you informed about its safety protocols and outline how it plans to communicate any unforeseen circumstances. This encompasses fire safety, electrical safety and structural safety.

Homes for Students is committed to making sure that the Resident Engagement Strategy meets your needs and requirements and therefore outlines what you can expect in terms of communication, how you can get involved and who you can raise any building safety concerns to. Homes for Students have established three main goals.

1. To Engage
2. To Involve
3. To Educate



1. Engage

Homes for Students use a range of communication methods to ensure that it is able to cater for, as much as reasonably practicable, the diverse needs of residents. The following highlights examples of the different ways that Homes for Students may communicate with you (but is not limited to):

- Email Communications
- Kinetic (KX) notifications
- Face-to-face meetings
- KLIQ. (Resident App)
- Noticeboards
- Student experience team

Homes for Students is committed to preparing your Resident Engagement Strategy and acting in accordance with it. Homes for Students will review and revise this strategy, keeping records of all reviews and keeping you up to date with any major changes, in addition to this Homes for Students will ensure that 'Imperial' has a live copy at all times. Homes for Students will consult with you and 'Imperial' about substantial changes to the strategy and take your opinions into account as well as notifying you about any building work resulting from a building safety decision. Homes for Students will ensure you have the latest version of the strategy and work collaboratively with 'Imperial' to make any necessary updates to it.

2. Involve

Homes for Students will proactively provide you with the information that you need to understand:

- The process and systems that are in place to keep your building safe
- When work is required to be carried out in your room
- If work is being conducted in a communal area

As standard practice Homes for Students will make the following available:

- The measures we have in place to mitigate potential Fire and Building Safety risks.
- Information explaining how you can reduce the risk of fire in your building e.g. by not storing flammable materials.
- The process for reporting a fire risk and/or raising any other safety concerns.
- Procedures to follow where a fire occurs in the building, including evacuation procedures.

The information that Homes for Students provides will be relevant and in a format that can be understood by all.

Homes for Students will therefore provide this information in different formats on request, for example, in large print, braille or in another language for those that do not speak English as their first language.

Videos can also be made available taking into account visual and/or auditory impairments.

3. Educate

Homes for Students will take active steps to ensure that you are involved in any decision that has the potential to impact on the safety of your building. Homes for Students values how it can work together with residents to provide safe accommodation. This strategy is being implemented to ensure that you have a voice and are listened to when genuine concerns are raised.

Homes for Students will engage with you in advance of decisions being taken, so that your views and concerns can be heard and considered. It will also provide feedback to you on the final decision, and the reasons for it, as well as maintaining ongoing communication and updates during the works.

You are provided with the opportunity to complete a Room Inventory at the start of your tenancy where you are able to raise any issues or concerns with your accommodation. The room check process also provides an opportunity for Homes for Students staff to identify any building safety issues as well as providing an opportunity for you to raise any concerns you might have.

Should a serious issue with the building affecting the safety of all residents be identified, Homes for Students will update you regularly about any interim safety measures necessary to put in place, remedial works and further investigation(s) that are required. These updates may be in the form of updates via Emails, Kinetic's (KX) housing platform, KLIQ. notifications and/or face to face meetings.

You are able to raise concerns directly with the Homes for Students property team and/or via the Complaints Procedure. If you feel your concerns remain unresolved you may contact the Housing Ombudsman.

Homes for Students will work with all residents to identify a way to measure how satisfied you are with the way it has delivered the strategy. Homes for Students will commit to reviewing any feedback from our residents to ensure it continuously improves the service provided to you.

4. Responsibilities

Understanding the responsibilities with regards to Building Safety is something everyone needs to work together on.

| Homes for Students's Responsibilities | Your Responsibilities |
|---|---|
| Homes for Students will tell you about any issues relating to structure, electrical, or safety systems and how you are being kept safe while repairs are being carried out. | If a fire alarm sounds, you will follow the evacuation policy outlined in your welcome pack. |
| Homes for Students will share Fire Safety and Prevention information with you. | Keep fire doors closed |
| Homes for Students will carry out regular Fire Risk Assessments. | Ensure you and your guests are familiar with the escape route(s) from the property. |
| Homes for Students will regularly make sure fire safety systems are working, such as smoke detectors, fire alarms, emergency lighting, fire doors and escape routes. | Inform Homes for Students of any changes to your health that could affect your ability to evacuate safely in the event of a fire. |
| Where Homes for Students identify a safety system fault, a response will be provided and repairs carried out as soon as possible. | Report any found (or suspected) faults with your safety systems such as the fire alarms or fire doors. |
| While Homes for Students work on the safety systems, it will have different methods to manage risks, such as increased patrols, or installing temporary systems. | Adhere to advice on smoking, vaping, and cooking. |
| Homes for Students will remove any item from communal areas which may cause or escalate a fire and ensure escape routes are kept clear. | Not tamper with or damage safety equipment and Inform Homes for Students if you're concerned about your safety. |
| Homes for Students will ensure emergency exit routes are identified clearly and evacuation plans are appropriately located. | Keep your hob, oven and cooker hood clean to prevent fire and not let rubbish build up in the property. |

All building users can have a positive impact on the safety of the building, and it is the responsibility of everyone to do what we can to keep the building and its occupants.