

# IMPERIAL



## **Student Resident Engagement Strategy 2026**

### Consultation Results

## Introduction

We consulted students living in Imperial-owned and managed accommodation on the updated Resident Engagement Strategy (RES) for building safety between 6 March 2026 and 1 May 2026.

Students were invited to review the updated strategy online and provide feedback through a consultation form circulated via accommodation communication channels. The consultation was extended to encourage additional participation, and respondents were entered into a random prize draw for a £100 Amazon voucher.

The updated strategy introduced clearer information on:

- How students can engage with building safety matters
- What types of issues residents may be consulted on
- How feedback and concerns are managed
- Communication during disruptive works and urgent repairs
- How the strategy will be reviewed annually

## Overall outcome

The feedback from the consultation was very positive, showing strong support for the updated Resident Engagement Strategy. Respondents felt the approach to engaging residents on building safety matters was appropriate and reassuring.

## Key findings

All respondents (100%) said the updated strategy reassured them that building safety is taken seriously in their hall, selecting either **Yes** or **Mostly**.

Similarly, 100% of respondents believed that any concerns raised by students would be taken seriously and dealt with appropriately.

The strategy was also generally seen as clear and easy to understand:

- 5 respondents rated it as **Very clear**
- 8 respondents said it was **Mostly clear**
- 1 respondent selected **Neutral**
- No one felt the strategy was unclear

However, awareness of the strategy before the consultation was fairly low:

- 10 respondents were not previously aware of it
- 4 respondents were already familiar with it

While responses broadly supported the approach set out in the strategy, feedback identified some opportunities to improve the clarity and accessibility of supporting information. These comments related primarily to how information is communicated and presented, rather than the overall approach itself.

We will therefore continue to improve how building safety information is communicated to residents alongside the formal adoption of the updated strategy.

Taking into account this feedback, together with earlier input from the regulator, Imperial College London is confident that the updated Resident Engagement Strategy is clear, proportionate, and compliant with the requirements of the Building Safety Act 2022. Imperial therefore plans to formally adopt the updated strategy.

## Review

Imperial will continue to gather resident feedback on the Resident Engagement Strategy through existing channels, including pre-arrival communications and the annual accommodation survey. This feedback will be monitored and used to inform ongoing improvements. If significant issues or trends emerge, the strategy will be reviewed and updated accordingly.

Otherwise, the next full review and consultation will take place in March 2028, or earlier if there are significant changes to the strategy or legal requirements.

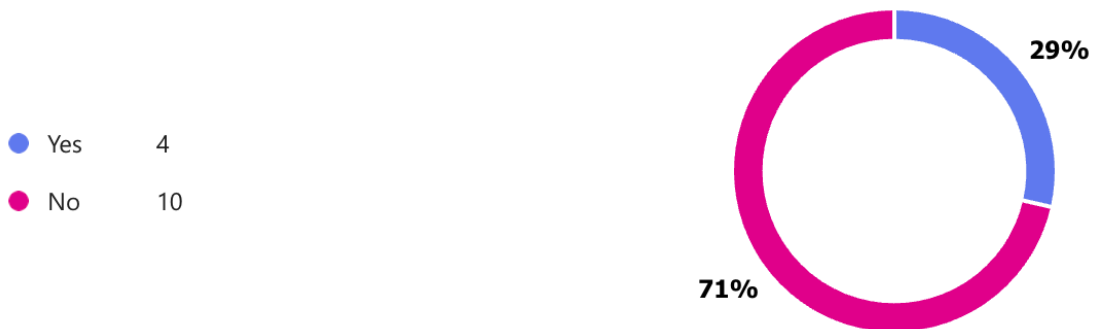
## Note on uptake

While the number of responses was low, Imperial is satisfied that appropriate steps were taken to encourage engagement. Consultation communications issued between March and April 2026 achieved consistently strong readership, with email open rates ranging from 59% to 74%. Engagement with consultation materials also increased throughout the consultation period, with click-through rates rising from 1% in the initial consultation email to 10% in the final reminder newsletter.

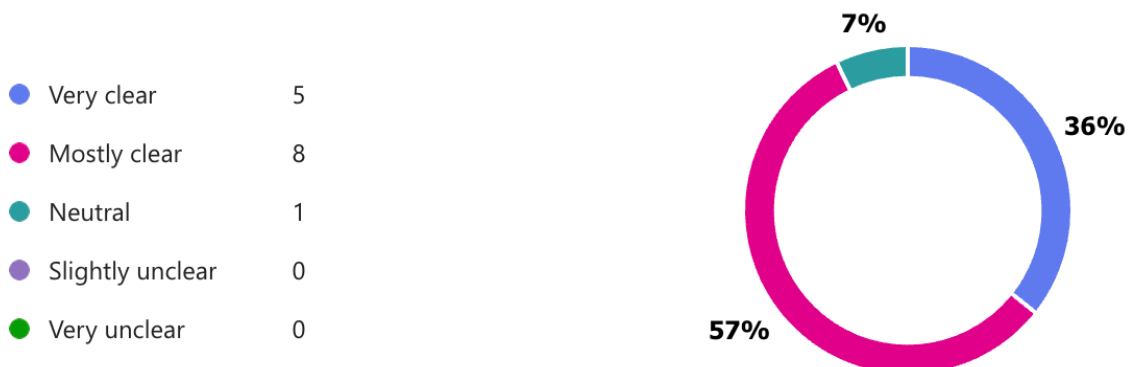
The consultation webpage received 68 users and 87 page views, with a 76% engagement rate. Together, this suggests that students were aware of and engaging with the consultation materials, while reinforcing that building safety is not typically an area of high levels of direct student engagement.

## Individual results

1. Before today, were you aware that Imperial has a Resident Engagement Strategy for building safety?



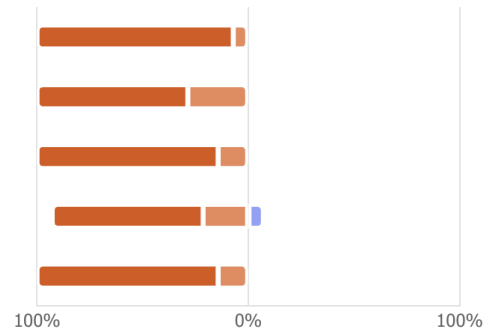
2. Having read the updated strategy, how clear do you find it overall?



### 3. Do you feel the strategy clearly explains:

● Yes ● Somewhat ● No ● Not sure

What building safety means in halls  
 How Imperial manages building safety  
 How you can raise concerns  
 What happens after you raise a concern  
 Who is responsible for managing building safety



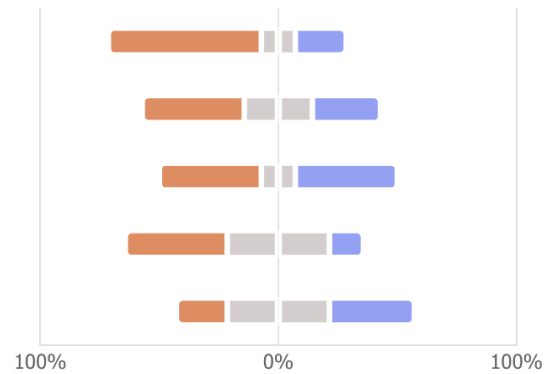
### 4. Was there anything unclear or missing from the strategy? (Free Text)

- how does it differ from what is already in place? what do you consider 'disruptive work'?
- List the name of who is responsible, maybe make a quick video explaining it as the leaflet is very text heavy
- No but it's too long u could cut that down

### 5. For the following types of building safety activity, how would you prefer to be kept informed?

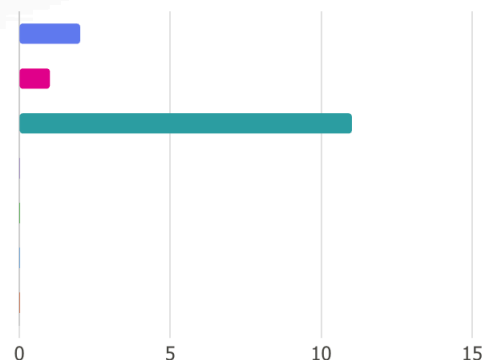
● Only if it directly affects me ● Inform me about all works in my hall ● I would like to be consulted in advance where possible

**Routine safety checks (minimal disruption)** e.g. riser checks, pest control, appliance testing  
**Fire safety system testing** e.g. alarm tests, smoke detector checks  
**Room-based safety works** e.g. fire door servicing, shower testing  
**Shared area works** e.g. lift maintenance, window maintenance  
**Major building projects** e.g. cladding replacement or large refurbishment works



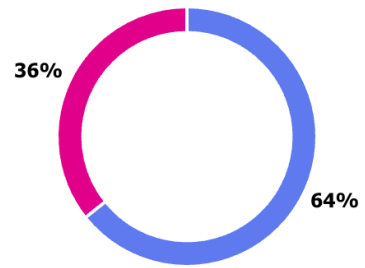
### 6. How would you prefer to receive building safety updates (outside of emergencies)?

- A dedicated safety newsletter 2
- A section within the monthly Halls newsletter 1
- Email updates when needed 11
- Posters in halls 0
- Hall meetings 0
- Website updates 0
- Other 0



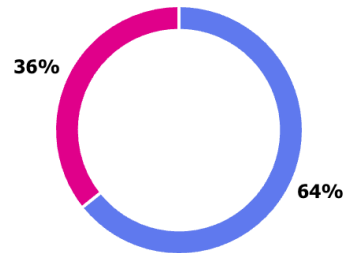
7. Do you feel the strategy makes it clear how students can share views or provide feedback about building safety?

● Yes	9
● Somewhat	5
● No	0
● Not sure	0



8. Based on the strategy, do you believe building safety concerns raised by students would be taken seriously and addressed appropriately?

● Yes	9
● Mostly	5
● Not really	0
● Not at all	0
● Not sure	0



9. Overall, does the updated Resident Engagement Strategy reassure you that building safety is taken seriously in your hall?

● Yes	12
● Mostly	2
● Not really	0
● Not at all	0
● Not sure	0

