



VervLife[®]

Resident Engagement Strategy (RES)

For Higher-Risk Buildings under the
Building Safety Act 2022

Welcome to Your Residents' Engagement Strategy for Eighty Eight Wood Lane

VervLife is committed to maintaining the highest standards of building safety and resident engagement across all of our Build-To-Rent (BTR) and Co-Living properties. This document outlines the current approach to building safety and resident engagement at Eighty Eight Wood Lane. It explains:

- The types of information you will receive about building safety;
- The safety decisions you will be consulted about; and
- The ways your views and feedback will be considered.

Our strategy is designed to foster transparency, accountability, and meaningful participation, helping us work together to maintain a safe, supportive living environment.

Our Commitment to You

Working closely with our on-site management and operational teams, VervLife takes proactive steps to ensure Eighty Eight Wood Lane remains safe, compliant, and well maintained for the benefit of every resident. We recognise that as residents, you may be living away from home for the first time. That's why we take extra care to ensure you understand how building safety is managed and how you can play an active role in it.

Your safety is our top priority, and your voice matters. This Residents' Engagement Strategy has been developed specifically for Eighty Eight Wood Lane to make sure residents are:

- **Informed** about safety decisions that affect them;
- **Involved** in consultations about building safety measures and works; and
- **Heard** when they raise concerns, ideas, or feedback.

We want every resident to feel confident, informed, and empowered to engage with how the building is managed. This strategy sets out how Imperial College of Science, Technology & Medicine as the Principal Accountable Person (PAP), ensures the safety and wellbeing of everyone living at Eighty Eight Wood Lane. You'll find practical guidance on how to:

1. **Raise building safety concerns** or fire safety issues;
2. **Submit your views** and contribute to consultations; and
3. **Make a building safety-related complaint** or request feedback on safety decisions.

The strategy also explains:

- How your feedback and concerns are handled,
- When we will consult you about works or safety changes, and
- How your input helps shape future decisions.

Our Goal

To achieve full compliance with the Building Safety Act 2022 and the Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023, while continuously improving how we manage safety and involve residents. Our goal is simple: to keep Eighty Eight Wood Lane safe together.

Get Involved

We actively encourage all residents to take part in engagement activities, consultations, and safety discussions. Your participation helps us maintain a culture of shared responsibility and continuous improvement.

Your home, your safety, your voice — together we make Eighty Eight Wood Lane safer for everyone.

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1. Introduction

Building safety is a shared responsibility achieved through collaboration between the building owner, managing agents, residents, and other key partners.

At Eighty Eight Wood Lane this means that both the management team and residents work together to maintain a safe, supportive, and inclusive living environment.

This Residents' Engagement Strategy sets out how VervLife ensures that all residents of Eighty Eight Wood Lane are:

- Well-informed about building safety arrangements;
- Aware of how to raise or report any building safety concerns; and
- Confident that their views are heard and considered in decisions that affect their safety and wellbeing.

This strategy also demonstrates our compliance with the Building Safety Act 2022, the Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023, and relevant regulatory guidance. It reflects our ongoing commitment to transparency, accountability, and continuous improvement in managing higher-risk residential buildings.

Residents at Eighty Eight Wood Lane will receive regular information about safety decisions, building works, and key updates through multiple communication channels including the resident portal, email updates, notices in communal areas, and engagement meetings or drop-in sessions. Consultations will take place on any decisions that directly affect residents' safety, comfort, or access to shared spaces.

We also take the protection of residents' personal information seriously. All data collected as part of engagement or safety activities will be handled in full compliance with UK GDPR and data protection laws — stored securely, used transparently, and only for legitimate building safety purposes.

Background

Following the Grenfell Tower tragedy in June 2017, the UK Government introduced the Building Safety Act 2022, establishing a stronger regulatory framework to improve how higher-risk residential buildings are managed and overseen. This legislation applies to buildings that are:

- At least 18 metres high or have seven or more storeys, and
- Contain at least two residential units.

Under the Act, the two key areas of focus are fire safety and structural safety. To ensure effective oversight, the Building Safety Regulator (BSR) was established within the Health and Safety Executive (HSE).

The BSR's role includes:

- Regulating building safety standards across higher-risk properties;
- Holding dutyholders (such as building owners and managers) accountable for compliance; and
- Ensuring residents have a clear and meaningful voice in the way their building is managed and kept safe.

As part of these reforms, every higher-risk building must have a Resident Engagement Strategy. This plan outlines how residents will be informed, consulted, and involved in matters related to building safety. For Eighty Eight Wood Lane this ensures that residents many of whom live in a large, high-occupancy

environment are empowered to contribute to a strong culture of safety and shared responsibility within their home.

Implications for Residents

For residents living at Eighty Eight Wood Lane this means you are not only a tenant you are recognised as a relevant person under the Building Safety Act 2022.

This gives you the right to:

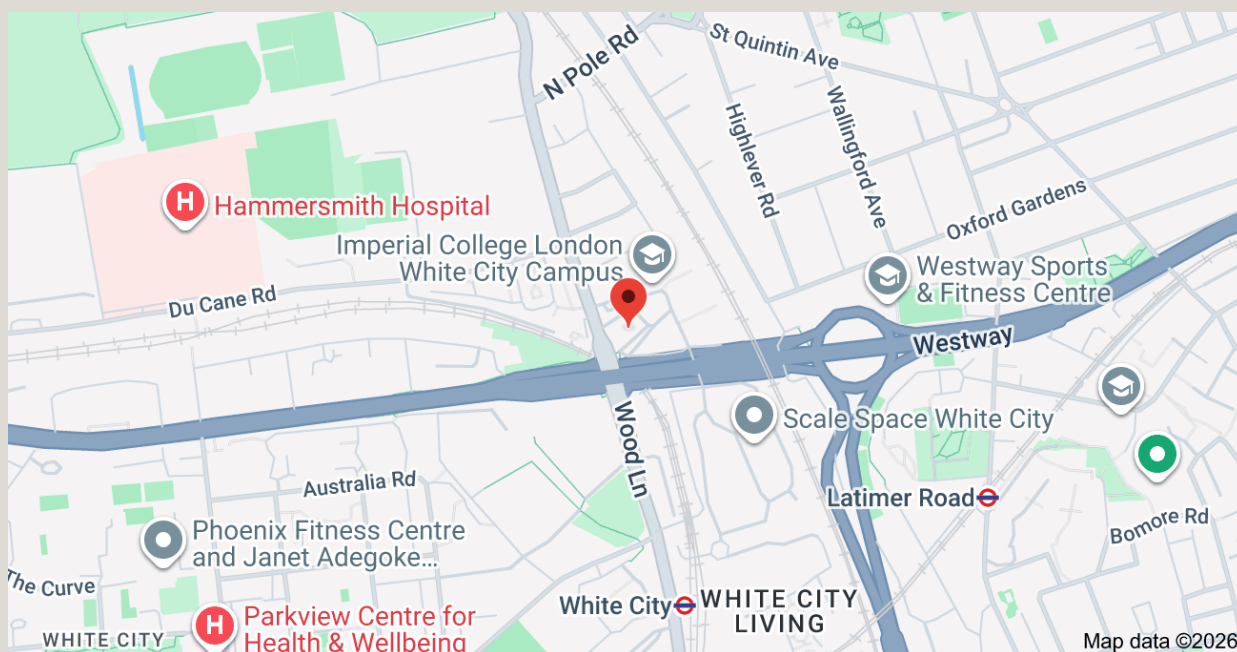
- Receive clear information about building safety and management decisions;
- Be consulted on key safety-related works or policies; and
- Raise safety concerns, feedback, or suggestions at any time.

While participation in engagement activities is voluntary, your involvement makes a meaningful impact. By sharing your views, attending briefings, or reporting potential issues, you directly help maintain high safety standards and contribute to a positive, secure, and inclusive community.

We understand that open communication and genuine engagement are vital for trust and transparency. This strategy reaffirms our commitment to collaborative working, ensuring that Eighty Eight Wood Lane remains a safe, well-managed, and supportive place for you to live, study, and thrive.

2. Building Information

Building Name	Eighty Eight Wood Lane
Building Registration Number	HRB08629P3C5
Evacuation Policy	Stay Put (Defend in Place) for residential accommodation and Simultaneous Evacuation for communal areas including the commercial unit at ground floor.
Principal Accountable Person	Imperial College of Science, Technology, & Medicine
Accountable Person	Imperial College of Science, Technology, & Medicine
Managing Agent	VervLife
Building Height	110m
Number of Stories	36 (B, GF, 34)
Number of Residential Units	192 flats: c. 339 people (max. 678)
Number of Stairwells	A single staircase serves all levels. An additional staircase serves basement to ground level only.
Number of lifts	Three Passenger Lifts, one of which is a Firefighting Lift servicing all floors. One Goods Lift
Year Built	2019
Local Fire Authority	London Fire Brigade
Local Authority	Hammersmith & Fulham Council



3. Strategy Overview

This Resident Engagement Strategy outlines our approach to ensuring that all residents living at Eighty Eight Wood Lane are informed, empowered, and actively involved in maintaining a safe and secure living environment. It aligns with the requirements of the Building Safety Act 2022 and reflects our commitment to transparency, accountability, and collaboration with residents in all aspects of building safety management.

This document outlines the current approach to building safety and resident engagement. It describes the types of information residents will receive, the safety decisions they will be consulted about, and the ways their views will be considered. The strategy fosters transparency, accountability, and meaningful participation to maintain the highest safety standards. The strategy applies to all residents, and as such, ongoing engagement will be maintained in the management of building safety and any other decisions connected to the duties of the Accountable Person.

Our goal is to build trust and confidence among residents that safety is being effectively managed, that information is communicated clearly, and that their views are listened to and acted upon in decisions affecting their home and wellbeing.

Key Objectives

This strategy is designed to ensure that all residents at Eighty Eight Wood Lane:

- **Feel safe and secure** within their accommodation and shared areas.
- **Understand how to report** any maintenance or safety concerns that could affect themselves or their neighbours.
- **Know what actions to take** during an emergency or safety incident.
- **Understand both our duties and their own responsibilities** in maintaining the safety of the building.
- **Have opportunities to participate** and influence decisions relating to building safety measures and associated services.
- **Receive information and updates** that are clear, accessible, and easy to understand.
- **Know how to raise concerns or make complaints** if they feel issues are not being addressed appropriately.
- **See evidence of action** taken in response to their feedback and concerns.

Information and Communication

Residents at Eighty Eight Wood Lane will have timely access to essential information about building safety, including:

- Fire safety and evacuation procedures
- Building safety systems and how residents can help keep them effective
- Details of planned maintenance, repair, or improvement works
- Updates following inspections or from the Building Safety Regulator
- Contact details for those responsible for managing building safety
- Instructions on how to report safety issues or request assistance

Information will be communicated through a range of accessible channels, including:

- The resident portal
- Email updates and notices
- Posters and information boards in communal areas
- Move-in induction sessions and safety briefings
- Resident meetings and feedback sessions

This multi-channel approach ensures that communication is consistent, inclusive, and responsive to the needs of all residents.

Monitoring and Evaluation

The effectiveness of this strategy will be monitored and reviewed regularly using the following Key Performance Indicators (KPIs):

- **Satisfaction with Fire Safety Communications:**
Percentage of residents expressing satisfaction or high satisfaction with building safety communications.
- **Resident Engagement:**
Percentage of residents who feel their views and concerns are considered in safety-related decisions.
- **Awareness of Fire Safety Measures:**
Percentage of residents reporting an improved understanding of the building's fire safety procedures and systems.

Feedback will be collected through resident surveys, meetings, and ongoing engagement activities. The results will be reviewed and used to inform continuous improvement in communication and engagement practices.

Strategy Review

This strategy will be reviewed **annually**, or sooner if there are significant changes in legislation, operational practices, or feedback indicating the need for improvement.

The review will consider:

- The effectiveness of communication channels and engagement methods.
- Outcomes from resident feedback, surveys, and engagement sessions.
- Any changes to the Building Safety Act or guidance from the Building Safety Regulator.

Recommendations and actions resulting from the review will be documented and shared with residents where appropriate, ensuring continuous improvement in safety engagement and communication.

Our Commitment

At Eighty Eight Wood Lane your safety and wellbeing are our highest priorities. We are committed to maintaining an open and transparent relationship with all residents. We want everyone who lives here to feel confident that safety is actively managed, that their voice matters, and that they have access to clear and accurate information about their home.

4. Roles and Responsibilities

Under the **Building Safety Act 2022**, a new legal role known as the **Accountable Person (AP)** has been introduced. The **Accountable Person** is the organisation or individual who holds ultimate responsibility for ensuring that shared areas within a building are properly maintained and that all relevant safety obligations are fulfilled in accordance with the Act.

At Eighty Eight Wood Lane the **Accountable Person** is the entity legally responsible for the structure, exterior, and common parts of the building, ensuring that all safety requirements are met and that the building is managed in compliance with the law.

In some cases, there may be more than one Accountable Person, each responsible for different shared areas within the same building. When this occurs, the organisation or individual responsible for the **structure and**

exterior of the building is designated as the **Principal Accountable Person (PAP)**.

If there is only one Accountable Person for the building, that person or organisation automatically assumes the role of **Principal Accountable Person**.

In addition to the Accountable Person, the **Regulatory Reform (Fire Safety) Order 2005 (FSO)** defines another key role known as the **Responsible Person (RP)**. The Responsible Person is the organisation or individual responsible for the **day-to-day management of fire safety** within the building's shared areas.

At Eighty Eight Wood Lane, the Responsible Person ensures that fire safety arrangements are properly maintained, fire risk assessments are carried out, and that residents receive accurate and up-to-date information on fire safety procedures.

Where the **Accountable Person** and **Responsible Person** are not the same, each has distinct but complementary responsibilities:

- The **Accountable Person** must comply with the requirements of the **Building Safety Act 2022**, ensuring that the building as a whole is safe and that residents are engaged in matters affecting their safety.
- The **Responsible Person** operates under the **Regulatory Reform (Fire Safety) Order 2005**, ensuring that effective fire safety management systems are in place and maintained on a daily basis.

Together, these roles ensure that Eighty Eight Wood Lane is managed to the highest standards of safety, transparency, and resident engagement.

Key Contact information

Principle Accountable Person	
Name	Imperial College of Science, Technology, & Medicine
Named Contact	Imperial College of Science, Technology, & Medicine
Address	Exhibition Road, South Kensington, London, SW7 2AZ
Email	pdhealthandsafety@imperial.ac.uk
Telephone Number	020 7589 5111
Accountable Person	
Name	Imperial College of Science, Technology, & Medicine
Named Contact	Imperial College of Science, Technology, & Medicine
Address	Exhibition Road, South Kensington, London, SW7 2AZ
Email	pdhealthandsafety@imperial.ac.uk firesafety@imperial.ac.uk
Telephone Number	020 7589 5111
Responsible Person	
Name	VervLife
Named Contact	Rafael Rodrigues-Cesario
Address	88 Wood Lane, White City, London, W12 0FD
Email	Rafael.RodriguesCesario@verv-life.com
Telephone	020 8746 2011
Managing Agent	
Name	VervLife
Named Contact	Tom Mitchell
Address	The Innovation Centre, Hornbeam Park, Harrogate, HG2 8QT
Email	hello@verv-life.com healthandsafety@verv-life.com

5. Company Commitments

This strategy applies to all residents, and as such, we will engage with the following regarding the management of building safety, or any other decision connected to the duties of the Accountable Person:

- All residents aged 16 and over who reside in the building.
- All leaseholders of residential units.
- All prescribed individuals (as referenced within the Welcome page)

Residents play a crucial role in maintaining the safety and wellbeing of everyone in the building. We are committed to ensuring that all residents — regardless of whether they hold a lease, tenancy, or licence are fully informed, consulted where appropriate, and encouraged to raise concerns relating to building safety.

This document outlines our current approach to building-safety management, specifically in relation to our Fire Safety Management System (FSMS) and Resident Engagement Strategy. It explains how we provide information and advice about building safety and how residents have a voice in relation to safety matters.

Eighty Eight Wood Lane makes the following commitments to ensure residents are informed, consulted, and empowered regarding building safety:

- Provide residents with information about building-safety decisions.
- While many building-safety matters are not topics upon which opinion can reasonably be sought, where appropriate, resident opinion will be sought.
- Hold annual resident meetings, either in person or online.
- Issue two communications per year providing accurate information and advice on fire safety and Government guidance.
- Ensure the provision of, and carry out routine checks of, clear information and signage in relation to fire safety within the building.
- Provide residents with a dedicated building-safety-specific reporting process to ensure genuine safety concerns are directed efficiently to the appropriate individuals.
- Transparently report annually on all building-safety-specific concerns, including follow-up actions and associated costs.
- Ensure building-safety-specific concerns are retained within the Building Safety Case.
- Monitor and review this Resident Engagement Strategy for effectiveness, implementing updates as necessary.
- Collaborate with the Fire and Rescue Service to provide residents with up-to-date information on building safety and fire prevention.
- Review this strategy:
 - After a reported mandatory occurrence;
 - Upon completion of a significant material alteration to the building; and
 - At least annually.

Information Sharing

VervLife takes a proactive approach to providing residents with accurate and timely fire- and building-safety information specific to their property.

- Residents receive clear, timely, and comprehensive information about:
 - Who manages the building's safety and how;
 - Planned and ongoing safety works, including timing, nature, and impact;
 - Fire-safety procedures, evacuation plans, and Personal Emergency Evacuation Plans (PEEPs);

- Resident rights and responsibilities relating to safety; and
- Contact details to raise questions or report concerns.
- Information is delivered through multiple accessible channels, including:
 - The Spike app (for push notifications and critical safety updates)
- Direct emails
- Printed materials, fire-action notices, and signage in communal areas and resident rooms;
- Face-to-face briefings during check-in or resident meetings; and
- The VervLife website (www.verv-life.com).

Where critical building-safety works are undertaken, residents are informed by the property team of the nature of the works, expected duration, and mitigation measures. Residents are kept updated, and additional information is provided upon request.

Fire Safety Information and the Home User Guide

- A property-specific Home User Guide is sent to all residents before tenancy commencement, containing detailed information on building-safety procedures, evacuation instructions, alarm-raising processes, and contact details.
- Residents are advised to read the Home User Guide before arrival to the building.
- Critical building-safety information is reinforced through in-building notices, posters, and signage.
- Additional safety resources are available on the VervLife website.

Personal Emergency Evacuation Plans (PEEPs) and Vulnerable Residents

- All disabilities or vulnerabilities notified before or at tenancy start are recorded to ensure appropriate adaptations.
- A Personal Emergency Evacuation Plan (PEEP) is prepared where required to ensure the safe evacuation of residents with additional needs.
- PEEPs are developed collaboratively and reviewed periodically or when circumstances change.

Fire Risk Assessments

- An annual Fire Risk Assessment (FRA) is carried out by Tetra Consulting Ltd, independent and qualified specialists, to PAS 79 standards.
- Preventative actions from the FRA are reviewed monthly.
- The FRA process involves identifying hazards, assessing risks, preparing emergency plans, and updating findings regularly.

Liaison with Fire Authorities and Responsible Persons

VervLife consults regularly with local Fire and Rescue Services to ensure best practice in fire prevention and building safety.

Residents with fire-safety concerns or requests for further information should contact the Responsible Person (RP) for their building, typically the General Manager. Contact details for the RP are provided in the Welcome Information, displayed on noticeboards in reception, or available from any on-site team member.

6. Resident Consultation and Building Safety Concern Process

Residents play a crucial role in maintaining the safety and wellbeing of everyone in the building. We are committed to ensuring that all residents—regardless of whether they hold a lease, tenancy, or licence—are fully informed, consulted where appropriate, and encouraged to raise concerns relating to building safety.

This section outlines how residents' views are gathered, how building-safety concerns are handled, and how these arrangements comply with legal requirements.

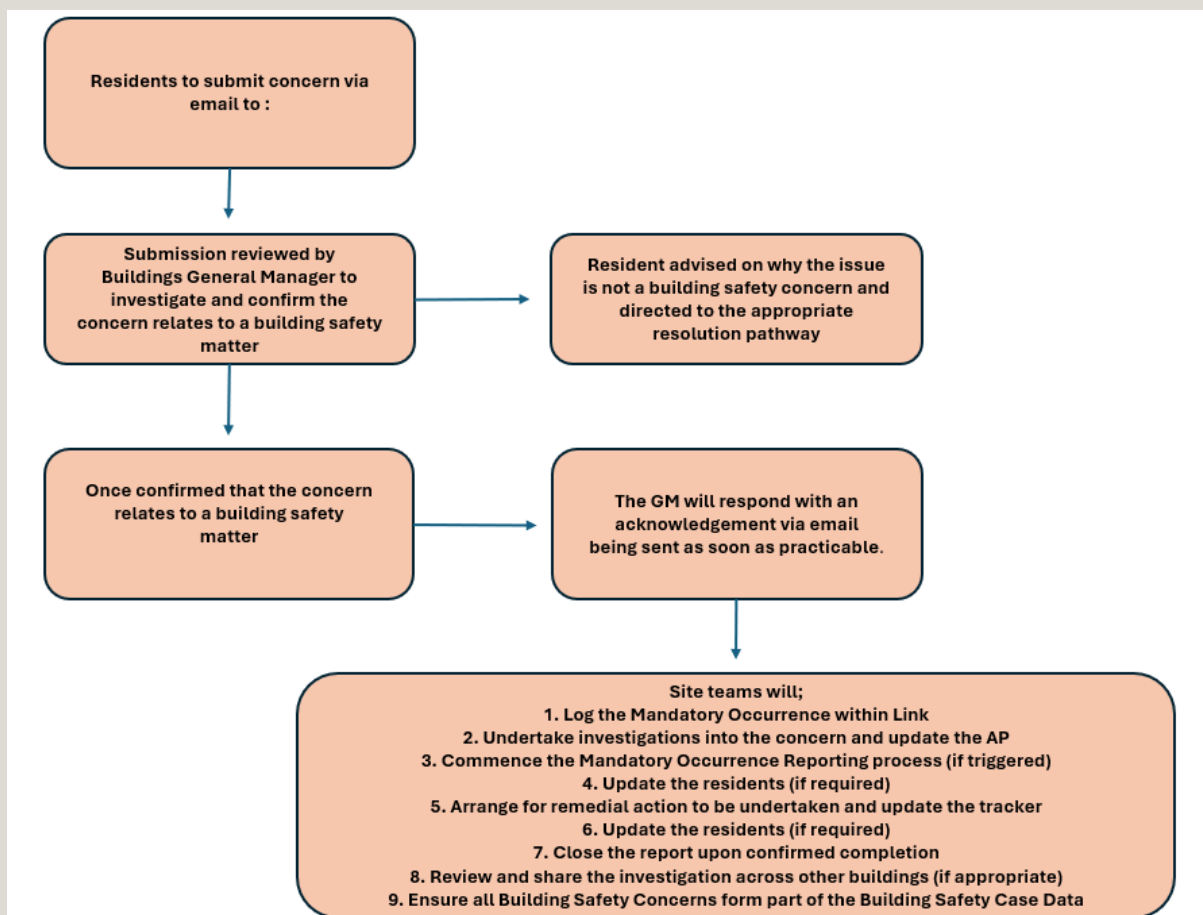
Resident Building-Safety Concern Escalation Process

Residents are encouraged to report any concern that may affect the safety of the building or its occupants, including fire safety, structural issues, or any other significant safety risk. Concerns should be submitted via email to the address provided in the resident welcome handbook or displayed on building noticeboards.

Each submission will be reviewed by the Eighty Eight Wood Lane General Manager (GM) to determine whether it relates to a building-safety matter. If the issue does not relate to building safety, the resident will be informed and directed to the appropriate resolution pathway. Where a concern is confirmed as a building-safety matter, the GM will issue an acknowledgement email as soon as practicable confirming that the concern is being reviewed.

1. The concern is logged within the Mandatory Occurrence Reporting system.
2. The issue is investigated, and findings are reported to the Accountable Person (AP).
3. Where necessary, remedial actions are arranged and tracked to completion.
4. Residents are kept updated during and after the investigation.
5. The case is closed once remedial work is verified as complete.
6. Lessons learned are shared across other relevant buildings, and the concern is recorded in the Building Safety Case Data.

This ensures that all safety concerns are promptly acknowledged, transparently investigated, and documented for continuous improvement.



(Figure 1: Resident Building Safety Concern Escalation Process – diagram illustrating submission, review, escalation, investigation, and resolution.)

Resident Consultation on Safety Decisions

- Residents will be consulted on key safety decisions whenever feasible. Consultation will include, but is not limited to:
- The timing and impact of safety-related works;
- Major refurbishment or risk-critical projects;
- Fire-safety drills and evacuation procedures;
- The clarity and accessibility of safety information; and
- Needs-based safety arrangements, such as Personal Emergency Evacuation Plans (PEEPs).

Residents' views will be obtained through surveys, resident-forum meetings, email invitations, and other accessible methods. Feedback will be documented, anonymised, and analysed to identify common themes and areas for improvement.

All feedback will be considered by the Principal Accountable Person (PAP) alongside technical advice, legal obligations, and safety requirements before any final decision is made. Once decisions are reached, residents will be provided with a summary of the outcome and how their views have been taken into account.

While residents' input is highly valued, the final responsibility for safety decisions remains with the PAP, who must balance resident feedback, compliance, feasibility, and legal obligations under the Building Safety Act 2022.

Consultation on Safety-Related Works

Residents receive advance notification of all scheduled building-safety works unless urgent circumstances prevent prior notice.

For works lasting over one day that restrict access or cause disruption, residents will be consulted on scheduling and disruption-mitigation measures. Emergency works are exempt, but residents will be informed promptly thereafter with opportunities to raise concerns.

Notifications are provided via the Spike app, direct email, and building noticeboards. Scheduling will consider residents' wellbeing by avoiding unsociable hours and critical academic periods wherever reasonably practical.

Written communications specify consultation processes, timelines, and methods of participation in accessible formats. The PAP will give due consideration to all consultation responses and will provide a written summary outlining how resident feedback has been taken into account and any resulting changes to planned works or mitigation measures.

These arrangements apply to all residents, including those who occupy the building under tenancy or licence agreements.

Ongoing Communication and Review

- To ensure transparency and continuous improvement:
 - Resident engagement and consultation processes will be reviewed annually;
- Any lessons learned will inform updates to this strategy; and
- Summaries of resident input and resulting actions will be made available to all residents through established communication channels.

7. Complaints and Escalation Procedures

Residents are encouraged to raise concerns through the following structured complaints pathway:

- Stage 1: Complaint in writing by email to the General Manager of the building lived in.
- Stage 2: General Manager will review the complaint and acknowledge receipt of the same. The complaint is logged on the in-house complaints tracker and a member of VervLife will respond within 5 working days of receiving complaint.
- Stage 3: Investigation by the appointed VervLife staff who will provide a formal written response within 10 working days of receiving complaint.
- Stage 4: Further written escalation to the appropriate Head of Operations with a written decision typically within 10 working days of receiving the request for a further review.
- Stage 5: Further written escalation to the VervLife Operations Director if remaining dissatisfied after preceding stages with a written decision typically within 10 working days of receiving the request for a further review.
- Stage 6: Application for Independent Review from The Property Ombudsman without charge if unresolved through previous stages.
- Stage 7 (Scotland only): Application to the First-tier Tribunal for Scotland (Housing & Property Chamber) if unresolved through previous stages.

Throughout all stages, residents will receive updates and feedback on complaint progress and outcomes.

Residents are made aware of how to contact their Responsible Person (General Manager) for immediate fire safety concerns, with contact information provided in the Welcome Book and building notices.

Posters are located in Eighty Eight Wood Lane within reception and notice boards within the common area's informing of the method for residents to inform or notify the property team of any building safety concerns.

8. Resident Responsibilities

The Resident Engagement Strategy aims to increase the engagement and input of the residents of Eighty Eight Wood Lane. Residents also have a responsibility to directly contribute and be mindful to actions within the building that will directly impact the safety and wellbeing of all fellow residents, staff, commercial users and the building's integrity.

Residents are sign posted to relevant building safety information to ensure that they are familiar with fire/building safety relevant to their building with instructions detailed in communal high use areas within the building.

- Fire doors are to be kept closed at all times (this includes flat doors and kitchen doors) as they can help to contain a fire and prevent the spread of smoke.
- Not to interfere with fire safety equipment such as the covering of smoke detectors and the miss use of fire extinguishers.
- Not to block corridors, stairwells, and emergency escape routes with rubbish and/or personal possessions.
- Smoking, including e-cigarettes, vapes and shisha pipes, is strictly prohibited in Apartments. Residents are aware that all E-Bikes and E-scooters are prohibited to be stored and charged within the building.
- British kite marked UK plugs are advised to be used. Use of international plugs are advised with an adapter and surge protector as the power output varies.
- All internal building areas are designated non-smoking by English law. Should the resident discover a fire discover the alarm is to be immediately raised (by using the red call point), call 999 and notify a member of the team.

- Reporting any maintenance issues promptly to support timely repairs which prevent safety hazards and maintain the building's overall integrity.
- Understanding of the fire exit routes and the fire action policy to ensure preparedness to support a coordinated response during emergencies.
- Residents are encouraged to bring to the attention of the property teams any concerns around the safety of the building and/or to report any damage in relation to the life safety aspects of the building.

9. Review

In line with current legislation and guidance the resident strategy will be reviewed on a two-yearly basis, after every consultation of the strategy and/or after the completion of significant material alterations to the building. In addition, following each review, whether or not you make changes to the strategy a record of the review will be held.

The RES and all resident materials use clear, plain English language, bullet points, and logical headings. Materials are offered in multiple formats including digital, printed leaflets, large print, and translations on request.

Visual aids such as infographics and flowcharts summarise safety and engagement processes. Support systems are in place to accommodate residents with accessibility needs, including translation and interpretation services.

Throughout all stages, residents will receive updates and feedback on complaint progress and outcomes.

Residents are made aware of how to contact their Responsible Person (General Manager) for immediate fire safety concerns, with contact information provided in the Welcome Book and building notices.

Thank you for your ongoing support in prioritising fire safety and participation in your building. Your engagement helps create a safer living environment for all residents.



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