

My Home

Our commitment to you

Keeping you and your building safe –
Working together for your protection



Your safety is at the heart of everything we do.

That's why we're delivering an ambitious and proactive fire safety programme - not only upgrading our buildings but also holding others to account where needed. Whether it's a routine check or major improvement work, our focus is clear: to keep you, your home and your neighbours safe.

What we're doing to keep you safe - Our Pledge

- ✓ To have a clear plan to fix or remedy buildings identified with fire safety concerns.
- ✓ Support our residents through any remediation process.
- ✓ Access Government funds to reduce the financial impact on our services to residents. *Please turn over for more information.*

Building knowledge

Knowledge of our buildings improves safety. Every building will have an up-to-date fire strategy and evacuation plan, and all required measures put in place to keep all residents safe.

We'll achieve this through:

- ✓ **Enhanced Fire Risk Assessments** in tall buildings to identify remedial works requirements.
- ✓ upgrading our building compliance and information systems for effective management.
- ✓ regular risk assessments, tracking actions and learning from safety incidents to improve measures.

Engaging with you

Safety starts with you and we have a dedicated **Building Safety Team** for higher risk buildings to improve fire safety and build stronger relationships with all residents. We've implemented a building safety resident engagement strategy to support this.

- ✓ We'll be working with our vulnerable residents creating personal emergency evacuation plans.
- ✓ Partnering with residents through joint inspections and acting on your concerns.
- ✓ Providing safety information to every one of our homes.
- ✓ Offering opportunities for you to get more involved and feedback on our safety engagement strategy and contact methods.
- ✓ Maintaining and modernising fire safety measures.

Measures in our buildings are crucial. We are:

- ✓ Testing and maintaining all relevant fire safety equipment, giving fire crews

quick and efficient access to fight fires.

- ✓ Enhancing fire detection and alarm systems to meet the risks of the building.
- ✓ Inspecting all residential and communal fire doors to ensure they adequately withhold fire and smoke, replacing where necessary to meet standards.
- ✓ Maintaining or upgrading **automatic ventilation systems** to ensure smoke can escape in a fire and residents can evacuate safely if needed.

Taking action where it's needed most

- ✓ We don't wait, we get to work.
- ✓ We work with residents to make sure every building has an evacuation plan that reflects its risks. If issues are found, such as with compartmentation or external walls, we act quickly to put things right.
- ✓ **And crucially we are holding developers to account** where construction or safety standards fall short, ensuring they put things right.

HAVE YOUR SAY ON SAFETY

Do you want to speak to our **Building Safety Team** or get more involved in safety matters where you live? **We want to work with you!** You can take our survey by scanning the **QR code** below. Or you can phone: **0300 131 7300**



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