

Building safety

Resident engagement strategy 2026

This document should

- Help you and your neighbours understand how to keep your building safe, now and in the future.
- Explain the different ways you can get involved and the benefits of taking part.
- Tell you what building safety information we will share with you and ask what information you would like to receive.
- Describe how we would like to work with you, based on your feedback.
- Make clear what our responsibilities are and what are your responsibilities .
- Explain what to do if there is a fire.
- Let you know how to make a building safety complaint and how to report anything unsafe in your building.

We are responsible for assessing and managing the risks within and about your building. By law, under the Regulatory Reform (Fire Safety) Order 2005, we must carry out a Fire Risk Assessment (FRA).

An FRA:

- Identifies possible fire hazards
- Assesses the level of risk
- Gives recommendations on how to remove or reduce those risks

We follow the Fire Risk Assessor's recommended timescales and check that all actions are completed to the required standards.

We carry out an FRA in your building every year.

We will also complete one before any major works, if we make significant changes to the building, or if the law changes.

How to request a copy of the FRA

You can contact us by:

- Email: contact@vicohomes.co.uk
- Phone: 0345 8 507 507
- Post: Merefield House, Whistler Drive, Castleford, WF10 5HX

Scan the QR code below to let us know what you think to these plans.



Following the Grenfell Tower tragedy, new building safety laws were introduced to help make sure that anyone living in or visiting a high rise building is kept safe.

The Building Safety Act 2022

The Building Safety Act 2022 sets out important safety requirements that Vico Homes, as the Principal Accountable Person (PAP), must follow to keep residents, visitors and customers safe. Vico Homes is the PAP because it is responsible for the block's external walls and main structure.

Under the Act, a higher-risk building is one that is over 18 metres tall and contains more than two homes.

As the PAP, we are responsible for identifying and managing any risks to people in and around the building that could come from structural problems or the spread of fire in the areas we are responsible for.

Your responsibilities

You must:

- Not do anything that creates a building safety risk.
- Not damage or interfere with safety equipment in communal areas.
- Not tamper with fire doors, this includes propping them open, removing door closers, drilling into them or attaching anything to them. Fire doors are essential for stopping the spread of fire and smoke.
- Allow access to Vico Homes and our partners when we need to carry out inspections or safety work. If you refuse access or don't provide required building safety information, we may take legal action and recover any related costs.
- Not leave personal items in communal areas. We have a zero-tolerance policy. Items will be removed, and removal costs will be recharged to you.

Acting in a way that creates a safety risk puts other residents in danger and may breach your Tenancy Agreement. We will take action where needed.

Leaseholders and their tenants must also follow these rules. If we believe a property owner or their tenant is acting unsafely, we can issue a contravention notice and, if the issue isn't resolved, take legal action.

We know residents and leaseholders care about keeping their homes and neighbours safe, and we're confident you'll work with us so that legal action isn't necessary.

Other ways you can help keep your building safe

Please regularly check the needs of everyone in your household, especially anyone who may be vulnerable.

If anything changes, let us know so we can update the information we share with West Yorkshire Fire and Rescue Service in case of an emergency.

Mandatory Occurrence Reporting (MOR): What to report immediately

We have to inform the Building Safety Regulator about serious issues relating to fire and structural safety. These are called Mandatory Occurrences.

You can help by letting us know straight away if you notice anything, such as:

- Large cracks in the building
- Missing or damaged fire safety systems (eg. sprinklers, smoke alarms)
- Blocked or unsafe escape routes
- Fire doors that don't close, latch properly, or are damaged
- Any other serious safety risk

Report any fire-safety or structural issues that seem unsafe or worrying by calling 0345 8 507 507. Please provide as much detail as possible, including any photos.

We will assess whether the issue needs to be reported to the Building Safety Regulator (BSR) or handled as a building safety complaint under our complaints process.

You can also contact us by email at contact@vicohomes.co.uk or write to: **Merefield House, Whistler Drive, Castleford, WF10 5HX.**

Review the fire safety guide that we share will all residents in high rise accommodation every year. The guide can be found here: <https://www.vicohomes.co.uk/your-home/working-together-to-keep-your-home-safe/building-safety-and-compliance/> ↗

What information will we provide?

We will provide you with:

- The fire and building safety measures in place.
- A summary of your Building's Safety Case.
- Fire-safety guidance to help you reduce risks at home: <https://www.vicohomes.co.uk/search/?Term=fire+guidance>
- Regular updates on safety concerns raised by residents and how we resolved them.
- What to do if a fire occurs, including evacuation procedures.
- The roles and responsibilities of the accountable person and residents.
- Key contact information, including the PAP on **0345 8 507 507**.

If building safety work is required (and it isn't an emergency), we will tell you in advance and explain:

- What work is planned
- Who will do it
- When it will happen
- How we will reduce disruption
- What we will consult you on
- How your feedback has been considered

You can request more detailed safety information. We will respond in line with our Customer Charter and GDPR.

Some sensitive information cannot be shared for security reasons; if so, we will explain why.

What to do if there's a fire in the building

There is a fire action plan for every high-rise block. This building follows a **Stay Put policy**.

This information is shown on the fire action notices in your communal areas and in the fire safety guide given to all new tenants and shared with all residents each year.

You can also read the fire safety guide here: <https://www.vicohomes.co.uk/search/?Term=fire+guidance>

If fire breaks starts in my apartment

1. Warn anyone else inside.
2. Leave the room immediately and close all doors and windows behind you. Make sure your front door is closed as you exit.
3. Do not try to fight the fire unless it is completely safe.
4. Do not use balconies unless they are part of an official escape route.
5. Call 999. It's free from any phone, including mobiles and phone boxes.
6. Use the stairs, not the lift.
7. Once outside, stay at a safe distance and tell the fire service where the fire is.

If you need help to evacuate due to health or mobility issues:

We're introducing Residential Personal Emergency Evacuation Plans (RPEEP) for residents who would need support to leave the building in an emergency. If you or anyone in your household would need support, please tell us. We will carry out a Person-Centred Fire Risk Assessment (PCFRA) and if needed, create an Emergency Evacuation Statement (EES) with you. We will share this information with the West Yorkshire Fire and Rescue Service (with your consent).

Call 0345 8 507 507 and we will create an agreed evacuation plan with you.

If there's a fire elsewhere in the building

- The building is designed to contain a fire in the flat where it starts, so it's usually safe to stay in your own flat.
- If smoke or heat enters your home, leave immediately and close all windows and doors behind you.
- Stay low to the floor where the air is clearer
- Leave at once if the fire service tells you to, or if you're unsure.
- If in doubt, get out.

Smoke alarms

- Smoke alarms are fitted in your home and save lives.
- Test your alarm weekly. Only remove the batteries when replacing them.
- Hoover the alarm every six months to keep it free from dust.
- A smoke alarm gives early warning of fire, even while you're asleep, giving you vital time to escape.

Stay safe

- Your actions affect everyone in the building. Please follow this advice.
- You may be eligible for a free 'Safe and Well' visit or can complete a 'Fire Safety Check'. Contact your local Fire and Rescue Service for details.
- If you're unsure, call us on 0345 8 507 507.

How we will share information with you

We use a range of channels to keep you informed. Because everyone's needs are different, we provide key information in different formats and languages. During each consultation, we will check that our communication methods work for you and adjust them if needed.

At the start of your tenancy

You will receive a fire action notice in your sign-up pack.

Within six weeks, we will visit you to welcome you to your home, discuss building safety, and answer any questions.

Vico Homes newsletter

Relevant building safety updates will be included in our monthly email newsletter.

Website and social media

Advice and updates will be published on our website (www.vicohomes.co.uk) and on our social media channels.

Letters and email

We can send information by letter or email, depending on your preference.

Noticeboards and screens

Your block's communal noticeboard will display building safety information.

If your block has electronic screens, updates will be shown there as well.

Engagement events

We will hold regular in-person or online events (such as Teams meetings) where you can talk to us directly about building safety.

Tenant forums

We are developing a High Rise Forum for residents in high-rise blocks, with regular meetings planned. More details will be shared soon.

Building safety decisions and how you can get involved

A building safety decision is any decision about managing safety in your block.

If a change is required by law, we may not be able to consult you on whether it happens, but you can still help us decide how we put it in place.

When a safety decision affects your block, we will write to explain:

- what the decision is
- why it's needed
- what we're consulting you on

We may also contact you through surveys (post or online), our website, email, social media, meetings, or visits.

You can ask for information in another language or in formats such as large print, easy read, braille, or audio. We will also check whether our communication methods work for you.

Why getting involved in fire safety matters for you and your community

Fire safety affects everyone, our homes, families and our community. By getting involved and sharing your experiences, you play an important role in shaping the fire safety services that protect you and the people around you.

When you take part, you help create a safer community.

We will also explain how we collect and store your information in line with GDPR.

Keeping the building safety resident engagement strategy up to date

We will review this strategy:

- at least every two years
- after each consultation
- after any Mandatory Occurrence Report
- after major material changes to the building

Each time we review it, we will ask if the strategy still works for you or if you would like any changes.

You can make a complaint about the strategy through our complaints process: www.vicohomes.co.uk/media/monlleyr/complaints-policy.pdf ↗

If you are not satisfied with our response, you can escalate your complaint to the Building Safety Regulator: www.gov.uk/guidance/contact-the-building-safety-regulator ↗

Useful contacts

For any enquires, building safety complains or concerns please contact:

Phone: **0345 8 507 507**

Email: contact@vicohomes.co.uk ↗

You can also contact the Compliance Team directly:

Email: compliance@vicohomes.co.uk ↗

The BSR can be contacted through GOV.uk:
www.gov.uk/guidance/contact-the-building-safety-regulator ↗

They can be contacted through our customer service team: **0345 8 507 507**, the Compliance Team: compliance@vicohomes.co.uk, or at our offices: **Vico Homes, Merefield House, Whistler Drive, Castleford, WF10 5HX**



Something not quite right?

If you're worried about the safety of your home or this building, please report it!

You can speak to us on

0345 8 507 507

or email

contact@vicohomes.co.uk

Building information summary:

Low Cross Court, Chapel Street, Knottingley, WF11 9AP

Building Information Type	Details
Primary building use	Residential accommodation.
Secondary building use	None
Building height	20.67 metres (9 storeys)
Number of flats	34
Build year	1956-1969
Structure type	Composite steel and concrete masonry.
External wall finish	Concrete, render, glass and metal panels.
Roof type	Pitched roof.
Machinery on roof	Machinery, solar panels and phone masts.
Passenger lifts	Two firemen's lifts (not to be used by residents in an emergency).
Number of staircases	Single common stairs from the ground floor to the eighth floor.
Number of entrances / exits	Two: One to the front of the building and one to the rear on Chapel Street.
Building Safety Information	Details
Fire Strategy	Stay put.
Fire prevention measures (such as smoke alarms)	Part 1 and Part 6 Fire Detection – this means that there is smoke and heat detection in your home and smoke detectors in the communal areas.
Fire protection measures (such as sprinklers and fire extinguishers)	Misting system (sprinklers), automatic smoke control system, manual control systems, door entry system.
Maintenance of fire safety systems	All fire safety systems are tested on a annual basis.
Lift maintenance	A 'thorough examination'* is carried out to both lifts every six months, and they are both serviced every two months.
Other protection measures	Daily checks by the Estates Team.
Fire doors (apartments)	All properties in the block have fire doors fitted (30 minute fire resistance).
Fire doors (communal areas)	34 communal doors are fire doors (8 with 30 minute resistance, 20 with 60 minute fire resistance). six non-fire rated.

Vico Homes



Vico Homes, Merefield House, Whistler Drive, Castleford, WF10 5HX



This document is also available electronically at vicohomes.co.uk



This document is also available in other formats on request.



0345 8 507 507 - Text Relay calls welcome. Calls may be recorded for training purposes.

The information in this publication was correct at the time of publishing and every attempt was made to ensure its accuracy.

However, it may contain certain statements, expectations, statistics, projections and other information that are or may be forward-looking. By their nature, forward-looking statements involve risk and uncertainty because they relate to events and depend on circumstances that may occur in the future.

They reflect our current view and no assurance can be given that they will prove to be correct.

Struggling to read this information? Let us know if you would like this document in another format, size or language. Please call us on 0345 8 507 507 or email contact@vicohomes.co.uk

