

First draft for resident
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Approved by SCG: July 2024

Responsible officer: Head of Building
Safety and Compliance Manager

Vico Homes 

Building safety

Resident engagement strategy 2025



Low Cross Court

1-34 Chapel Street, Knottingley, WF11 9AP

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what you think to
these plans.



SCAN ME

Introduction

Keeping our residents safe is our priority. Following the Grenfell Tower tragedy, new law and regulations on building safety were introduced to make sure that everyone living, working and visiting in high rise buildings are safe.

At Vico Homes, we have responded positively to the new requirements, including creating a dedicated Building Safety Team, began an ambitious fire safety improvement programme and developed fire safety advice which is delivered to all high rise residents every year.

Our next priority is to further improve how we engage with all residents living in high rise blocks. This includes our customers, but also those who own a home or rent from a homeowner in the block.

This resident engagement strategy is for Low Cross Court and sets out our building safety responsibilities and commitments to you, what you can do to help keep your block safe, and how you can be involved in making building safety decisions.

We will consult with you about this strategy and updated versions to make sure that we are sharing the building safety information that you need to know, in the way that you would like to receive it, that you have the right opportunities to contact us and ensure your voice on building safety matters is heard.

Thank you for taking time to read this information. Working together, we can really make a difference. We look forward to hearing from you!



Les Thompson,
Director of Property and
Building Safety



Alison Clark-Williams,
Head of Building Safety
and Compliance

Building Safety Contactable
Person.



Barry Tomlinson,
Business, Building and
Safety Manager

Fire Safety Responsible Person
(Vico Homes) – Named Officer

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Objectives

The key aims of this strategy are to:

- Empower you and your neighbours to play your part in ensuring your building is, and continues to be, safe
- Set out the ways you can get involved and the benefits of playing a part in keeping your building safe
- Identify what building safety information we will share with you, and what information you would like to receive
- Outline how you would like us to work with you based on what you tell us
- Advise on which building safety related decisions we will involve you in
- Clarify our responsibilities and your responsibilities to ensure your homes stay safe
- Outline the action to take in the event of a fire
- Let you know how you can make a complaint about building safety and how you can notify us of anything unsafe in your building (mandatory occurrence)

Background

Under the Regulatory Reform (Fire Safety) Order 2005, we have a legal duty to carry out a Fire Risk Assessment (FRA) of your block.

The FRA identifies any potential fire hazards, evaluates the risk and provides recommendations on how we can remove or manage the risks identified. We deliver these recommendations in the timescale recommended by the Fire Risk Assessor and monitor to make sure that they have been completed to required standards.

We carry out a FRA in your block on an annual basis.

We will also carry out an assessment before we carry out major works, if we make any major changes to the building, or if there is a change in the law.

You can request a copy of the FRA or any other information referenced in this document, in the following ways:

- Email us at contact@vicohomes.co.uk ➔
- Call us on **0345 8 507 507**
- Write to us at **Merefield House, Whistler Drive, Castleford, WF10 5HX.**

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

Our responsibilities

The Fire Safety Act 2021

When we carry out a FRA of your block, we have to make sure that the external walls, flat entrance doors and structure of the building are included in the assessment.

The Fire Safety (England) Regulations 2022

In high-rise blocks such as Low Cross Court, Vico Homes, as the responsible person for fire safety must do the following:

Provide the West Yorkshire Fire and Rescue Service with up-to-date electronic building plans and information on the design and materials of the external wall.

Undertake monthly checks of firemen's lifts and other key pieces of firefighting equipment.

Install a secure premises information box which holds important information to be used by the West Yorkshire Fire and Rescue Service in the event of an emergency.

Install Wayfinding signage on each floor to assist the fire service to identify the floor number and the flats on that floor in smoky conditions, to help prevent them becoming disorientated.

In blocks that are over 11 metres in height such as Low Cross Court, we also needs to:

Carry out checks of flat entrance doors every year. The checks include both the inside and the outside of each door.

Carry out checks of communal doors every three months

Share information on the importance of fire doors being kept closed, fire doors and self-closing devices are not tampered with, and any faults or damage to fire doors are reported immediately.

Is Low Cross Court compliant?

Yes

No

Not applicable



Is Low Cross Court compliant?

Yes

No

Not applicable



The Building Safety Act 2022

The Building Safety Act 2022 covers a wide range of requirements that Vico Homes as the principal accountable person (PAP) has to meet to keep Vico Homes customers, residents and visitors safe. Vico Homes is the PAP under the Act as it is responsible for the external wall and structure of the block.

The Building Safety Act 2022 defines a 'higher-risk building' as a building that is more than 18 metres in height and has more than two residential dwellings. This includes Low Cross Court.

We are responsible for assessing and managing the risks posed to people in and about the building from structural failure or the spread of fire in the parts of the building they are responsible for.

To do this, we must:

- Register the block with the Building Safety Regulator (BSR)
- Submit safety and structure information to the BSR
- Report safety occurrences to BSR and report them on the mandatory occurrence reporting system operated by the PAP
- Carry out duties relating to the resident engagement strategy
- Keep, update and manage the building's safety case
- Keep certain information about the building, also known as the golden thread of information
- Provide building information to relevant individuals and organisations

For more information about the BSR visit: www.hse.gov.uk/building-safety/ ➔

We must

Put together a safety case for the building.

Prepare and update the building's safety case report
keep, update and manage the building's safety case

Operate a mandatory occurrence reporting system and
report safety occurrences to BSR

Operate a complaints system

Prepare and update a resident engagement strategy
and carry out duties relating to the resident engagement
strategy

Apply for a building assessment certificate when told to
do so by BSR (we have not been approached to do this
yet).

Provide building information to relevant individuals and
organisations.

Keep certain information about the building, also known
as the golden thread of information.

Provide building information to relevant individuals and
organisations.

Have the relevant competence or appoint someone
with the relevant competence to help carry out their
duties. Where we appoint others to help carry out their
duties we must continually monitor and assess their
competence and capacity.

As we are the PAP, then someone from the organisation
can be the single point of contact for BSR. This is our
Building Safety and Compliance Manager.

Is Low Cross Court compliant?

Yes

No



Not
currently
applicable

Not
currently
applicable



Other activities to keep you safe



Annual fire safety visits

We will carry out annual fire safety visits to all high-rise properties to identify any hazards and to engage with residents about any concerns they have about the safety of their building.



Weekly block checks

A more in-depth check will be carried out on a weekly basis by our on-site caretaker. In addition to the checks undertaken daily, the weekly checks will include an inspection of the dry risers, fire doors, fire signage, emergency call in the lift, key safe (and that all keys are present, correct, and secure), firefighting equipment where provided, escape facilities and emergency lighting.



Daily block checks

We will complete several checks to ensure your block remains safe. These will include daily checks of all blocks carried out by the on-site caretaker, these will include bin stores and communal areas to ensure they are free of rubbish or possessions.



Vulnerable residents

We will identify residents with specific vulnerabilities that may affect their ability to vacate the building in the event of a fire. This information will be updated when residents inform us of vulnerabilities and stored in the building's premises information box.

Your responsibilities

Residents must:

- Not act in a way that creates or could create a building safety risk
- Not interfere with safety items in communal areas
- Not tamper with fire doors, prop them open, remove closing devices, attach anything to them, drill through them;
- Allow access to us and its partners when carrying out activity to keep residents safe – this includes inspections and works. If access isn't given, or requested information relating to building safety is not provided, we may take legal action against you and look to reclaim costs
- Not leave any possessions in communal areas – we operate a zero tolerance policy. Action will be taken against residents who breach this, including removal of the item(s) and recharging removal costs

Acting in a way that could create a building safety risk may jeopardize the safety of other residents and may be a breach of the Vico Homes Tenancy Agreement for our customers, their household and visitors, and we will take appropriate action. Leaseholders and their tenants (if the leaseholder rents out their home), must also not act in a way that creates a building safety risk. If we suspect that a property owner or their tenant is acting unsafely, we can issue a contravention notice, and if not resolved, will proceed with legal action.

We know that residents and Leaseholders are just as passionate about keeping their home and their neighbours safe as we are, and we're confident that you'll work with us, removing the need to take legal action.

Other ways you can help keep your block safe

Regularly assess the needs of your household and any members of your family who may be vulnerable. Please let us know of any changes so that we can update the information we share with the West Yorkshire Fire and Rescue Service in the event of an emergency situation.

Report anything you feel is unsafe or is causing you concern regarding fire safety or structural issues to us by on **0345 8 507 507**. Please share as much information as you can, including any photos you have taken. We will then assess if your concern is a mandatory occurrence which we must report to the BSR, or a building safety complaint which we will investigate in line with our complaints policy and process. You can also contact us by email (**contact@vicohomes.co.uk**) or write to us at **Merefield House, Whistler Drive, Castleford, WF10 5HX**.

Be involved with engagement activities, building safety decisions and share your views with us.

- Review the fire safety guide that we share with all residents in high rise accommodation every year. The guide can be found here: <https://www.vicohomes.co.uk/search/?Term=fire+guidance> ➔

What information will we provide?

We will provide:

- The measures we have in place to mitigate potential fire and building safety risks to residents, for example, fire precautions. This is included on page 14
- A summary of the Building Safety Case for your building.
- Information on how you can reduce the risk of fire in your home in the fire safety guide found here: <https://www.vicohomes.co.uk/search/?Term=fire+guidance> ➔
- A regular summary of the building safety concerns and complaints received from residents in your block, and what we have done to resolve.
- Procedures to follow where a fire occurs in the building, including for evacuation
- The different roles and responsibilities of the accountable person, and residents, which we've provided in this document
- Key information such as the contact details of the PAP. You can find this by calling: **0345 8 507 507**
- If we need to carry out works following a building safety decision, unless it is an emergency, we will let you know in advance and provide you with details of:
 - Details of the works
 - Details of who will carry out the works
 - Days and times of the works
 - How we will reduce disruption to residents
 - Describe on what we will consult residents
 - How we have considered the consultation feedback

You are also able to receive more detailed information about the safety measures in your building if you wish, please contact us and we will process your request.

Requests for information will be dealt with in line with our Customer Charter standards and the General Data Protection Regulation (GDPR).

We cannot share information which could impact on the safety of the building, such as how a fire alarm panel works for example. If we are unable to provide the information due to security reasons, we will decline the request, but also provide an explanation.

Low Cross Court House

When we're getting in touch you asked us to use.

1. **Letters**
2. **Emails**
3. **Text messages**
4. **In person**

Action to be taken in the event of a fire

There is an action plan for each high rise block with specific details for the action residents should take in the event of a fire. Low Cross Court has a 'Stay Put' Policy. This information is contained on a fire action notice which are displayed in the communal area of your building. It is also contained in fire safety

guide issued to all new tenants at tenancy sign up and all residents on an annual basis. The fire safety guide can be found here: <https://www.vicohomes.co.uk/search/?Term=fire+guidance> ➡

How will we share information with you?

We will share information in a range of ways, through a range of channels. We understand that everyone's needs are different so we offer key information in various formats and languages to meet your needs.

As part of each consultation we have with you about the building safety resident engagement strategy, we will ask you if the communication methods we are using work best for you so that we can tailor how we engage with you to suit your needs.

Tenancy start

At the start of every tenancy, we will provide a fire action notice within the sign-up pack. Within six weeks of a tenancy starting, we will undertake a new tenant welcome visit at which we will discuss building safety and will answer any queries at that point.

Vico Homes newsletter

We will include building safety information in our monthly email newsletter, where relevant.

Vico Homes website and social media

We will publish advice and information on our website (www.vicohomes.co.uk ➡) and social media channels where relevant.

Letter and email

We will share information by letter (or email if you prefer).

Noticeboards and / or screens

We will add information to the noticeboard in the communal area of your block. For the blocks which have electronic screens, we will publish information on screens too.

Engagement events

We will arrange regular engagement events so that you have the opportunity to talk to us in person (or at an online / video meeting, such as through Microsoft Teams) about building safety.

Tenant forums

We are currently working on establishing a High Rise Forum for residents who live in high rise blocks, with regular meetings scheduled throughout the year. More information will be shared as it becomes available.

Building safety decisions and how you can get involved

A building safety decision is a decision about the management of building safety in your block.

If we are making a decision because of a change in the law, we may not be able to consult with you on whether we make a change but you may be able to help us find the best way to implement it.

When we need to make a building safety decision relating to your block, we will write to you to explain what the decision is, what our reasons are, and on what we are consulting you. We may also use the following methods to engage with you:

- surveys through the post
- online survey
- our website
- email
- social media channels
- meetings and visits

We will ask you if you would like to receive the information in a different language or in alternative formats such as large text, easy read, braille, or audio.

We will also ask you if the communication methods we are using work best for you so that we can tailor how we engage with you to suit your needs.

We will advise on the timeframe for the consultation and provide details on how you can provide feedback during the consultation period.

We will consider the feedback we receive from residents and then feedback to you on the decision made, and how your feedback has been reflected.

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

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.

How will we keep the building safety: resident engagement strategy up to date?

We will review this building safety resident engagement strategy:

- At least every two years
- After every consultation of the strategy
- After a Mandatory Occurrence Report
- After the completion of significant material alterations to the building

Whenever we review the building safety resident engagement strategy, we will ask you if the strategy is still working or if you would like us to make any changes.

You can make a complaint about the building safety resident engagement strategy to us and we will investigate as per our complaints policy and procedure which can be found here: www.vicohomes.co.uk/media/monlleyr/complaints-policy.pdf ↗

If you are unhappy with our response to your complaint, you can escalate your complaint to the BSR: 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 ↗

The building safety contactable person is:

Alison Clark-Williams,
Head of Building Safety and Compliance

The fire safety responsible person –
Named officer is:

Barry Tomlinson,
Business, Building and Safety Manager

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




**Be an
influencer
get involved**



We put customers like you at the heart of everything we do, but to get things right we need your help! We want to make sure occupants of our high rise buildings are involved in **building safety decisions** and how we **manage the building** where you live.

What could I get involved with?



- ★ Building safety decisions
- ★ How we manage the building 
- ★ Start a tenants' and residents' or community group.
- ★ Champion diversity and inclusion.
- ★ Neighbourhood Panels.
- ★ Reviewing our policies and services.
- ★ Sharing your experiences as a tenant.
- ★ Taking part in online and over the phone surveys.
- ★ Testing out new services.

Why get involved?

- Share your views from home or choose to join us in person. 
- Help make our services and your community better for everyone.
- Meet new people. 
- Learn new skills.
- Make a difference.

We can support you to get involved and you can give as much or as little time as you want.

Where do I sign up?

Get in touch on **0345 8 507 507** and ask to be put in touch with our Resident Involvement Team or you can email the team on **tenants@vicohomes.co.uk**

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

Notes:

[illegible]

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.



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



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