

Building and Fire Safety Customer Engagement Strategy

Bernie Tunstall Place, Yonge Close, Eastleigh, Hampshire,
SO50 9PR

Building Ref: 7352



Between us we can all create a safer environment for our families, our
neighbours and our local community.

This document contains information about building safety and how we will work with you to keep your building safe. If you would like it in another language, please contact the building safety team at firesafety@vividhomes.co.uk

Este documento contiene información sobre la seguridad en la construcción y cómo trabajaremos con usted para mantener su edificio seguro. Si lo desea en otro idioma, comuníquese con el equipo de seguridad del edificio en firesafety@vividhomes.co.uk

Este documento contém informações sobre segurança predial e como trabalharemos com você para manter seu prédio seguro. Se desejar em outro idioma, entre em contato com a equipe de segurança do edifício em firesafety@vividhomes.co.uk

تحتوي هذه الوثيقة على معلومات حول سلامة المبنى وكيف سنعمل معك للحفاظ على المبنى الخاص بك آمناً. إذا كنت ترغب في ذلك بلغة أخرى، يرجى الاتصال بفريق سلامة المبنى على firesafety@vividhomes.co.uk

यस कागजातमा भवन सुरक्षा र तपाईंको भवन सुरक्षित राख्न हामी तपाईंसँग कसरी काम गर्ने भन्ने बारे जानकारी समावेश गर्दछ। यदि तपाईं यसलाई अर्को भाषामा चाहनुहुन्छ भने, कृपया firesafety@vividhomes.co.uk मा भवन सुरक्षा टोलीलाई सम्पर्क गर्नुहोस्

Di vê belgeyê de agahdarî li ser ewlehiya avahiyê û em ê çawa bi we re bixebitin da ku avahiya we ewle bimîne. Ger hûn bi zimanek din bixwazin, ji kerema xwe bi tîmê ewlehiya avahiyê re têkilî daynin firesafety@vividhomes.co.uk

इस दस्तावेज़ में भवन सुरक्षा के बारे में जानकारी है और हम आपके भवन को सुरक्षित रखने के लिए आपके साथ कैसे काम करेंगे। यदि आप इसे किसी अन्य भाषा में चाहते हैं, तो कृपया भवन सुरक्षा टीम से firesafety@vividhomes.co.uk पर संपर्क करें।



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1. Introduction

Building and Fire Safety Engagement Strategy

Introduction & Aims

This document is our 2025 revised Building and Fire Safety Influence Strategy. It will focus on our Higher-Risk Residential Buildings (HRRB), which are defined as being 18 metres and above, 7 storeys or above (also known as ground floor plus 6 upper floors and above) whichever is reached first.

This strategy sets out how we'll approach our engagement and involvement with customers of HRRB's, and any new buildings that meet the criteria.

The key aims of this influence strategy are:

- To empower all customers living in HRRB's to be able to effectively play their part in keeping their building safe
- To set out how our customers will be able to engage with us around the safety of their building, to promote the benefits of being involved, and to supply communication methods that are accessible to every customer
- To show how we will consult with customers on the building safety information that they wish to be provided with and how they wish to receive it
- To improve our methods of engagement through customer co-design

Definition of Building Safety Risk

Building and safety risk means the risk to the safety of people in or about a building arising from any of the following occurring, as regards the building.

- The spread of fire
- Structural failure
- Any other prescribed matter

Context

Following the Grenfell Tower tragedy in 2017, the Government launched an inquiry led by Dame Judith Hackitt, the former chair of the Health and Safety Executive. The review concluded the need for major housing sector reform and the need for customer safety to be a greater priority throughout the life cycle of a building (from design and construction, through to when people are living in their homes).

In December 2018 the Government approved all recommendations made by Dame Hackitt.

Following the inquiry, (known as the Hackitt Inquiry), the Government introduced the Building Safety Act.

One of the key recommendations of the inquiry, and included in the Building Safety Act, is “**a stronger role for customers**”. This aims to ensure that customers’ voices are properly heard and listened to, and that customers receive core information about building safety from their landlords, with the right to request more detail.

The Government also published the ‘Charter for Social Housing Customers: Social Housing White Paper’ in November 2020.

The White Paper further highlighted the importance of improving customer engagement, with the aim of:

- Ensuring every home is safe and secure
- Having complaints dealt with promptly and fairly by social landlords
- Having customer voices heard by their landlord through regular engagement opportunities

This has led to “The **Social Housing (Regulation) Act 2023**” which is a UK legislation that aims to improve the standards, safety, and operation of social housing. It was introduced in the House of Lords in June 2022 and received royal assent in July 2023. The act facilitates a new, proactive consumer regulation regime to strengthen the powers of the Regulator of Social Housing.



2. Customer Engagement

Our Approach

With the above national context in mind, this Engagement Strategy highlights our approach to ensuring meaningful, effective, and accessible engagement in relation to the building safety of HRRB's. This strategy has been developed through a process of customer co-design at pilot projects, and we will supplement the strategy with bespoke information sheets for each applicable block.

In this section of the strategy, we'll outline:

- Methodology
- Customer Engagement
- Customer Information Sheets
- Personal Emergency Evacuation Plans
- Quarterly Newsletters
- Home User Guides
- Managing Agents
- Further Information
- How we communicate
- Customers Responsibilities

Methodology

The following section supplies a step-by-step outline of how we created this strategy.

- We consulted with the customers of all VIVID's HRRB's to establish how and when each block would like to receive building safety information relevant to their block, as well as a copy of this strategy to provide feedback on.
- The results of these surveys will be used to influence the ways in which we communicate with you.
- The feedback provided has been used to make adaptations where necessary to complete the final version of this strategy and subsequent block specific strategies.

Customer Engagement

Within VIVID, we supply a wide range of engagement opportunities to meet the diverse needs of our customers.

They include:

- Focus Groups
- Interviews
- Surveys and updates – email, postal and telephone
- Webinars
- Website updates
- Public Meeting
- Notice board information

We also supply the opportunity for customers to suggest engagement opportunities they think would be better suited to them and their building.

For more information about further engagement opportunities and to provide suggestions for further engagement opportunities, please contact the customer engagement team at:

<https://www.vividhomes.co.uk/about-us/our-performance/get-involved>

Customer Information Sheets

We have engaged with customers from all our HRRBs to develop bespoke building safety information for each building. These information sheets include:

- All steps to take in case of a fire
- What fire safety features are in place in the building
- What these fire safety features do
- Photos of each of the fire safety features

A consultation was sent to customers, and allowed us to make bespoke changes to the Customer Information Sheets based on customer feedback on:

- The content
- The language
- The photos
- The amount of information (i.e, more or less required)
- Whether they understand everyone's role in keeping a building safe
- What formats they would like to receive the information
- How often they would like to receive the information

We will review the Customer Information Sheet on an annual basis, or sooner if there has been a change to the safety information of the building e.g., if the fire evacuation plan changes, if we upgrade current safety systems, install new safety systems, or if there is a change to the Fire Risk Assessment.

Customers can access a copy of the Customer Information Sheets on the VIVID Website

<https://help.vividhomes.co.uk/maintaining-my-home/building-and-fire-safety/high-rise-fire-safety>

If you would like to receive a copy of your building Customer Information Sheet, please email firesafety@vividhomes.co.uk and we will arrange for a copy to be sent to you via post or email. Alternative languages and formats can be requested, and we will accommodate where possible.

Personal Emergency Evacuation Plans (PEEPS)

We will contact all customers in HRRB's to give them the opportunity to arrange a Person-Centred Fire Risk Assessment (PCFRA), if they feel it is required. We will use the outcome of these person-centred fire risk assessments to decide whether a PEEP is required. A PEEP is a documented plan for the evacuation of people who are unable to evacuate without assistance, and/or require some assistance to do so.

All completed PEEPs will be identified in the PEEPS summary and placed in each premises' Secure information box. All information will be held securely and in line with General Data Protection Regulations (GDPR); access will only be shared with organisations who need to know such information for the implementation of the PEEP.

A Secure Information Box (SIB) is located on site and contains all building and fire safety information for the building. The purpose of which is to assist Fire & Rescue services to access information quickly in the event of an emergency.

Customers may request a copy of their PEEP, and we will supply the copy as soon as reasonably possible.

PEEPS will be renewed annually, or sooner if a customer informs VIVID of a change in circumstance that makes the current PEEP obsolete. Customers can do this by emailing personalevacuationplan@vividhomes.co.uk

Quarterly Newsletters

A newsletter for each building is sent quarterly to all customers in the HRRB's, this newsletter covers fire safety information and seasonal tips relating to fire safety. It also relays any upcoming works within the 3-month period.

Home User Guides

At the start of the tenancy/shared ownership/leasehold, we will provide customers in HRRB's with a Building specific "Fire Safety Home User Guide" (Fire Safety HUG). This will also be sent out on an annual basis to all customers.

Existing customers who wish to access the above information can do so by contacting our fire safety team at: firesafety@vividhomes.co.uk

Managing Agents

In blocks where there is a managing agent in place, the managing agent may be responsible for completing the following:

- Regular block visits
- Completing an annual Fire Risk Assessment
- Grounds Maintenance

Both VIVID, and VIVID customers living in these blocks, are informed of all work & changes completed by the managing agents. Customers will also receive updates from the managing agents about the fire safety strategy of the building.

The responsibilities of the managing agents differ for each block, customers who wish to receive specific information about their managing agent can contact the Managing Agent Officer via customer@vividhomes.co.uk, or via the Neighbourhood Officer for the area.

Further Information

If prescribed information, or a copy of a prescribed document is requested by a customer, we will provide the customer with the information or document as soon as reasonably possible. This will be within 10 days for postal requests, and 2 days for digital requests, as per our service standards. Any information requested must not be in breach of data protection legislation or contradict any obligation of confidence.

We will cater to the diverse needs of our customers. For example, we will supply all material in another language or in a format that meets the further needs of any one of our customers if asked.

Where required we will also supply information to a designated other, such as a family member, for example within our Older Person's schemes.

Customers may contact the Building and Fire safety team at firesafety@vividhomes.co.uk to request further information around the safety of their building or to discuss any concerns they may have.

For more important information, please visit our website:

<https://help.vividhomes.co.uk/maintaining-my-home/building-and-fire-safety#top>

How we communicate – in our 2024 Survey, the responding residents of Bernie Tunstall advised they wished to receive all communication via -

- Email

We received no requests for in person communication. However, there will be occasions when communications will be sent via a letter and for those that have their account set to receive “letters only”.

Customer Responsibilities

It is crucial that our customers understand they too have a responsibility to Building and Fire Safety, within our HRRB's. Committing to high safety standards not only protects you and your family but also protects your neighbours and visitors:

- Not tampering with any fire door, including communal doors as well as front doors
- Not tampering/removing any fire safety equipment, for example smoke alarms, signage, sprinklers
- Reporting any damage to ceilings and walls in the communal area
- Contacting VIVID before carrying out any major DIY works, such as drilling through external walls
- Ensuring no personal items, including rubbish are left in communal areas, including stairwells



3. About Your Building

- Bernie Tunstall Place is a grade 2 listed building converted into 25 self-contained flats.
- It is constructed of concrete, flint, sandstone and has a pitched tiled roof. The roof and staircases are fitted with Velux windows throughout.
- There is no cladding fitted to the building.
- The building consists of 25 self-contained flats (No number 13) over 8 storeys (ground Plus 7 floors) and has a basement.
- It has 3 protected staircases and 1 passenger lift.
- Accommodation is classed as general needs.



4. Building and Fire Safety

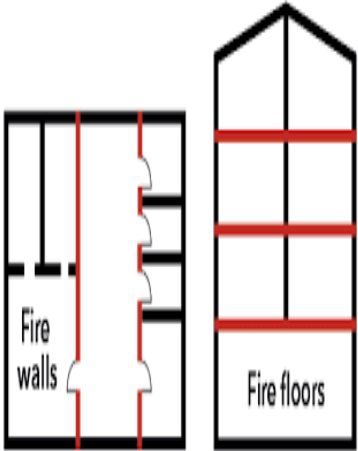
IMPORTANT – The following information and guidance should be read Simultaneous Evacuation

A Fire Risk Assessment has been carried out and recommends a Simultaneous Evacuation Policy

If there's a fire in your own home, or you hear the smoke alarm:	• Leave the room where the fire is and close the door behind you. • Leave your flat closing the flat front door behind you. • Leave the building by the nearest safe escape route. • Activate the nearest fire alarm call point. • Move to a safe distance away from the building. • Call the fire service on 999.
If you become aware of a fire elsewhere in the building (including in someone else's home), here's what you need to do:	• Leave your flat closing the flat front door behind you. • Leave the building by the nearest safe escape route. • Move to a safe distance away from the building. • Dial 999 right away just in case the person whose apartment is on fire hasn't been able to.
If you see a fire when you are in a common area of the building, here's what you need to do:	• Leave by the nearest exit. • Wait outside and away from the building. • Call the fire service on 999 immediately.

Things you NEED to know, or need to DO now:	• Ensure everyone in your home knows what to do and how to evacuate the building in the event of a fire. • Keep communal areas clear, do not leave personal items outside of your flat. • Get in touch if you spot any fire safety issues, such as fire doors or if there are any items/rubbish being stored in communal area. • If you believe any fire safety equipment in your home or block has been tampered with, please let us know immediately by calling 0800 652 0898. • Read any information we send you on fire safety and make yourself aware of the fire safety notices present in your block and share these with all members of your household. • Regularly test your smoke alarms. If they are not working and you are a tenant, please report immediately. If you are a lease holder, please arrange an immediate repair
If you have a health issue and need assistance to evacuate in the event of an emergency	• If you or a member of your household need support to evacuate in the event of an emergency, due to either mobility issues, health, visual and or hearing impairments, please contact us on 0800 652 0898 or email us at personalevacuationplan@vividhomes.co.uk

Fire safety features in your building		
Fire Action Notice	The Fire Action Notice is to make sure that anyone living, working in, or visiting your building knows what to do in the event of a fire	
Signage	Fire signs help people leave the building safely in an emergency. Directional arrows or a running figure with the words “fire exit”, direct people safely along the escape route and out of the building	
Fire Doors	Fire doors are designed to slow the spread of fire and to prevent smoke from entering other areas of the block. Each flat front door is fire rated, this will help to slow a fire and keep it contained.	
Fire door closers	Door closers are an important part of fire doors (including your flat front door). The closers ensure compartmentation by closing the fire door automatically in the event of a fire. Removal of these can cause serious injury and can lead to fire and smoke escaping and affecting the escape route for yourself and others.	

Compartmentation	All buildings have been designed to keep fires contained in a single area as long as possible. This is known as compartmentation. A compartment is a room or area with a fire rated door and fire insulating materials in the walls and ceiling spaces. Drilling holes into walls and ceilings can damage the effectiveness of fire compartmentation. Compartmentation protects the rest of the building and the people who live there.	
Emergency Lighting	The lights will come on if mains power fails to help you see the way out of the building in an emergency.	
Automatic opening vent (AOV)	An AOV is an automated ventilation system designed to allow smoke and toxic gases to escape in the event of a fire. The Fire Brigade can activate these from call points if required	
Dry Riser	A dry riser is a length of pipe that reaches each floor of your block. This ensures no matter where a fire occurs, the fire service can attach to a pressurised water source to allow them to feed water to each floor for use with their firefighting equipment, to combat the fire	

Lightning protection	A lightning strike can cause lots of damage and start fires. The lightning protection comes in the form of a lightning conductor, usually a metal rod, fitted on a building to protect it from lightning strikes. The system will divert a lightning strike to the rod, then through a wire allowing it to pass to the ground safely	
Secure Information Box	A Secure Information Box is fitted at the entrance of the building. This holds important information about the building and the people who need support to evacuate. It is used in the event of an emergency by the fire service.	
Electrical Installation Condition Report	An EICR, is a report of the condition of the fixed electrical wiring for the building. A qualified electrician will test the wiring to ensure occupants are safe from electrical shocks and/or fires	

If you have any questions, please contact us on 0800 652 0898 or email us at:

firesafety@vividhomes.co.uk

You can find more tips to help keep you safe from fire at: www.hantsfire.gov.uk



5. Planned Safety Measures

The following components are within your building and part of our Planned Safety Measures which are serviced regularly. Below is the list of frequency

Component	Frequency
Automatic Opening Vent	6 Monthly
Building Fire Risk Assessment	Annually
Dry Riser	6 Monthly
Electrical ECIR	5 Years
Emergency Lighting	Annually
Fire Doors – Communal Areas	Quarterly
Flat Front Doors	Annually
Secure Information/Property Information Box	Annually
Passenger Lift	Monthly
Lightning protection system test/inspection	11 Monthly
PCFRA & PEEP's	Annually



6. Planned Works

Fire Safety Planned Works

VIVID has implemented a Fire Safety Investment Strategy, this covers various work streams to enhance and improve the fire safety to all our blocks. These works consist of:

- Flat Entrance Doors (FED's)
- Communal Doors
- Fire Stopping and Compartmentation
- Emergency Lighting
- Alarms
- Signage

Communications will be sent out prior to any works commencing, inviting all customers to attend a pre-start meeting for their individual block. These meetings will be used for VIVID to present the works required and why. They will also give VIVID the opportunity to engage with our customer to collate opinions and to understand any concerns or input that a customer may have.

Following the initial meeting, we will send out the minutes of all discussion points to the customers and will include responses to any questions or queries raised during the first meeting. This may result in a follow-up session with our customers and where required we would arrange a “Meet the Contractor” session/event, to discuss the work programme, along with timescales associated.

Whilst any works are in progress customers will be able to get updates from the contractor and there will also be regular communication and or meetings held to discuss progress and any issues or questions the customers may have.

For further information regarding our customer commitment in respect of planned works, please see our “Planned Maintenance Service Standards” via our website www.vividhomes.co.uk



7. Complaints & Contact Details

The Building Safety Act 2022 states a “relevant complaint” about building safety may relate to:

- A building safety risk to a specific building
- The performance of an Accountable Person in fulfilling their duties under the Building Safety Act

If you wish to make a formal building safety complaint, please use the following link, which will direct you to our complaint’s procedure:

 <https://www.vividhomes.co.uk/about-us/our-performance/let-us-know/making-a-complaint>

Or you can call:

 **0800 652 0898**

Building and Fire Safety Contacts

Responsible Person – VIVID

Principal Accountable Person – Kindy Bansal-Shah, Interim Head of Building and Fire Safety

Senior Building Safety Manager - Elizabeth Stokes

How to contact your Building Safety Team

 **0800 652 0898**

 **firesafety@vividhomes.co.uk**

 **VIVID Homes, Peninsular House, Wharf Road, Portsmouth PO2 8HB**