Solihull
Community Housing
Shaping our neighbourhoods

Building Safety Resident Engagement and Communication Plan

Approved by:

Who	Date
Building and Resident Safety Group	November 2022

Reviewed on:

February 2023
March 2024
March 2025

Review triggers:

- Annually.
- Where there are changes to legislation.
- In response to priorities identified by the Building Safety Regulator or the Regulator for Social Housing.
- Decrease of more than 5% in Customer satisfaction.

Owner:

The Head of Customer Experience is responsible for updating the plan.

Introduction

This plan sets out Solihull Community Housing (SCH)'s approach to resident engagement and communications for the 37 high-risk residential buildings, in response to the Building Safety Act, the Fire Safety Act and the Social Housing Regulation Act.

SCH manage 37 high-rise blocks of flats, with a total of 1919 flats. Of these, 1898 are social rented tenancies and 21 are leasehold. Seven of the blocks are designated blocks for older residents.

Objectives

We will engage and communicate with residents with the objective of making sure that:

- Customers feel safe in their homes and the buildings that they live in.
- Customers know their roles and responsibilities, as well as SCH's roles and responsibilities.
- Customers know how to easily report safety problems and concerns in their home or communal areas.
- Customers know how to make a complaint if they are not satisfied with how we are dealing with a building safety issue.
- Customers have meaningful opportunities to be involved in how their homes and buildings are managed and the decisions that are taken about them.
- We know who lives in the high rise blocks and use the information to help keep people safe.

The plan is centred around three key themes:

1. Listen and understand

Listen and act on the customers' voice.

2. Communicate

Communicate with our all our customers in ways that meets their needs, keeping them up to date and well informed.

3. Involve

Involve customers and empower them to play a key role in helping keep their homes and building safe.

Theme 1: Listen and understand

1.1 Reporting problems, concerns and making complaints:

Activity	When	How
How to report building safety concerns	Daily	• Website • High rise building safety • Social media (weekly) • Online form, Contact Centre, via staff member • Building Safety Form • Details included in Building Safety Agreement • Building Safety Agreements • Details in block foyer
Reporting building safety concerns	Daily	• Procedure in place • Reported monthly via the Building Safety Performance Dashboard
Acuity Flags	Daily	• Via Acuity • Procedure in place • Reported monthly via the Building Safety Performance Dashboard
Building safety complaints	Daily	• Via online form or Contact Centre • Complaints Policy in place • Reported monthly via the Building Safety Performance Dashboard • Reported quarterly through the Complaints Report
Councillor and MP updates / Enquiries	Ongoing	Keep Councillors and Members of Parliament informed of relevant matters concerning high rise buildings within their wards / constituencies and respond to Councillor's enquiries promptly and in detail, in line with our corporate approach.

1.2 Understanding who lives behind the front door:

Activity	When	How
Everyone Matters	Ongoing	• Website • Everyone Matters • Letters to all known vulnerable residents • Cards to all high-rise buildings • Follow up calls prioritised for high rise blocks • Active checks by Contact Centre for information updates for residents in high rise blocks • Collections of evacuation data for high rise residents
Insight reports	Access immediately	• Insight report • High Rise Resident Information - SQL Server 2019 Reporting Services
Every Contact Counts	Daily	• Officers identifying building / property issues / oxygen use / e-transportation / additional needs • Reported centrally, triaged and raised with appropriate team
System integration	One off project	• Identifying data that sits outside of Open Housing

1.3 Customer voice and understanding the customer experience:

Activity	When	How
Transactional Satisfaction Surveys: • Safer homes • New residents • Repairs	Monthly Quarterly Quarterly	• Operational dashboard • Voice of the Customer report (from April 2025) • Voice of the Customer meetings (from April 2025) • Building and Resident Safety Group (BRSG) update • Building and Resident Safety Subgroup (BRSS) update (from May 2025)
Tenant Satisfaction Measures (TSMs) Survey: • Satisfaction that the home is safe • Satisfaction that the home is well maintained	Quarterly Quarterly	• Strategic performance report - ELT/Housing Ops/Board/ QMB • BRSG update • BRSS update (from May 2025)
TSMs follow up	Monthly / Quarterly	• The Engagement Team carry out follow up calls to all customers who state dissatisfaction with building safety. Any follow up work is processed via the flag procedure. • The Business Intelligence Team review the data for any trends and if there is any commentary to supply it does go into the performance and BRSG reports.
Keeping customers safe section in Customer Experience Strategy	Reviewed quarterly	• Annual action plan
Voice of the Customer quarterly meetings	Quarterly (from April 2025)	• Meeting with Building Safety to make sure that customers' views are fed back to the Building Safety team, the BRSG and relevant internal and external stakeholders to inform decision making around the safety of the building.

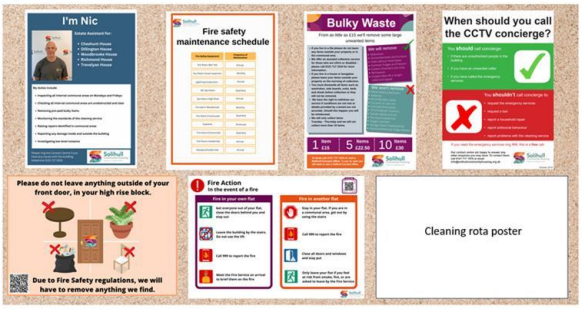
Theme 2: Communicate

2.1 General principles:

- Communicate effectively with customers in a way that meets their needs and keeps them up to date and well informed.
- Share important updates and information with customers in a timely way.
- Make sure that residents are aware of their responsibilities and what SCH's responsibilities are.

2.2 Comms plan:

The full comms plan is available for SCH staff.

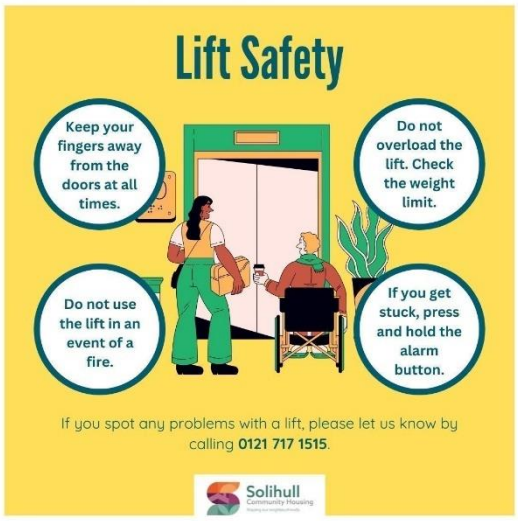
Activity	When	How
Dedicated building safety website pages	Reviewed quarterly	Safety in your home
Block specific webpages	Ongoing updates	Safety information about your high rise building Information includes: (TBC by Building Safety Team)
Newsletter	Quarterly	Key building safety themes (see detailed plan).
High rise newsletter	Quarterly	Key building safety themes (see detailed plan).
High rise noticeboards	Reviewed quarterly	Key building safety information: Example noticeboard 
Building Safety Agreements	Reviewed annually	• Delivered to all high rise customers • Copies on website • Issued to all new high rise residents
Social media	X3 weekly	Proactive social media covering all key building safety messages.

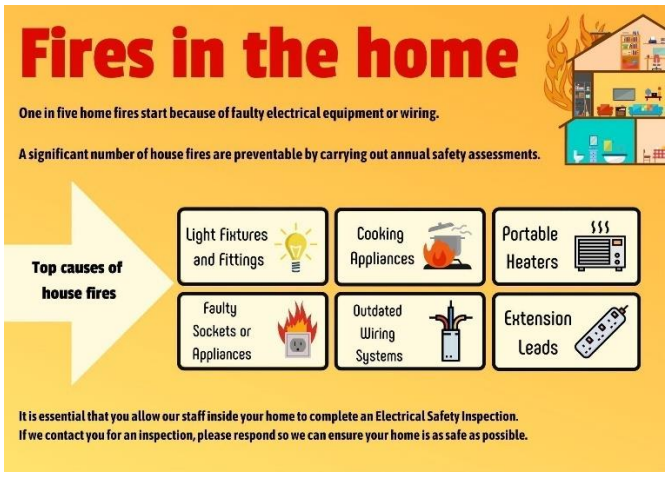
Communicating effectively with customers in a way that meets their needs	Ongoing	Everyone Matters project
Rolling block performance update	Annual to each block (starting in April 2025)	Annual update to customers that is specific to the block providing an update on performance and work completed to the block / planned work etc.
Letters / emails to individual blocks (reactive)	Ongoing	Letters to individual blocks to provide updates on issues, such as: • Bin chutes • Biomass • No smoking • Aerial fly tipping • Capital works
Leaflets / handbooks / posters / PowToons	Ongoing	Includes: • Stay Put Policy • “In the event of a fire” poster • “Water hygiene in the home” poster • Asbestos leaflet • Gas safety and servicing leaflet • High rise posters (“how we keep you safe”) in all high rises with QR codes which link to the building safety documents • Electrical fires poster • “Asbestos in your home” poster • Window safety • Damp and mould PowToon • Fire safety PowToon
CCTV	Ongoing	Ability to contact customers individually in the event of an incident / safe and well checks.
Information at tenancy sign up	Ongoing	Provision of safety information (BSA).
Annual Report (including TSMs)	Annually	Annual organisational performance including building safety.

2.3 Key themes for comms:

- Window Safety
- Fire Safety
- Gas Safety
- Electrical Safety
- Water Safety
- Lift Safety
- Fly Tipping
- Smoke Alarms
- Access for Gas/Electric Inspections
- Zero Tolerance Policy
- Damp and Mould
- Asbestos
- E-transportation
- Biomass
- Bin Chutes

Examples of building safety social media posts:





Theme 3: Involve

Involve residents and empower them to play a key role in keeping their homes and buildings safe. This is part of our wider resident engagement approach, designed to foster a culture of involvement and support and encouraging customers to play an active part in their community, building and home.

The full engagement plan is available for SCH staff.

Activity	When	How
Building Safety Advocates (BSAs)	Monthly and as and when	Resident advocates in high rise blocks to: • Carry out inspections. • Act as an advocate in the blocks. • Consult on comms and block specific issues.
High rise pop ups	Annually	Pop up sessions for each block to consult, provide information and gather views on building safety issues.
SCH Big Conversation	Biannually	Consultation sessions at blocks on wider organisational issues but also including building safety.
Block specific communication preferences	Every 3 years	This information is used to tailor our approach to our communications with our high rise customers, and specified in the Building Safety Agreements.
Building and Resident Safety Subgroup	Quarterly (from May 2025)	The Building and Resident Safety Subgroup (BRSS) is in place to ensure that customers have an opportunity to work with SCH to improve and enhance the safety of residents in their homes.
SCHape Panel	As needed	Review key areas of the business, including building safety: • Damp and mould reviewed in 2023. • Repairs prioritisation, communication and tailoring services 2025.
Fire safe and well visits	Monthly	Work with West Midlands Fire Service to encourage and arrange customer participation in fire safety checks in their homes.

Specific engagement and comms framework for large scale capital works in high rise blocks	As needed	Framework designed and implemented (sprinklers and spandrels). Can be used for future projects.
Development of building safety policies and service standards	Ongoing	Resident review of all building safety policies and service standards as they are developed / amended. Recent examples include: • Damp and Mould Policy • Repairs Policy • Repairs Service Standards • Estates Service Standard • Building Safety Strategy
Customer support during high rise incidents (Lead recovery phase)	As and when	• Supporting customers on site during incidents (sprinkler activations, loss of power/water, major flooding etc). • Leading the recovery phase of incidents to provide ongoing support and signposting to customers.
Support for onsite building safety projects		To support operational services with customer engagement in specific projects or work streams. Examples include: • Balcony clearances • Zero tolerance policy • E-transportation • Identifying additional needs • Biomass
Tenant conference sessions	Biannually	To engage involved residents in specific areas of the business to develop strategic and operational delivery and priorities. Examples include: • Delivery Plan (Safe and healthy homes, getting the basics right) • Repairs review
Mystery Shoppers	Monthly (from May 2025)	Customers review / audit service delivery across the organisation, including building safety.