



City of
Stoke-on-Trent

Housing Revenue Account High Rise Resident Engagement Strategy 2025

Arthur Cotton Court

Boundary Court

Brookfield Court

Dibden Court

Forest Court

Honeywall House

Lindop Court

Pedley Court

Penkhull Court

Port Vale Court

Seddon Court

Southern Court

St Lukes Court

Robinson Court

Wellington Court

Westwood Court

Table of Contents

1.	Introduction.....	3
2.	Purpose and Scope	3
3.	Responsibilities and duties	4
3.1	The Accountable Person	4
3.2	Building Safety Resident Panel	4
3.3	Resident Responsibilities	5
4.	Engagement and communication with residents	5
4.1	Consultation on this strategy	5
4.2	The different stages of when we will engage with residents.....	6
4.2.1	New tenants / new leaseholders	6
4.2.2	Planned safety measures	7
4.2.3	Responsive safety assessments.....	7
4.2.4	Planned safety remediation works	8
4.3	What we will ask residents and non-resident leaseholders about	8
6.	Sharing information	9
6.1	Sharing this Strategy.....	9
6.2	Information we will not share.....	10
6.3	How to request information	10
7.	Building Safety Concerns	11
7.1	Raising Building Safety Concerns	11
7.2	How we will manage concerns.....	11
8.	How we measure the effectiveness of this strategy.....	12
8.1	Performance Monitoring	12
8.2	Governance	12
9.	Review	12
10.	Disputes	13

1. Introduction

Stoke-on-Trent City Council owns sixteen high-rise residential blocks. This is our first high-rise resident engagement strategy. All information contained in this strategy ONLY relates to Housing Revenue Account (HRA) buildings above 18 metres, or 7+ storeys, which contain at least 2 residential units. It explains our approach to ensuring residents and owners of apartments within those blocks are aware of key safety messages and how they can expect to be involved in the making of building safety decisions.

2. Purpose and Scope

This strategy is for residents and non-resident owners of residential units of the following high rise blocks:

- Arthur Cotton Court
- Boundary Court
- Brookfield Court
- Dibden Court
- Forest Court
- Honeywall House
- Lindop Court
- Pedley Court
- Penkhull Court
- Port Vale Court
- Seddon Court
- Southern Court
- St Lukes Court
- Robinson Court
- Wellington Court
- Westwood Court

A resident is anyone 16 years of age and above who lives in or owns a residential unit within the blocks. The Council will take all reasonable steps to be aware of all residents within these block, whether they are a council tenant or a tenant of a leaseholder and all non-residential owners (leaseholders) of the residential units. Each resident and non-residential owner that the Council is aware of will be issued a copy of this strategy.

This resident engagement strategy sets out how residents and non-residential owners are:

- involved in building safety decisions
- informed about building safety decisions

Building safety decisions are made by an accountable person (AP) for the building and are about:

- the management of the building; and
- decisions connected to the duties of an accountable person (see 3.1 for more information about what these are).

This strategy covers:

- The information that will be provided to residents (and owners of residential units) about building safety decisions.
- The parts of those building safety decision that residents and owners will be consulted about.
- How we will ask residents about the building safety decisions that impact them and the methods we will use to communicate with residents and owners.
- How we intend to adapt those methods so that they suit the needs of individual residents and owners.
- How we intend to collect, store, review and act on opinions and feedback gathered.
- How we will assess and measure how well we do at encouraging involvement in these decision.

3. Responsibilities and duties

3.1 The Accountable Person

The Building Safety Act 2022 requires an Accountable Person (AP) to be appointed for each higher-risk residential building. They are responsible for managing the fire and structural safety risks of a high-rise occupied residential building. Each high-rise residential building must have at least one clearly identifiable AP, known as the Principle Accountable Person (PAP).

The Accountable Person and Principal Accountable Person for your building is Stoke-on-Trent City Council.

Any concerns about the safety of your building can be reported by contacting the Principal Accountable Person by:

- telephoning 01782 234234 or
- Emailing HousingHealthandSafety@stoke.gov.uk

3.2 Building Safety Resident Panel

The group will play a vital role in building safety and in evaluating how we communicate and engage with residents. The Council will be accountable to the group for all decisions affecting building safety. Membership of this group will be extended to non-resident leaseholders to enable them to participate in matters relating to safety within the block that contains their apartment.

3.3 Resident Responsibilities

Residents also play a critical role in maintaining safety standards for yourselves, your neighbours, and any visitors. You too have a responsibility to prevent or lessen risks and ensure safety in high-rise residential buildings.

To help do this, we ask that:

You do not do anything that could increase or create a risk of spread of fire or structural failure, such as

- smoke or vape in areas where you should not. This will usually be explained by your Housing Officer, and signage is often in place to remind you.
- Block escape routes by not storing items or rubbish outside your apartment or in the communal areas.
- prop open fire doors – either in your apartment or in the shared areas.
- damage, remove or interfere with relevant safety items e.g. fire doors, signage, sprinklers, or smoke alarms

You engage with the Council

- with consultations taking place about repair/safety works in your property or building.
- volunteer as a representative on the Building Safety Panel or as Block Inspector.
- so your Housing Officer is able to successfully visit you each year to provide safety advice.
- to allow access to your property to carry out building safety checks or maintenance in accordance with your tenancy and leasehold agreements. We will contact you to confirm an appointment time that would be appropriate for you.
- comply with requests made by the PAP for information reasonably required for assessment and / or management of building safety risks.

You take responsibility for:

- reporting any building safety concerns you have to us.
- regularly test that any smoke, heat and carbon monoxide alarms in your apartment are working and request a repair/replacement if you suspect a fault by calling 01782 234100

4. Engagement and communication with residents

4.1 Consultation on this strategy

Consultation on the draft strategy was conducted over a three-week period from 27 January 2025 through to 14 February 2025. A second round of consultation took place between 7 April and the 20 April 2025 with three of the high rise blocks that had a low return of responses in the initial round.

All residents (including householder members of council tenants, leasehold tenants, and resident leaseholders) and non-resident leaseholders were invited to take part. Invitation to take part was by hand delivered letter to all households. Non-resident leaseholders received this letter either by post or email. Feedback was collected using a survey that could be accessed on-line or hard copy at request. All residents were offered a home visit to support them in taking part. The opportunity to take part was shared with Tenant and Leaseholder Groups, and discussed in particular with participants of the Fire and Building Safety Group. The consultation was promoted via social media and direct e-gov email correspondence.

The feedback will help to inform how best to communicate with residents and non-residents about building safety issues, given the information gathered around preferred methods of conveying this information, the potential known barriers to communication for individuals such as physical and mental impairments, and language barriers.

4.2 The different stages of when we will engage with residents

We want to ensure that you feel confident in your understanding of building safety, so that you can actively take part in discussions about your home and your building. We want to make sure we engage with you about building safety decisions. The Council will oversee all consultations. If other partners are required to participate in consultation to complete works, you will be informed.

All residents and owners of residential units in the building over aged 16 and over will be notified when works resulting from a building safety decision are required and will be informed of the purpose of the works.

You will be informed on any decisions that affects your apartment block, and given the opportunity to discuss these decisions at the earliest opportunity. It is important for us to ensure that all residents and non-resident owners are aware of any works or changes to their blocks. These may be during different stages in how we look after your block, during your residency or time as a non-resident owner. These stages are described below:

4.2.1 New tenants / new leaseholders

New tenants and new leaseholders will receive a Building Safety Information Pack to ensure peace of mind from day one, familiarising you with safety measures in your apartment and communal areas.

What the pack will include:

- The most up to date residents' engagement strategy for your building.
- A summary of the most up to date fire risk assessment including a summary of the risks to residents.
- A summary of the building safety case report which will include a description of any building safety risk assessments, the steps taken or planned to

manage any identified risk and an evaluation of how effectively any identified building safety risk is being or will be managed .

- Key information about your building to include safety measures specific to your building, such as the location of fire escape routes, fire doors and other aids, what to do in the event of fire (the 'Stay Put' policy) and additional guidance for anyone who may face challenges evacuating.
- Information essential for residents to maintain building safety, such as advice on how to prevent a building safety risk happening and what active steps they take to help reduce the severity of any incident which occurs.
- A summary of the essential roles and duties in relation to the management of building safety in the block.
- Your contact person for building safety matters.
- Details of inspections and improvement projects scheduled for the buildings (for which we seek residents' views).
- Information about how to report building safety concerns.
- How we will share building safety information with you, including methods and frequency of communication.

Your tenancy or leaseholder agreement will also outline residents' responsibilities with the building and the home.

4.2.2 Planned safety measures

During your occupancy, we will conduct various activities aimed at ensuring the overall safety of buildings, adhering to legal requirements. These planned activities include:

- Carrying out fire risk assessments
- Inspecting communal and individual fire doors
- Checking firefighting equipment
- Conducting electrical installation condition reports
- Carrying out thorough examinations and maintenance visits for lifts
- Performing gas servicing and safety checks

The frequency of the planned fire safety activities for your building will be specified in your building safety information pack(s). We will also make this information available on your block notice board.

4.2.3 Responsive safety assessments

Any reports of a responsive building safety concern will be assessed in terms its safety implications.

There may be occasions, for example in emergency repair cases, where time constraints are in place or where works will take place for a time period of less than one day, it would be impractical to consult residents and owners. However, once we have dealt with the emergency, we will seek to let you know as soon as possible.

During this event, information around the potential impacts of safety risks, remediation works and compliance activities will be provided either through:

- Door knocking
- Posting information through letter boxes
- Installing temporary safety measures
- Signage / posters on notice boards
- Leaving a contact number to address concerns
- Emailing non-resident owners to advise.

If works are expected to last longer than one day and arise from a building safety decision, which as a result will cause nuisance or limit access, we will consult on:

- days and times of the works
and how to mitigate disruption to residents and non-resident leaseholders.

The PAP will then give due consideration to the responses to any consultation responses.

Due to time constraints residents and non-resident owners will be contacted where practical, keeping in mind that the works we need to complete may need a rapid response. This does not mean that you won't be given a reasonable period of time in which to speak out, and have an opportunity to let us know when you would be available, what times suit you best or any complaints you may have as a result of the works.

4.2.4 Planned safety remediation works

We will keep you informed about any upcoming building safety work planned in your building. During the planning phase we will collaborate with you to:

- gather your opinions on the proposed work.
- listen to any concerns or feedback you have.
- maintain open communication channels for your feedback, both prior to, and after, completion.

Before any works start, the Council will inform you of:

- when works are required at your apartment and / or your building.
- who will be in contact with you.
- who will carry out these works.
- when work is due to start.
- if a vacant property requires works, so that the neighbouring properties are aware of the disturbance.

4.3 What we will ask residents and non-resident leaseholders about

During works at your home / flat you will have the opportunity to have your say on things such as:

- Timelines and when you would prefer the work to take place.
- How the works at your apartment or block could affect your safety.
- When it is most suitable for you for us to gain access to your home / flat if applicable.
- Provide suggestions on factors that affect the works or your safety.
- Discuss the way that the building safety is managed.
- View and discuss, current or previous safety case reports (such reports identified the building's safety risks and explains how the risks are being managed).
- Outcomes on behalf of building safety checks and inspections.

During these consultations you will have the opportunity to ask questions and make suggestions – we will ensure that you are contacted at the beginning and an agreed interval throughout the timeline of the works. The outcomes of all consultations will be shared with all involved parties.

However, if you are concerned with any works or feel you have been negatively impacted, please contact us (see section 7.1 Raising Building Safety concerns).

We will use this feedback to review and improve our approach to involve you in building safety decisions. All consultations will be used as a forum to improve this strategy, any changes resulting from feedback will not need to be re-consulted before publishing this strategy again.

6. Sharing information

At each stage, we will consider the suitability of methods for promoting participation and information sharing. This will be monitored and kept under review. We will do this in collaboration with the Building Safety residents' panel.

We will provide requested information in your preferred format whenever possible.

We strive to make information easy to understand and will make reasonable adjustments for specific needs, such as a preferred language, large print, or braille. You can designate an advocate, representative, or carer to request information on their behalf. Please inform us of any specific requirements when making an information request.

We may also update communal notice boards and write out to individuals when required. Here we will also make the use of QR codes for residents to quickly access information on-line.

6.1 Sharing this Strategy

We will make sure to provide a copy of this strategy to anyone that we are aware of residing in a residential apartment within [name of high rise building] and who is


aged 16 or over. The strategy will also be provided to each owner of a residential unit in the building (the leaseholder owner).

Please keep this document safe to refer back to in the future. If you need to request a further copy at any point, please contact us.

We will take every reasonable step to ensure we are aware of all residents within any property by asking the principle tenant, the leaseholder owner and the principle tenant of the leaseholder owner to provide the most up to date information about who lives there. If you are a tenant, we would do this during visits to your home, such as when completing a tenancy audit, or by completing our proactive calls to ask you for your update information. If you are a leaseholder, or a leaseholder's tenant we will establish your household membership by contacting you through our 'pro-active' telephone calls.

6.2 Information we will not share

There may be instances where we are unable to share information due to restrictions on its disclosure or where it could comprise the safety of the building or its residents. This includes:

- **Personal information**
Resident information will be collected to allow the council to fulfil its duties under Fire Safety Act 2021 and Building Safety Act 2022. We will store personal information in respect of residents in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018
We will ensure this information is up to date by completing regular tenancy audits with all our tenants. If you would like to find out more about our Privacy Policy please visit stoke.gov.uk
- 
- Privacy Policy
- Any Information about the operation of a building safety item that would compromise that safety measure and leave the building and residents in a vulnerable position. An example of this is not sharing information to the general public about safety equipment for a particular individual, such as an alarm for the deaf, that would reveal that person's vulnerabilities.
 - Information that would compromise the safety of other residents or owners of residential flats.

6.3 How to request information

Information requests can be made by contacting us at :

Call **01782 234234** or Email: HousingHealthandSafety@stoke.gov.uk

7. Building Safety Concerns

7.1 Raising Building Safety Concerns

We are committed to promptly address any concerns raised by residents living in our high-rise buildings and by non-resident landlords of flats.

Examples of a building safety concern may include:

- A damaged fire door; or a door that does not close properly on its own
- Items left in the communal area.
- The entrance door being propped open.
- Service doors that are open.
- Anti-social behaviour, such as intentional damage to property or the dumping of rubbish.
- Anyone damaging or tampering with smoke alarms, sprinkler heads, signs, lighting, dry-riser pipework or another fire-safety equipment.
- Lift breakdowns.
- Flashing equipment warnings or fault notifications.
- Smoke or CO alarms that do not operate properly when you test them, or sound a warning when they should not.



How can you contact us about Building Safety?

To report a building safety concern to us, please:

Call: **01782 234234**

Or

Email: HousingHealthandSafety@stoke.gov.uk

7.2 How we will manage concerns

We have implemented a structured approach to address building safety concerns:

- Your concern will be assigned to a member of the Facilities and Building Safety Team.

- We may also contact you to clarify or request further information to aid our investigation
- We are committed to providing a response within ten working days. If we're unable to do so, we'll agree on a feasible timeline with you
- Urgent concerns posing risks to health and safety will be promptly addressed, ensuring swift investigation, response, and necessary actions.

8. How we measure the effectiveness of this strategy

8.1 Performance Monitoring

To ensure the steps we are taking are having a positive impact, we will collect information on:

- How safe you feel in your home (asked as part of a telephone questionnaire).
- How many residents and non-resident leaseholder owners respond when we ask about a building safety decision.
- Record and review how successful the various methods we use (such as surveys and focus groups) are in encouraging participation.
- The number of reports of building safety issues.
- The number of formal complaints received related to building safety.

8.2 Governance

The performance measures will be reported to the Building Safety resident group and to senior management as part of the operational performance framework. If the results show a lack of satisfaction or participation, then we will explore how to improve engagement and the methods of participation used, and make the appropriate changes our approach within this strategy.

9. Review

We will review and revise this Strategy, keeping a record of each review:

- at least every 2 years to ensure it is accurate and working effectively, and provide an updated copy where necessary.
- Within a reasonable period after a mandatory occurrence report to the Building Safety Regulator.
- Within a reasonable period after the completion of significant material alterations to the building unless the impact of the alterations has already been considered under a review following a consultation or a review within the last two years.

We will keep a record of each review made on this strategy, whether these reviews lead to changes or not. We will store versions as a result of reviews and amendments made on a secure SharePoint platform.

10. Disputes

The Council will review and consider any opinions received from residents about the strategy, although we will change the strategy only if we think it is appropriate.

You make complaints to us about this strategy, by contacting:

01782 234234, or HousingHealthandSafety@stoke.gov.uk.

If you are not satisfied with the outcomes provided, you can escalate the complaint to the Building Safety Regulator:

- 0300 790 6787 (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)
- Filling in the form on their website www.gov.uk/guidance/contact-the-building-safety-regulator