



Fire door
Keep shut

Building Safety

Resident Engagement Strategy Summary

for high rise residents

This strategy explains how we engage and involve residents on building and fire safety in their homes. In this strategy, **building safety** concerns structural safety and key elements of the building such as walls and foundations.

Fire safety concerns fire prevention, how we manage the impact of fire, and reduce the damage, injury, and destruction caused by fires.

Our strategy supports the commitments we made to you in our Fire and Building Safety Charter. You can read more at

camden.gov.uk/fire-and-building-safety-charter



Purpose of this strategy

Our strategy is a plan of action, it sets out how we'll engage with you about decisions relating to building safety.

Building safety decisions relate to the management of the building, the management of building safety risks or any other decision connected to our landlord responsibilities for fire and building safety.

Strategy aims

- Make sure you understand how you can be involved in building safety decisions.
- Communicate with you in your preferred ways to help you keep safe at home.
- Share how we're using formal and informal engagement activity to gather feedback to improve services.
- Be clear on our responsibilities, and share information on fire safety measures and the activity we carry out to keep you safe.
- Ensure you as a resident are aware of your responsibilities and encourage you to play an active and effective role in ensuring your building is and continues to be safe.



Working together - Our responsibilities

Keeping the building and everyone who lives there safe is a shared responsibility.

We all have a role to play in keeping everyone safe. If you have safety concerns about your building, do your part and report any hazards to the council.

For the latest fire safety advice, visit camden.gov.uk/safety-at-home and follow the advice in your Homeowners and Housing Newsletters.



i The Council is the **'Principal Accountable Person'** for your building. This means we're responsible for assessing and managing the risks of structural failure or the spread of fire posed to people in and about your building. We're also responsible for sharing information to help you keep safe at home and updating you on how we're meeting our responsibilities as a landlord.

Stay safe at home

To help you keep safe at home we'll share information through:



Your letterbox

Building and Fire Safety information pack, letters, Camden magazine, Housing News, Homeowners News, flyers, and leaflets.



Your estate and building

Noticeboards and Posters on estates.



Your Building Safety Manager and Tenant and Resident Groups



E-mails, Residents' e-newsletter

You can also look out for updates on:

X / Twitter (@CamdenCouncil), Facebook (@LBCamden), Instagram (@wemakecamden), Nextdoor app, and on our website at [camden.gov.uk/safety-at-home](https://www.camden.gov.uk/safety-at-home)



Texts and WhatsApp messages around repairs

How we share information with residents

At the start of your tenancy or when you purchase a lease

At the start of every tenancy or lease we will provide a Tenants' guide. The guide contains fire safety advice and information about your building. Neighbourhood Housing Officers will contact you at the start of their tenancy and share fire and building safety information about the building. Visit [camden.gov.uk/counciltenantrights-responsibilities](https://www.camden.gov.uk/counciltenantrights-responsibilities) for more information.

Ongoing communications

We will share opportunities to engage with us and access building and fire safety information about relevant safety matters.

Requests for information

You can ask for detailed information about the safety measures in your building. To request fire and building safety information about your building email [@ buildingsafetymanager@camden.gov.uk](mailto:buildingsafetymanager@camden.gov.uk) or call **020 7974 4444**.

If you have a question about when we will install smoke alarms, fire doors, or carry out other fire safety works, email [@ capitalworks@camden.gov.uk](mailto:capitalworks@camden.gov.uk), or call **020 7974 4444**.

What information will we share?

- Fire door and general fire, kitchen, and balcony safety information
- A shared area policy for your building
- The arrangements for reporting a safety concern
- A schedule of fire and building safety works



Safety Compliance information

Camden has made a clear and public commitment to achieving the highest standard of resident safety. As part of our commitment, we will send you our annual report on our performance against our Fire and Building Safety Charter commitments as part of our 2021-2026 programme. This will include a summary of our building and fire safety works, what we achieved in the year, the challenges we faced, how we are improving and what we need residents to do to keep safe.

The report will cover:

- Fire Risk Assessments (FRAs)
- Gas safety checks
- Electrical tests
- Legionella checks
- Lift inspections
- Asbestos inspections of communal areas.
- Compliance notices and our plans for compliance with Fire and Building Safety.
- Legislation as it passed/published.
- Building Safety Case reports shared as they are produced, and a list and timescale when they will be submitted.
- Fire and Risk Assessments (FRAs). We share these online and with your Tenants and Residents Association.
- After your fire risk assessment, we will let you know about any safety work that we need to do, and how and when we will do it.
- Monthly FRA action briefings to Housing Scrutiny and Housing and Fire Safety Advisor Panel. These are published on our website at [camden.gov.uk/your-fire-riskassessments](https://www.camden.gov.uk/your-fire-riskassessments).

Compliance certificates

You can request copies of the compliance safety certificates for your property or the building you live in by emailing @ building.safety.data@camden.gov.uk, or by calling ☎ **020 7974 4444**.

How residents can get involved

We believe in giving residents a strong voice and putting them at the heart of decision making. Through consultations, we listen to residents to better understand their needs and concerns. For the full list of consultations, visit the We Are Camden consultation page at 📄 [consultations.wearecamden.org](https://www.consultations.wearecamden.org). You can also visit 📄 [showcasecamden.commonplace.is](https://www.showcasecamden.commonplace.is) to share opinions on smaller projects, or 📄 [camden.gov.uk/have-your-say](https://www.camden.gov.uk/have-your-say) for other ways you can give feedback and get involved.

Tenants and Resident Groups

Tenant and Resident Associations (TRAs) are formally organised groups from a housing estate or block. They raise issues that are important to council tenants and leaseholders and are consulted on issues affecting their block or estate. Contact the Tenant Participation Team for support to set up a TRA @ tp@camden.gov.uk or call ☎ **020 7974 4444** and asking for the 'Tenant Participation Team'.

Reporting safety concerns

How to report a building or fire safety concern

You can report a building or fire safety concern, such as safety hazards in shared areas, to your Building Safety Manager at @ buildingsafetymanager@camden.gov.uk.

How to report a dangerous structure

A dangerous structure can be an unstable boundary walls, fence, or hoarding. Structures can be affected by factors such as vehicle impact, weather damage and vandalism. To report a dangerous structure, please email @ building.control@camden.gov.uk or contact your housing officer.

How to report a repair

If you're a council tenant and need a repair that is an emergency, please call ☎ **020 7974 4444** and ask for Repairs. For non-emergency repairs, you can visit 📄 [camden.gov.uk/keeping-your-council-home-safe](https://www.camden.gov.uk/keeping-your-council-home-safe)



How residents can get in contact with us

Your Building Safety Manager

To contact your Building Safety Manager email @ buildingsafetymanager@camden.gov.uk or call ☎ **020 7974 2585** and leave your name, building name, contact information and message for the Building Safety Team.

Your Neighbourhood Housing Officer

To find contact details for your Neighbourhood Housing Officer visit 📄 [camden.gov.uk/findmyNHO](https://www.camden.gov.uk/findmyNHO) or call ☎ **020 7974 4444** and ask for your Neighbourhood Housing Officer.

Your Caretaker

Your Caretaker's name and contact details are available on the block schedule on the ground floor noticeboard of your building. If the schedule is not there you can report this to your Neighbourhood Housing Officer.

Your Fire Advisor

If you want to ask a question about fire safety, you can contact a Fire Safety Advisor at @ fireadvisors@camden.gov.uk or call ☎ **020 7974 1964** and leave your name, contact information and message for the Building Safety Team.

Your Tenants and Residents Association

To find your Tenants and Residents Association (TRA) 📄 visit [camden.gov.uk/findyourTRA](https://www.camden.gov.uk/findyourTRA) or call ☎ **020 7974 4444** and ask for the Tenant Participation Team.



Consulting with residents on capital works

When will we consult you?

For major building works we will:

- Explain the building safety issue and provide expert advice from relevant partners including the London Fire Brigade, or the Fire Safety Advisor Team. We will then seek feedback on:
 - Possible solutions (if there are more than one)
 - The impacts and duration of the options proposed

Details of who could carry out the potential works

In some cases, the recommendations from experts such as the London Fire Brigade or a Fire Safety Advisor does not allow us to consult on certain parts of the proposed solution. If this happens, we will engage and share our rationale with residents. If the work is urgent or in response to an emergency, we may not consult beforehand but will inform residents about the work, its purpose, and timing.

We will also consult residents when carrying out works which result from a building safety decision, if the works will:

- Take more than one day to complete
- Limit access to any part of a building
- Cause disruption to residents
- During this period, we will ask for your feedback on:
 - Preferred days and times for the works
 - How to minimize disruption
 - Who will carry out the work and why we chose them

How will we consult you?

At the start of the project, a Project Manager will send a letter to residents with their contact information and offer different ways for residents to share feedback, whether that's in writing, or joining a meeting online or in-person. Meetings may take the form of a drop-in session or a presentation. The Project team may also knock on the doors of each home affected by the building safety decision to gather the views of residents.

How will we consider your views?

When we consult on building safety decisions or on building safety works, we will carefully consider all feedback and answer any questions during the consultation and throughout the project.

As well as giving due consideration to the feedback, we will review the level of responses and answer any questions from residents during our consultation activity and throughout the project. How we collect and consider feedback will depend on the size and complexity of the works taking place. On smaller projects, the Project Manager will gather feedback at every stage, from planning and design to completion. At each step in the project, the Project Manager invites feedback from residents.

Where possible, we encourage residents to share feedback via email directly to the Project Manager, but for larger projects, we may use online surveys or forms to collect more detailed comments. The results of these surveys will be shared with the Project Manager for review. In addition to electronic methods, we always provide a direct phone number for the Project Manager, and we also include our postal address in our correspondence which residents can use to feed back to us by post. How will we respond to residents?

Project Managers will respond directly to individual feedback from residents. If a question can't be answered right away, the Project Manager will look into it and get back to the resident as soon as possible using the best contact method available.

If survey results or answers to questions are helpful for residents, we will share an update through the project webpage, letters or an e-newsletter. For more complex projects, we may create a Frequently Asked Questions (FAQs) document, which will be sent to all residents and also made available on our website. The FAQs document will usually be updated and promoted to residents throughout the project.

How long will consultations last?

If the works are not urgent, the project team will provide a minimum of one month to gather feedback from residents on building safety decisions or works.

How will we review our consultation process?

At the end of each project, we ask for feedback the consultation process. We review how we consult with you by using a resident feedback process in the closing stages of a project. This helps us understand how we can improve for future projects. The feedback we collect guides how we communicate with residents and plan works on site, as well as decisions about who represents you. For more information on how we consult on capital works, email [@capitalworks@camden.gov.uk](mailto:capitalworks@camden.gov.uk).

Upcoming Capital works

You can find a programme of works taking place at your building or estate by visiting [camden.gov.uk/buildingsafetyworks](https://www.camden.gov.uk/buildingsafetyworks)

Working with leaseholders

We want to continue to work closely with leaseholders to ensure transparency and fairness when carrying out works or repairs to a building or estate. How we consult with leaseholders depends on the type of contract we use to carry out the works.

Qualifying Long Term Agreement (QLTA)

If leaseholders are required to pay more than £100 per year towards contracted goods or services, we must consult with them. Agreements with contractors to provide goods or services lasting more than 12 months are known as a Qualifying Long-Term Agreements (QLTA.) Examples of a QLTA include building insurance, grounds maintenance, lift and door entry maintenance contracts.

Qualifying works

If a QLTA includes works that affects properties, like general building maintenance, and leaseholders are required to pay more than £250 each, an additional consultation must be carried out.

One stage: Notice of Intention

Before starting any major work, we will send a letter to all leaseholders and the Residents' Tenants Association (if one exists) who may be affected by the work. The letter will:

- Explain what work is planned and why it's needed
- Provide an estimated total cost of the proposed works
- Give leaseholders 30 days to send us their concerns or comments in writing.

Two Stage: Consultation - Notice of Intention and Notice of Proposal

If we need to carry out large or specific works to a building or estate that is not covered under an existing QLTA, we will carry out a separate process to choose a contractor. First, we'll send a letter to all affected leaseholders and the Residents' Tenants Association (if one exists), which will:

- Describe the proposed works and why it's necessary
- Provide an estimated budget
- Inform leaseholders whether they are entitled to nominate a contractor, or why not
- Give leaseholders 30 days to send us their concerns or comments in writing.

After we have received and reviewed all contractor bids, we will send another letter to all affected leaseholders and the Residents' Tenants Association (if one exists), which will:

- Describe the proposed works and it's necessary
- Provide an estimated budget
- Inform leaseholders which contractor we plan to choose
- Give leaseholders 30 days to send us their concerns or comments in writing.

For more information about leaseholder consultations, please visit

[camden.gov.uk/consultation-with-leaseholders](https://www.camden.gov.uk/consultation-with-leaseholders)

Consulting on this strategy



We will review this strategy every two years and ask resident for feedback via consultation. Each consultation will last at least 3 weeks. You can review the strategy and take part in the online consultation at [camdensafertogether.commmmonplace.is](https://www.camdensafertogether.commmmonplace.is). When we consult we will have printed copies of the strategy and survey available on request by email to [@safertogetherstrategy@camden.gov.uk](mailto:safertogetherstrategy@camden.gov.uk) or by request via phone to the Building Safety Team voicemail inbox at [020 7974 2585](tel:02079742585).



How we support vulnerable residents

Enhanced tenant support for older or vulnerable residents

If you are 65 or over, living in sheltered housing, or receiving a care package, you can apply to be an enhanced tenant. This means we will try to prioritise your repair request, find the earliest appointment for you, and move your appointment to an earlier time if another slot becomes available.

To apply, call our Housing Services Team on 📞 **020 7974 4444**. If you have sensory needs, you can also visit 🌐 camden.gov.uk/sensoryneeds-services for a referral to a specialist team.



Support for D/deaf or hard of hearing residents

If you are D/deaf or hard of hearing and a council tenant, or live with someone who is, you can request an assessment for a hard of hearing kit by emailing @ capitalworks@camden.gov.uk. The kit includes a strobe light and vibrating pillow pad which activate when alarms are triggered to alert residents to danger in an emergency.



We also offer **Live Chat, WhatsApp, and SMS** to report a repair. If you contact us by Live Chat or WhatsApp, you can send the message in a different language, upload photographs and videos, have a video call, or leave voice notes on WhatsApp.

Visit 🌐 camden.gov.uk/reporta-housing-repair to Live Chat, or to report a repair or ask a question on WhatsApp or SMS, message 📞 **07360 277 909** in your preferred language. This service is available **8am to 6pm**.



Fire Safety Advice Session for vulnerable residents

If you are a vulnerable resident and need advice on how to stay safe at home, or if you have any of the following, we can offer a fire safety advice session:

- **Mobility issues**
- **Blind, sight impairment, or loss of eyesight?**
- **Bed bound**
- **Hearing impaired**
- **Wheelchair user**
- **Cognitive issues**

Contact us to book an advice session

Email

@ fireadvisors@camden.gov.uk

Telephone:

Fire Safety Advisors voicemail inbox – leave your name and contact details and quote 'Fire Safety Advice Session' on 📞 **020 7974 1964**.

Post:

**Fire Advisors, London Borough of Camden,
5 Pancras Square, London,
NIC 4AG**



We continuously collect information from residents who may need help evacuating in the event of an emergency, such as a fire. This is in line with guidance from the National Fire Chiefs Council (NFCC) and aims to help the London Fire Brigade respond effectively in emergencies. The information collected helps us:

- Provide the London Fire Brigade with information about residents who may require assistance with evacuation, if they have difficulty responding to fire alarms or leaving the building without support.
- Explore additional safety measures including a Person-Centred Fire Risk Assessment (PCFRA), which helps us understand if extra support is needed to protect vulnerable residents.

Dealing with complaints

We are committed to listening to residents on how we can improve our services. If you have a complaint about a building safety issue, you can share it with us in a several ways:

In person

If you are unable to access services online or by phone, please come in and we will help you. Contact: **Camden Reception, 5 Pancras Square, London N1C 4AG**
Opening times: Monday - Friday, 10am - 4pm (except bank holidays).

The reception area is accessible including:

- Wheelchair accessible entrance and toilets as well as waiting chairs for those with mobility needs
- Signage in braille, glazing manifestations as well as finishes and colours to help visually impaired
- SignVideo, hearing loops and audible lifts for D/deaf and hard of hearing

By emailing

@ buildingsafetycomplaints@camden.gov.uk

Online at

camden.gov.uk/complaints

By phone

☎ 020 7974 4444

By letter to:

The Complaints Team, Town Hall, Judd Street, London WC1H 9JE

If you feel unable to make a complaint or are not satisfied with our response, you can also contact the Building Safety Regulator at contact-building-safetyregulator.service.gov.uk. We publish an annual report on complaints at camden.gov.uk/complaints show we are listening and taking action.

What constitutes a building safety complaint?

A 'building safety' complaint is a complaint that falls into the following categories:

- 1. Safety complaint** – A complaint about the council's failure to address structural and fire risk in high-rise buildings relating to the safety of people in or about the building arising from (a) the spread of fire, or (b) the collapse of the building or any part of it.
- 2. Accountable Person complaint** – A complaint about our failure to carry out activities that relate to the structural and fire responsibilities outlined in the Building Safety Act managed by the Building Safety Manager Team. These responsibilities can include failure to evidence that we have carried out mandatory occurrence reporting, failure to respond to raised concerns.
- 3. Safety Information complaint** – A complaint about inconsistent, inadequate, or inaccessible updates to you on building safety issues.
- 4. Repair & Maintenance complaint** – A complaint relating to any Camden repairs staff or service working to manage, maintain or upgrade a High-Rise Building.
- 5. Contractor or Third-Party complaint** – A complaint about any contractor, acting on our behalf and carrying out works in a high-rise building, behaving in an unacceptable manner, failing to act in accordance with our code of conduct, or Equality and Diversity Policy.

A complaint's journey

1. We receive the enquiry
2. We listen to and understand the enquiry
3. We agree what we're going to do
4. We do what we said we'd do
5. We tell you what we've done when it's done
6. We learn from what's happened

Volunteering and Community groups

Visit Voluntary Action Camden at vac.org.uk for an online directory of voluntary and community groups information or call ☎ 020 7284 6550.

Visit Volunteer Centre Camden at volunteercentrecamden.org.uk or call ☎ 020 7424 9990 for information and support to people who want to volunteer.

Visit camden.gov.uk/ways-you-can-help-out for more on local organisations, and camden.gov.uk/free-events-activities for free and low-cost events taking place across Camden.

To find a community group visit camden.gov.uk/findacommunitygroup

London Fire Brigade Saturday Surgeries



Attend a Saturday Surgery from 10am at Kentish Town, West Hampstead, or Euston fire stations for a free fire safety advice session.

You can request a free home fire safety visit from the London Fire Brigade. Visit:

📍 london-fire.gov.uk/safety/the-home/home-fire-safety-visits or call

☎ 020 8555 1200

Reviewing this strategy

We will review this strategy annually and consult with residents every two years. To keep this strategy up to date, we will review against resident feedback, building safety incidents or changes in laws or regulations. We will also review this strategy following the submission of a mandatory occurrence report to the Building Safety Regulator, or if significant material alterations to our buildings are made.

Find the full Building Safety Resident Engagement Strategy for high-rise residents at [📍 camden.gov.uk/highrisestrategy](https://camden.gov.uk/highrisestrategy)

WE ARE SAFER TOGETHER

Fire safety is up to everyone. Play your part.

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safertogetherstrategy@camden.gov.uk ama u turjun onlayn ahaan adigoo isticmaalaya ablikeeshinka Google Translate.

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safertogetherstrategy@camden.gov.uk

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