



2026 – 2028

# Resident Engagement in Building Safety

**Whitmore House**



## Why is this important?

**Your safety is our top priority; we are committed to keeping you safe in your home.**

This document explains our approach to making you aware of key building safety messages and how to raise building safety issues with us.

It has been prepared following the latest guidance from the government and the Building Safety Regulator, and in collaboration with our Customer Involvement Panel (a group of tenants that support and provide scrutiny to the services we deliver).

We will review it at least every couple of years with your involvement and make changes to follow future best practice guidance and meet new legal and regulatory requirements.

As this is a new document, we will consult with you for 21 days to gain your feedback on it. We will also consult you when any significant changes are needed.

**If you have any concerns about the safety of the building you live in, please contact us.**

**In an emergency, call 999 or 112**

### Contact us

 [firesafety@wolverhamptonhomes.org.uk](mailto:firesafety@wolverhamptonhomes.org.uk)

 01902 556789 (Homes Direct)

### Contact West Midlands Fire Service

 01213 807500

 [www.wmfs.net/our-services/fire-safety/#report](http://www.wmfs.net/our-services/fire-safety/#report)



# How we will engage with you

## Meet the team

If you would like to meet a member of the Fire Safety team, either face to face or on Microsoft Teams, please get in touch using our contact details on page two of this document.

## Customer panel

a panel made up of tenants from across the city who help to ensure our services reflect our customers' experiences and meet their needs and expectations

## Engagement events

such as Down Your Way (our community clean-up initiative) and friendship groups

**Workshops**

**Letters**

**Notice boards**

**Leaflets**

**Newsletters**

**Digi screens**



**Scan the QR code**

to download our app, My Account.

## Digital



[firesafety@wolverhamptonhomes.org.uk](mailto:firesafety@wolverhamptonhomes.org.uk)



[www.wolverhamptonhomes.org.uk](http://www.wolverhamptonhomes.org.uk)



**Wolverhampton Homes**



**WolvesHomes**

Our main way of contacting you will be by letter. If you would prefer a different method, please let us know. We will do our best to make it work for you.

## Need help with this document?

If you need communications in a different language or in alternative formats such as large text, easy read, braille, or audio, please get in touch.



## **We will seek your response to consultations on building safety decisions through your preferred means of communication.**

All feedback provided to the fire safety team will be recorded and we will let you know what action has been taken. This could include seeking the views of fellow block residents.

Our customer panels may also share concerns that affect you; we will aim to make improvements across all blocks.

All feedback will be considered when we review this document, and we will consult you on any changes required.

When reviews are undertaken, we will record this in the folder for the relevant block.



## **Examples of information we can provide include:**

- fire risk assessments
- building safety risk assessments
- structural surveys
- mandatory occurrence reports
- details of the principal accountable person
- planned works schedules
- details of companies completing works

We will aim to answer any questions you may have on building safety.

Where works are likely to cause significant nuisance and/or last for more than 24 hours, the principal contractor's tenant liaison officers and our project manager will ensure that you are contacted and consulted on these works.

## Working with you

**We aim to involve you in building safety decisions, such as the need to replace fire doors within communal areas.**

Where possible, we will actively seek to involve you, so we can understand your thoughts and views. We will use the feedback we receive to shape the service and improve outcomes.

Legislation often dictates what safety improvements are required to the building, so this is not always negotiable.

Where this is the case, we will still consult with you and let you know that work is being planned and when it will be delivered.

We will consult you on any changes that are made to the building or management process and review your feedback. For each consultation, there will be a 21-day period. Your responses will be stored in line with data protection regulations.

Some requirements, such as upgrades in fire safety standards we comply with, must be actioned. Where this is the case, we will inform you and explain why no consultation will be undertaken.

## How we will measure success

We want to ensure our resident engagement is successful, so over time we will aim to see:

- improved rates of survey responses
- that you feel safer in your home and the building

To achieve this, we will:

- conduct surveys and record responses to them
- seek your feedback via our various communication channels
- meet with you to discuss building safety matters

## How we keep you safe

**Your building was designed to keep you safe. Each flat is a fire-resistant box, built with concrete walls, floors, and ceilings, designed to prevent fire spread for at least 60 minutes.**

Each flat entrance door and door to the corridors and staircases is designed to resist fire for a set period, as determined by building regulations.



To ensure the building continues to remain safe:

- the concierge will check the landings, corridors, and staircases daily and report any fire safety concerns they identify
- we encourage you to report any building safety concerns that you have (via our contact details on page two of this document)
- we monitor ground-floor areas and lifts using CCTV
- we carry out regular safety checks on systems, such as sprinklers, lifts, and emergency lighting
- we carry out a fire risk assessment at least once a year
- we carry out structural surveys at least once every five years

# What are your responsibilities?

## You have a responsibility to:

- let us know before making any alterations to your property, as this may affect the structural integrity of the building or may allow fire to spread. You need to obtain permission before any work starts (so we can also ensure asbestos is not disturbed - as per the Building Safety Act and your tenancy agreement)
- provide us and our contractors access to your home to carry out safety checks, fire door inspections and property condition checks
- keep corridors and communal areas clear and free from clutter (i.e., do not leave bicycles, scooters, prams, etc., in the corridors)
- report any damage or building safety concerns to us as soon as possible
- let us know if you feel that you or your dependents may struggle to evacuate the building in the event of an emergency, so we can provide advice and support
- familiarise yourself with the building and its fire safety guidance, including the 'stay put unless' procedure
- ensure your visitors and guests are aware of the evacuation procedures, including the 'stay put unless' guidance

## Did you know?

### You should test your smoke alarm every week.

It provides the earliest possible warning of fire, helping to protect you and your dependents. Please report any concerns as soon as possible.

If a neighbour's smoke alarm continues to sound, call the fire service, and tell them what you know.



## Serious incidents

**We have a legal duty to report any issues that could have the potential to cause serious harm to you to the Building Safety Regulator.**

The law requires us to put in place a process for doing this, which is called the 'mandatory occurrence reporting system'. This may be the case with something you tell us.

If this happens, when we reply to you, we will make you aware that the matter is going to be reported to the Building Safety Regulator.

The report will not need to include your personal details; it will focus on the technical issue and what should have been done to prevent the issue occurring, or if it has not yet occurred, what will be done to prevent it occurring at any point in the future.

A mandatory occurrence must be reported, even if the issue was fixed straight away.



**Scan the QR code**

to learn more about the safety features in your block.

## Did you know?

**We have our own externally accredited Fire Safety team.**

The team:

- carries out fire risk assessments to ensure buildings are being managed in a way that will keep people safe
- provides extra support to people who feel they may struggle to evacuate
- works with residents to maintain the safety of their building
- works closely with West Midlands Fire Service who conduct safe and well checks, inspect buildings, support emergency response planning, and maintain high standards of training

**Please contact the team if you have any fire safety concerns in your building.**

**The contact details are on page 2 of this booklet.**