

# Resident Engagement Strategy

This document sets out the Building Safety Resident Engagement Strategy for Ethos Sports Centre, SW7 1NA (the “Property”).

This strategy has been introduced further to the requirements of the Building Safety Act 2022 (“BSA 2022”) and is aimed at ensuring residents are consulted and their views considered in relation to building safety decisions.

The BSA 2022 is a wide-ranging piece of legislation, that introduced a regulatory system for ‘higher risk buildings’ which are more than 7 storeys or 18 metres in height and contain at least two residential units (such as the Property), subject to limited exceptions.

Ethos Sports Centre, SW7 1NA is within scope of this regulatory regime.

The aim of the strategy is to encourage the participation of all residents aged 16 and over and non-resident flat owners (“Residents”) in the making of building safety decisions and to promote engagement and knowledge as to building safety at the Property. This will promote a dialogue on safety matters and help Residents feel heard and engaged in the management of building safety risks.

The term building safety risks refers to the risk of spread of fire or structural failure.

Amongst other things, the strategy must set out;

- The information which will be provided to Residents about decisions relating to the management of the building;
- What decisions / aspects of those decisions that Residents will be consulted on;
- How the views of Residents will be taken into consideration; )
- How the appropriateness of any methods for promoting participation will be measured.

The document also contains other information that the BSA 2022 requires to be provided to residents. This has been included here so that residents have as complete and comprehensive understanding of building safety risks, the legal framework and rights and duties all in one place.

## Accessibility

It is recognised that some Residents may need documents in a different format or for reasonable adjustments to be made. To that end, should any Resident consider they would benefit from receiving building safety documents (including this strategy) and communications in a different language or in

alternative formats such as large text, audio or braille, they are asked to contact the Knight Frank Property Manager as soon as possible so these can be considered.

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### Roles and Their Responsibilities

This section of the document explains who the main parties are that oversee building safety at the property and their duties. Contacts for each party are displayed in the building and also summarised at the end of this document.

**Please note:** Where the term 'person' is used, the role will normally be filled by an organisation and the law states that it will be that body, not a living person that is the 'legal person'.

### Principal Accountable Person/ Accountable Person

As part of the regulatory regime introduced by the BSA 2022, the roles of the Accountable Person (AP) and Principal Accountable Person (PAP) were introduced. It is these people who have the primary responsibility for a range of measures under the BSA 2022.

The roles come with the following responsibilities;

- Assessing and managing building safety risks;
- Implementing a Residents' Engagement Strategy for the whole building and in consultation with residents;
- Operating a system for the investigation of building safety complaints;
- Registering the Property with the Building Safety Regulator ("BSR");
- Preparing a 'Safety Case Report' for the Property;
- Applying for a building assessment certificate from the BSR (when asked to do so by the BSR);
- Displaying the building assessment certificate, any compliance notices, and details of those responsible for managing building safety for the Property;
- Maintaining the golden thread of information for the Property, keeping this updated and ensuring it is accurate and accessible (including as to residents); )
- Operating a system of mandatory occurrence reporting in relation to building safety incidents.

Within any building an AP will have responsibility for a particular part of the building. One of these parties will be the PAP who has specific responsibility for:

- Preparing and reviewing the resident engagement strategy;
- Building Registration and Certification;
- Implementing a single mandatory occurrence reporting system; )
- Preparing and maintaining the safety case report.

At the Property, Imperial College London, is the only AP and is therefore also the PAP in respect of the Property.

Its registered office address and contact details as at the date of this document are:

<b>Registered Office Address</b>	The Faculty Building, Imperial College London, Exhibition Road, South Kensington, London SW7 2AZ
<b>Contact Details</b>	<a href="mailto:s.johal@imperial.ac.uk">s.johal@imperial.ac.uk</a> 0207 594 9420

### Other Parties Appointed by the PAP / AP

The PAP and AP may appoint other competent parties to assist them to carry out their duties under the BSA 2022 who in law may then become a Duty Holder. [AP Name], as AP, have appointed Knight Frank and Knight Frank Promise as their managing agent to deal with the day-to-day management of the Property.

Knight Frank's duties include:

- Facilitating Resident Engagement on behalf of the PAP; and
- Maintaining building safety information.

Its registered office address and contact details as at the date of this document are:

<b>Registered Office Address</b>	Knight Frank LLP, 55 Baker Street, London, W1U 8AN
<b>Contact Details</b>	<a href="mailto:Tom.Poole@knightfrank.com">Tom.Poole@knightfrank.com</a> 07966 778 966

Knight Frank Promise's duties include:

- Overseeing the day-to-day operation of the building;
- Arranging the building fire safety risk assessment;
- Arranging general building repairs and maintenance;
- Employing and supervising any on-site personnel
- Investigating and responding to reports of building safety risks, including the implementation of emergency procedures in the event of a major incident; and
- Maintaining building safety information.

Its registered office address and contact details as at the date of this document are:

<b>Registered Office Address</b>	Property Management Integrated Service & Employment Co. Limited, 55 Baker Street, London, W1U 8AN
<b>Contact Details</b>	Matthew.Comben@Promise-fm.com

Promise appoints competent contractors and competent fire risk assessor, on behalf of the AP to meet these duties.

### Responsible Persons

In fire safety law a Responsible Person is either an employer or a party that has control of the whole or part of a premises. Each Responsible Person is required to co-operate with the AP and with each other for building safety.

The duties of a Responsible Person are wide ranging and include:

- Carrying out (or arranging) a suitable and sufficient fire risk assessment;
- Taking general fire precautions:
  - To reduce the risk of fire and the spread of fire on the premises;
  - To secure that there is adequate means of escape that can be safely and effectively used;
  - For fighting fires;
  - For detecting fires and giving warning.
- Making arrangements for action in the event of a fire including:
  - Preparing procedures and giving instructions;
  - Training any employees;
  - Mitigating the effects of fire.
- Nominating competent people to implement and maintain those arrangements;
- Maintaining equipment in working order and good repair;
- To co-operate with any other AP, Responsible Person or Duty Holder;
- Making certain information available to the fire and rescue service, including reporting faults of essential fire-fighting equipment; )
- Inspecting fire doors and flat entrance doors.

The AP as the owner for the property and Knight Frank Promise (who take day to day responsibility for the operation of the building) are a Responsible Person for the common parts of the building.

<b>Registered Office Address</b>	Property Management Integrated Service & Employment Co. Limited, 55 Baker Street, London, W1U 8AN  Company Number: 03164596  VAT No: GB820271761
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Contact Details	Adam Gilbert, Operations Director <a href="mailto:Adam.Gilbert@promise-fm.com">Adam.Gilbert@promise-fm.com</a> 0207 861 5129
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### The Building Safety Regulator (Now referred to as the Building Control Authority)

The Building Safety Regulator in England is part of the HSE and was established under the BSR 2022 to:

- regulate higher-risk buildings;
- raise safety standards of all buildings; )
- help professionals in design, construction, and building control, to improve their competence.

The role of the regulator in occupied buildings includes:

- Managing the registration of buildings;
- Assessment of building safety and issuing Building Safety Certificates;
- Enforcing the requirements of the Building Safety Act;
- Responding to complaints; )
- Responding to reports of building safety risks, including mandatory occurrence reports.

More information about the BSR can be found at: [www.hse.gov.uk/building-safety/regulator.htm](http://www.hse.gov.uk/building-safety/regulator.htm)

The BSR can be contacted by phone on 0300 790 6787 Monday to Friday, 8:30am to 5pm (except Wednesdays when they are open from 10am to 5pm, and public holidays when they are closed)

They can also be contacted online at:

<https://www.gov.uk/guidance/contact-the-building-safety-regulator>





### Building Fire Safety Strategy

The fire strategy at the property is to simultaneous evacuation, please leave the building calmly and promptly. The Fire Service will endeavour to get you back indoors as quickly as possible. The following steps should be taken:

#### In the event of fire within your flat:

- If you discover fire, alert other members of your household immediately and ensure that everyone is aware.
- If you hear the fire alarm in your flat, ensure that you and your family immediately start evacuating.
- Close all doors within your flat if it is safe to do so.
- Evacuate your flat, ensuring that your flat entrance door is closed behind you.
- When outside the building, dial 999 on a phone and ask for London Fire Brigade, giving the building address.
- When London Fire Brigade arrive, meet them and tell them where the fire is. Do not re-enter the building until they have extinguished the fire and they have let you know that it is safe.

#### In case of fire in the rest of the building:

- If you discover fire in communal areas, alert any persons in the communal areas to ensure that everyone is aware. There are red manual alarm call points on all floors.
- Close all doors within the communal areas if it is safe to do so.
- Evacuate the building.
- When outside the building, dial 999 and ask for the London Fire Brigade, giving the building address.
- When London Fire Brigade arrive, meet them and tell them where the fire is. Do not re-enter the building until they have extinguished the fire and they have let you know that it is safe.

### How Residents can support fire safety in the building

It is important that all Residents play their part in keeping the Property safe. In the case of Residents that may take the form of letting the Knight Frank Property Manager know of any safety concerns, taking the time to understand the Property and the building safety information provided and taking sensible measures in individual flats to mitigate fire risk.

Due to the risk of creating obstructions in the event of an evacuation in the event of fire or other emergency, no possessions should be left in the common parts or communal areas of the Property. Any such items may be removed and will be disposed of if such items are not claimed within a reasonable period of time.

Residents should reflect on the needs of their household, particularly if there are those present who are vulnerable due to age or health reasons. Those less able to understand the action plan if a fire or other building safety risk occurs should be briefed on what they need to do in an emergency.

It is the advice of the fire brigade that unless relevant training has been undertaken on fire safety equipment, that residents should not attempt to fight a fire in their flat, but should close all doors to try and contain the fire and follow the buildings action plan, and promptly raise the alarm and contact the fire brigade.

Residents should also consider the well-being of others in the building and recognise that their actions could potentially put other people at risk. Communal fire doors should not be propped open, items should not be stored in communal areas. No changes should be made to fire doors without permission, and smoking should only take place outside in designated areas. No barbecues or patio heaters should be used anywhere at the Property. Rubbish should be disposed of in the designated areas.

Support for persons with ambulant disability or impairment (Personal Emergency Evacuation Plans)

The more Imperial College London knows about the residents in the Property, the more that we and our agents can ensure that the needs of residents are met.

Imperial College London and Knight Frank will therefore aim to support any residents with additional needs and vulnerabilities.

Should you wish to share any information regarding this, please contact the Knight Frank Property Manager to discuss your position. If appropriate, a personal emergency evacuation plan will be drawn up, this will ensure support with safe evacuation from the building. This will be held on site in a secure information box, which the fire brigade can access in an emergency. It is important any changes to people residing at the Property are communicated promptly to the Knight Frank Property Manager.

A survey will also be sent annually to every residential unit at the Property in case residents are more comfortable filling that out. The data will be held securely and used only for building safety purposes.

### Obligations of Residents

Under the BSA 2022, all Residents have a specific obligation:

- Not to act in a way that creates or could lead to a significant building safety risk;
- Not to damage, remove or interfere with any item in common areas intended to improve the safety of people in or about the building; and
- To comply with requests from the AP reasonably required for the purpose of their duties. This includes requests to enter a Resident's home which may be from [AP Name] or from their managing agent Knight Frank / Knight Frank Promise.

Examples of where access may be needed to Residents' homes is to inspect for safety purposes, to fit fire detection equipment or to undertake safety related maintenance or works. Except for any emergency access will be:

- Requested in writing;
- Explain why access is requested;
- Will request access at a reasonable time; and
- Will give at least 48 hours' notice of the same.

### Contravention Notices

If a Resident contravenes any of these obligations, the AP may issue a written Contravention Notice to the Resident and where the resident is not the owner, send a copy to the non-resident landlord. If the Notice has been issued because it is necessary to repair or replace an item in the common area that has been provided for building safety, the AP may require the Resident to pay the cost of this.

A Contravention Notice will always include:

- The statutory provision that the AP believes the Resident has contravened;
- Detail of any previous correspondence about the contravention;
- Any guidance issued by the BSR relevant to the contravention;
- The steps that should be taken by the resident and why;
- A specific timescale for fixing the issue;
- Whether a payment is required, the justification for this and evidence showing why that specific sum is required;
- Details of the complaints procedure, including how the notice may be disputed; and
- The name and contact details of the AP.

If a Resident ignores a Contravention Notice the AP can apply for a county court order requiring the Resident to comply.

### Reporting Concerns

All Residents are actively encouraged to report concerns about building safety so action can be taken where necessary. Concerns could include, for example, damage or obstruction to a safety feature, fire doors not closing properly, waste materials or storage in escape routes, emergency lighting faults, faults on an alarm panel, or the behaviour of a contractor or another Resident.

Any Resident who has a concern about building safety can report this:

- via phone/email to a member of the Knight Frank Property Manager or Knight Frank Promise Facilities Manager;
- via the Out Of Hours Helpdesk
- Directly to the AP.

All reports will be acknowledged and then investigated. Feedback will be provided within a reasonable period on the subsequent findings and any steps being taken.

### Complaints

Should a Resident wish to complain about any aspect of building safety at the Property or the performance of Imperial College London as PAP / AP they should consult the separate Complaints Procedure, the contents of which are not repeated in this document.

The Complaints Procedure includes how to complain to the BSR if you feel that AP not complying with their duties under the BSA 2022 and related legislation.

A copy of the Complaints Procedure will be supplied with this Resident Engagement Strategy and can be obtained by asking the Knight Frank Property Manager, or the PAP/AP.

### Access to Building Information

It is important that all Residents feel they have the information about the safety of the Property which they require, and that this gives them the confidence and understanding to participate in the management of the building.

Imperial College London and its agents are under a duty to take all reasonable steps to make themselves aware of who is residing in the building. Except where it has been arranged by Knight Frank, non-resident owners are asked to inform the Knight Frank Property Manager when properties are let out. Once a year, a check will also be made, to ensure that records are up to date.

The following documents / information will be provided to all residents over the age of 16 and any owner of a residential unit and updated when new documents are obtained or other changes occur:

- An up-to-date copy of the Resident Engagement Strategy;
- A summary of the most recent fire risk assessment, including an evaluation of the level or risk to residents of the building;

**Note:** A fire risk assessment is an organised and methodical look at a premises, the activities carried out there and the likelihood that a fire could start and cause harm to those inside or nearby. It will then determine what physical fire precautions and management arrangements are necessary to ensure the safety of people if a fire does start.

- A summary of the Safety Case Report including:
  - A description of any assessment of a building safety risk;
  - A description of the steps taken to manage any identified building safety risk;
  - An evaluation of how effectively any identified building safety risk is being (or will be) managed.

**Note:** A Safety Case Report is a document that summarises the building's safety case. It identifies the building's safety risks and explains how the risks are being managed.

- How Residents can help to prevent and reduce the severity of building safety risks materialising, including reporting building safety risks (Section 3 of this document);
- The duties placed on Residents under the BSA 2022 (Section 3 of this document);
- Information about the fire safety features in the building including (Section 2 of this document):
  - The location of fire escapes, fire doors and other aids;
  - A list of the fire and smoke control equipment for the building and where it is located;
  - Instructions for use of any equipment intended for Residents' use;
  - Evacuation information.
- A summary of the roles and duties of relevant people with responsibility for building safety, including (Section 1 of this document):
  - Their contact details;
  - Email address and postal addresses where notices may be served on these parties;
- An up-to-date copy of the complaints procedure;

- When and how a complaint may be made to the BSR and their Complaints Policy.

Information will be available in the following ways;

- A copy of the Resident Engagement Strategy will be delivered to each property;
- The most up to date copy of any documents will be circulated to Residents via the contact email addresses provided for each registered tenant and non-resident owner, as will any future updates and should then be shared by that party with any other Residents in the property. Where no email address is available a copy will be delivered to the property;
- A copy of all required building safety information will be provided upon notice of assignment of any lease to all new residents. This will be sent to the person(s) named as a tenant using the email addresses provided and a copy of the resident engagement strategy will be delivered to the property;
- Key information will be displayed on noticeboards, such as contact information and information on how residents can report any potential fire risks or raise any safety concerns;

Residents should also feel like they can ask for further information if they do not have access to the same, or ask for assistance if they are unable to find the same. Likewise if there is anything which a Resident is unsure about or does not understand they are encouraged to contact the Knight Frank Property Manager.

Should any Resident need additional support, either for reasons relating to illness or disability or due to English not being their first language, we will endeavour to make reasonable adjustments and provide information in an alternative format or language.

### Additional information:

To remain informed and to be able to input into building safety decisions any Resident may request additional information about building safety. This includes:

- A copy of the up to date fire risk assessment;
- A copy of the most up to date version of the Building Safety Case;
- The full information, evidence, or any document referred to in a safety case report, including any assessment of building safety risk that it refers to;
- [Knight Frank Promise will provide a global email contact to facilitate resident communications and engagement.](#)
- Information about the steps being taken to manage building safety risks;
- A copy of any order and the reasons of determination made by a tribunal in relation to the PAP; )
- Records of any decision to revise the Resident Engagement Strategy (or not) and the reasons for that decision.

### How to request additional information:

Additional information should be requested from the Knight Frank Property Manager. It is preferable that requests are made via email but may also be made verbally. If a verbal request is made this will be reconfirmed by email.

If the Resident is not named as a leaseholder or tenant (which may include a young person between the age of 16 and 18), confirmation will be requested from a leaseholder / tenant of residency in the building. The property owner (if non-resident) may also be informed of the request made.

Requests from agents acting on behalf of a Resident (e.g., a managing agent or solicitor) will only be responded to once confirmation of their appointment has been verified by the Resident.

The information/documents requested will normally be provided within 10 working days and will be provided via email or using a secure file sharing link. If a significant amount of information has been requested, or adjustments are needed to make the information accessible a longer period of time may be needed. This will be confirmed within 10 days.

Some documents and information may be of a particularly technical nature. The Knight Frank Property Manager may seek to understand why the information or documents have been requested so that the relevant technical information can be explained, which may be in writing or verbally. Residents are encouraged to request further explanation from The Knight Frank Property Manager before approaching any other third party.

**Please note:** For reasons of safeguarding, meetings or conversations will not be held with Residents of 16 and 17 years without the inclusion of at least one other Resident, or a parent or guardian.

If at any point the Resident is dissatisfied with the response, they may raise a complaint by following the complaints procedure.

**Please Note:** The Accountable Person is under no obligation to provide information that is defined in law as commercially sensitive, security sensitive or would be a breach of data protection. Relevant information may need to be removed from documents or if doing so would prevent a Resident from understanding how building safety risks are managed, will need to be presented in a different format that removes these concerns.



### Consultation

Residents will be consulted on decisions regarding the management of the building that are made to avoid, address, reduce, mitigate or control a building safety risk. It is not practical or a good use of time to consult residents on every decision taken at the Property, and nor would this be welcomed by most residents. Therefore matters of routine maintenance, cleaning and security will not normally be consulted on, unless have a direct impact on the use of the property (as described below).

Similarly residents will not be consulted on the carrying out of tasks that are strictly defined in legislation, except where it is appropriate to consult on the method of implementation or will have a direct impact on the use of the property (as described below).

Save for routine matters or minor maintenance, Residents will be informed as to when building safety works will be carried out and what their purpose is.

The following decisions will be consulted on:

- Building Safety decisions (defined as a decision by an AP which is about the management of the building and is made in connection with the performance of a duty of an Accountable Person under the BSA 2022);
- Where building safety works are undertaken and will last for more than one day, and will limit access to any part of the building or cause a nuisance to residents, the affected Residents will be consulted on:
  - the date and time when any works are to take place; and
  - how to mitigate disruption to residents from the said works;
- Any changes to this Resident Engagement Strategy (excluding changes to contact information).

Consultation will not occur where works of an emergency nature are required and it is therefore impractical to consult.

### Notifications

Notifications of building safety works will be displayed in the Property. This will include:

- What works are taking place;
- Temporary shutdown if fire safety fixed assets such as sprinklers, fire alarms and emergency lighting etc. This will include interim safety measures to be implemented.
- When works are taking place;
- The area(s) of the building that will be affected;
- The reason for the works; )
- Who to contact for further information.

Where only a limited number of Residents are affected, notifications will be made to the affected Residents via the contact email addresses provided, who are then asked to share the information with any other Residents in their property.

### How consultations will take place

The PAP via Knight Frank will take reasonable steps to ensure that any Residents at the Property who are likely to be affected by the subject matter of the consultation are made aware of the consultation. To ensure this notice and details of a consultation will be circulated to Residents via the contact email addresses provided, who are then asked to share the information with any other Residents in their property. This will normally be sent by the Knight Frank Property Manager but may be sent by the PAP directly. Where no email address is available a copy will be delivered to the property.

Notice of the consultation, how to obtain full details, and its closing date will be displayed in the building.

[Details of the consultation will be made available on the Building Portal]

All consultations will be open for a reasonable period of time and will be of at least 3 weeks duration.

When consulting on building safety decisions or relevant building safety works, consultations will generally provide the following information:

- The matter in question;
- Why a decision is being made/ action is being taken now;
- Any specific legal requirements that need to be satisfied;
- The parties involved;
- How long the consultation will be open for; and
- How to respond to the consultation and to whom.

While alternative methods of responding will be available, it is preferable that written responses are received as this ensures an accurate record and avoids ambiguity. If Residents have any further questions or require clarification on anything provided they can also request this before giving a final response.

If the building safety decision or building safety works are considered to be of a particularly complex nature, then an opportunity will be provided for Residents to meet collectively will be arranged. This will also be offered if from the responses received it becomes clear that multiple Residents are seeking further clarification, or there are mixed opinions on the matter. This will normally be arranged by the Knight Frank Property Manager and held either in person or, if suitable facilities are not available, by online meeting. At least 48hrs notice of any meeting will be provided. Minutes of any such meeting will be kept and made available to all Residents prior to the consultation closing so that Residents have sufficient time to consider the information from the meeting.

**Please note:** For reasons of safeguarding, meetings or conversations will not be held with Residents of 16 and 17 years without the inclusion of at least one other Resident, or a parent or guardian.

### Consultation Outcome

Upon conclusion of the consultation, the Knight Frank Property Manager will, having fully considered all of the responses from Residents, determine how to proceed with the relevant matter.

It is hoped that the consultation period will lead to general agreement from all affected Residents, however where this is not the case a decision will be made seeking to address matters that affect the majority of Residents. In all cases decisions will be based on prescribed principles for the management of building safety risks prioritising (in order):

- a) Measures that avoid building safety risks;
- b) Proportionate measures that maximise the reduction, mitigation and control of risks (this includes the cost of measures relative to the risk);
- c) Provide collective protective measures over individual protective measures;
- d) Minimise the impact to the maximum number of residents;

The Knight Frank Property Manager will share the consultation outcome with the PAP prior to this being circulated to Residents so that the PAP may be satisfied that any consultation has been completed in accordance with the Resident Engagement Strategy, and where necessary, seeking their agreement to proceed in the method recommended.

The consultation outcome will be communicated to Residents in the same manner as the consultation. Generally this will include:

- A summary of the matter in question;
- The means in which the consultation took place;
- The number of Residents that responded to the consultation;
- Details of the decisions made and why matters raised were or were not acted upon;
- The dates for any building safety works that will now be carried out (if confirmed);
- Steps residents may take if they are not satisfied with the outcome; and
- An opportunity for residents to provide feedback on how the consultation was managed.

Individual confidentiality will be respected in the consultation outcome. Unless raised in a public forum, matters raised by individuals will be anonymised and where relevant only to a single Resident (or property) will be communicated only to the affected party(ies).

Knight Frank will keep records of the level of engagement and responses received when consulting on any building safety decision. If an insufficient number of residents are engaging with consultations, then Knight Frank will consider what else it can reasonably do to promote participation.

### Maintaining this Engagement Strategy

It is important that all parties are aware that the engagement strategy is a living document, and needs to be regularly reviewed and consulted on, and where necessary updated.

Before this strategy was formally introduced we have consulted on the same, which in addition to being a legal requirement, will have ensured there is openness and transparency in relation to the same. This will have afforded the residents with the opportunity to have a strategy which they are satisfied with and feel engaged with.

Residents are welcome at any time to raise any comments or concerns about the strategy with the Knight Frank Property Manager or Imperial College London

The engagement strategy will be formally reviewed:

- At least every two years;
- Within a reasonable period after a mandatory occurrence report in relation to the building is submitted to the Building Safety Regulator under section 87 BSA 2022; and
- Within a reasonable period after the completion of significant material alterations to the building (defined below) unless the impact of the significant material alterations has been considered as part of a review that has been carried out pursuant to the above review obligations within the previous two years.

At least every two years the effectiveness of the methods used for promoting participation will be measured and as part of the review process. In broad terms this will consider:

- The support and resources provided to Residents;
- The number of responses received, and engagement level for any consultations;
- The number of building safety concerns raised by Residents and dealt with;
- The number of complaints by Residents about building safety issues; and
- Any additional feedback received from Residents.

Where there is insufficient information to indicate whether the strategy is effective, resident satisfaction survey will be issued.

As soon as reasonably practicable after the engagement strategy is revised or prepared it will be circulated to Residents via the contact email addresses provided, who are then asked to share the information with any other Residents in their property. This will normally be sent by the Knight Frank Property Manager. Where no email address is available a copy will be delivered to the property.

Knight Frank, on behalf of the PAP, will retain records of each review along with any decision to revise the Resident Engagement Strategy (or not) and the reasons for that decision. Residents may request records of these decisions at any time.

For the above purposes, “*significant material alterations*” includes:

- Work which increases or decreases the external height or width of the building;

- Work which changes the number of storeys the building has (including adding or removing a mezzanine or gallery floor);
- Work which changes the number residential units contained in the building;
- Work which changes the number of, or width of, the staircases in the building or which changes the number of, or width of, any other escape routes within the building;
- Work to the external wall of the building excluding work which consists only of materials of a description specified in regulation 7(3) of the Building Regulations 2020 becoming part of the wall; and
- Work which changes the internal layout of the building.

## Contact Information

The following is a summary of the main contacts for Ethos Sports Centre, SW7 1NA, This information can also be found displayed in the Property. Should these differ (for example because this document is in the process of being updated) the information displayed in the Property should be used.

<b>Principle Accountable Person</b>	Imperial College of Science, Technology and Medicine
Registered Office Address	Imperial College of Science Technology and Medicine, London SW7 2AZ
Contact Details	<a href="mailto:s.johal@imperial.ac.uk">s.johal@imperial.ac.uk</a> 0207 594 9420
<b>Responsible Person(s)</b>	Knight Frank
Registered Office Address	55 Baker St, London, W1U 8AN
Contact Details	Tom <a href="mailto:Poole@knightfrank.com">Poole@knightfrank.com</a> 07966 778 966
<b>Name</b>	Knight Frank Promise
Registered Office Address	55 Baker st, London, W1U 8AN
Contact Details	<a href="mailto:Matthew.Comben@promise-fm.com">Matthew.Comben@promise-fm.com</a> 07969 746 879
<b>Other Duty Holders</b>	Patrick Marsh, Chief Property Officer
Registered Office Address	522, 5 <sup>th</sup> floor Sherfield Building, South Kensington Campus, London SW7 2AZ
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