



## Resident Engagement Strategy Overview

Knight Frank Promise is a company responsible for the management and maintenance of a diverse portfolio of accommodation types, including high rise, medium rise and low rise flats as well as a broad range of commercial properties.

A proactive approach to building safety and resident engagement is adopted by Knight Frank Promise. This approach continues to be reviewed, evaluated, and refreshed to make sure that it reflects good practice and our legislative obligations. This Resident Engagement Strategy has been developed specifically in relation to resident engagement as it pertains to building safety, rather than our wider approach to tenant experience which is covered separately.

This Resident Engagement Strategy highlights and formalises our approach to providing information and advice to residents about building safety and how we ensure that their voice is heard in relation to building safety. We will engage with residents with the aim of making sure that they:

- feel safe in their accommodation
- know how to easily report problems which lead to safety concerns within the apartment or the communal areas of their accommodation
- know what to do in the event of a serious incident in their accommodation

Following the tragedy at Grenfell Tower in June 2017, the UK Government commissioned the Independent Review of Building Regulations and Fire Safety led by Dame Judith Hackitt. This report was published in May 2018. In December 2018 the Government accepted all 53 of the report's recommendations and these are being progressed with the introduction of legislation such as The Fire Safety Act 2021, The Building Safety Act 2022 and recent secondary legislation such as The Fire Safety (England) Regulations 2022.

Knight Frank Promise has created a Fire Safety Programme to assist with implementing these recommendations. Within the various pieces of legislation there is emphasis on the Principal Accountable Person, Accountable Person and Responsible Person engaging with residents

about building safety. This Resident Engagement Strategy outlines how Knight Frank Promise will engage with and involve residents in decisions relating to the safety of their homes.

Knight Frank Promise will work with Accountable persons to deliver this resident engagement strategy through focus groups and wider consultation via text, email and paper surveys to obtain the views and opinions of residents and is committed to making sure that the strategy meets residents' needs and requirements, outlining what residents can expect in terms of communication from Knight Frank Promise, how they can get involved and how they can raise any building safety concerns.

This resident engagement strategy is focused on building safety, so the following areas are outside the scope of this document, unless they directly impact on building safety.

- Building security;
- General health and safety matters;
- General complaints in relation to the accommodation; and
- Complaints or concerns in relation to other residents.

## Engage

We will use a range of communication methods to ensure that we are able to cater for, as much as reasonably practicable, the diverse needs of residents. The following highlights examples of the different ways that we may communicate with our residents:

- Before, or at the start of the occupation, including when moving in
- Website
- Notice Boards
- Email
- Text

We will also strive to ensure we cater for residents with different needs who may prefer face-to-face meetings to discuss the strategy and the specific arrangements for their building. If there are any significant changes to the strategy or action plan, we will update residents on an annual basis (or more frequently if required).

Residents can request further details or information about the safety measures in their specific building/block if they wish, which may include, but is not limited to, the following

- Fire risk assessments - current and historical
- Outcome of building safety inspection checks, where available
- Details of any measures in place e.g. smoke alarms, sprinklers, extinguishers
- Information available on the maintenance of fire safety systems, lifts etc.
- Structural assessments, where available

To request any additional building safety information, residents must write to the Property Manager, contact details provided at the end of this document.

We will aim to respond to this request within 28 days. We will not release draft reports or documents that are legally privileged, where there are GDPR concerns, only a summary or redacted version may be provided.

We will provide residents with information about any planned works, including giving suitable notice periods about works due to be carried out to their accommodation. This includes where there are any plans for work which could impact on safety systems or that is a significant refurbishment. We aim to engage with residents in advance of decisions being taken, where this is possible and appropriate, so that their views and concerns can be heard and considered. We will also provide feedback to residents on the final decision, and the reasons for it, as well as maintaining ongoing communication and updates during the works.

Residents who have a concern about building safety can contact their Property Manager who will arrange for the right team to deal with their concern. Any resident who is not happy with the outcome and wishes to escalate the issue can submit a complaint.

### **Making a complaint**

If any resident feels their concerns have not been addressed, they can follow the formal complaints process to escalate the issue. This is highlighted within the resident handbook.

Residents are encouraged to raise concerns using the Complaints Procedure. Regardless of how the concern is raised, it will be forwarded without delay to the Operational Support Team

who will record this on Knight Frank Promise's Mandatory Occurrence Reporting System and complaints tracker and coordinate any works required and make sure that the concern is effectively followed up and addressed. Health and Safety issues will be fast-tracked and will be escalated following the agreed escalation process, if necessary.

Should a serious issue arise with the building, that affects the safety of residents, we will update residents regularly about any interim safety measures we have put in place, plus any remedial works and further investigations that are required. These updates may be in the form of updates via emails and/or text notifications and/or face to face monthly meetings.

We will ensure that residents are empowered to play an effective role in making sure that their building is safe. Under the Building Safety Act, some types of building safety issues are required to be reported to the Government's Building Safety Regulator and by encouraging residents to report concerns and issues, we can remain compliant and resolve any safety issues quickly.

However, in the event that residents feel their safety concerns raised through Knight Frank Promise's reporting channels for their accommodation have not been satisfactorily addressed, they are encouraged to submit a report via the Complaints Form [https://imperial.eu.qualtrics.com/jfe/form/SV\\_003B92fHcL5bWjY](https://imperial.eu.qualtrics.com/jfe/form/SV_003B92fHcL5bWjY)