



Building Safety

Resident Engagement Strategy



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The 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.

A building safety decision is any decision made about the management of the building, the management of building safety risks or any other decision connected to the Council's landlord responsibilities for fire and building safety. These legal responsibilities are defined in the Building Safety Act 2022 and the formal name for them is 'Principal Accountable Person duties.'

We'll review this strategy every two years and work to:

- Act in line with the strategy
- Review and update this document based on changes in law and/ or consultation with you - if there are any major changes to the strategy, we'll update you.



"Keeping our residents safe in their homes remains a key priority for the Council and we are working to ensure that we are compliant with the new requirements under the Building Safety Act. We are always working to keep residents safe, and every year we share a report with residents on our performance and how we are meeting our Fire and Building Safety Charter commitments. We want to make sure that residents have their say on decisions about the safety of their homes and that they have access to all our fire and building safety advice and information in one place. This Building Safety Resident Engagement Strategy sets out how we will work with residents to achieve this."

Cllr Sagal Abdi-Wali, Cabinet Member for Better Homes

We want the information we share to be clear, simple to understand, and easy to access. This strategy is available in the following translations:

- Bengali
- Somali
- Easy read

We can arrange to translate this document into other languages or Easy Read, Braille, or large print on request. Call **020 7974 4444** from Monday to Friday, 8am - 5pm (except bank holidays) or email **safertogetherstrategy@camden.gov.uk** to make a request. If you need information in British Sign Language (BSL) you can contact us using [SignVideo](#). You can also [download the SignVideo app](#) at **signvideo.co.uk/download** to your mobile device. The service is available 24 hours a day, 7 days a week, and is free to use.

You can also adapt our online content to meet your needs, for example to increase text and page size. Visit **camden.gov.uk/accessibility** for more information on how to adapt this document on your device to suit your needs.

Introduction

This is a Building Safety Resident Engagement Strategy for residents of Camden Council's high-rise residential buildings.



In this strategy 'high-rise' buildings means those residential buildings that are 7 storeys or more, or 18 metres or more in height.

You can find a full list of high-rise buildings we have registered with the Building Safety Regulator at **camden.gov.uk/highrisebuildings**.

This document has an accompanying Building and Fire Safety Pack.

1. Background

Legal background

There are now three Government regulators covering landlords, residents, and buildings.



Regulators are organisations that set rules and policies to ensure a fair system.

The Regulator of Social Housing (RSH)

This regulator is focused on tenants (leaseholders are not covered). RSH protects social housing tenants by setting economic and consumer standards. They also issue judgements and regulatory notices. Consumer standards (established in 2012) apply to councils and are backed by inspections to ensure they are being complied with.

The Housing Ombudsman (Tenants and Leaseholders)

The Housing Ombudsman's role is to resolve disputes involving social landlords. The Housing Ombudsman has a new complaints code that landlords must self-assess against. When the Ombudsman finds cases that identify organisational failure these are referred to the RSH.

The Building Safety Regulator (Tenants and Leaseholders)

The Building Safety Regulator ensures residential buildings over 18 metres or 7 floors in height are safely designed and constructed and continue to be safe when occupied.

Since the introduction of the Building Safety Act in 2022, high-rise residential buildings must be registered with the Building Safety Regulator, based in the Health and Safety Executive.



The Health and Safety Executive (HSE) is Britain's national regulator for workplace health and safety.

This includes residential buildings and mixed-use buildings, for example residential buildings alongside shops, and covers buildings containing tenanted and leasehold properties.

As building owners, we will send Building Safety Case reports for all our registered high-rise buildings to the Building Safety Regulator. Building Safety Case reports describe how the building is designed, constructed, managed, and maintained to make sure that it is safe for residents to live in it. Your Building Safety Case report will be published on our website at **camden.gov.uk/safety-cases-for-high-rise-buildings**. Building Safety Case reports will be submitted and published on the website in batches. The first batch of Building Safety Case reports will be delivered from June 2024.

As building owners, we must also prepare a resident engagement strategy, describing how we will include residents over the age of 16 and anyone who owns a residential unit in building safety decisions.

Local background

We have a great richness and variety in our built and natural environment in our borough. The southern part of the borough is part of Central London and is more densely built up and is where you can find many of our high-rise residential buildings. Wards such as Holborn and Covent Garden, Regent's Park, St Pancras and Somers Town and King's Cross hold the highest number of council-owned high-rise residential buildings.

We have more social rented housing residents in our borough (34%) than the Inner London average (32%), and we spend the second highest amount of any London borough on ensuring these homes are up to a suitable standard. 22,000 council tenants and 9,500 leaseholders live in our homes, and we own and manage 33,000 council homes – with over 8,300 of those in high-rise residential buildings.

Our high-rise properties

The Council manages 188 residential high-rise buildings.



'Residential' means the building is designed for people to live in.

Within these buildings we have 229 sheltered housing properties that support vulnerable and older people to live independently. Some of our high-rise buildings are run by Tenant Management Organisations (TMO) on behalf of the council. These are:

- Abbey Road Housing Group – Casterbridge and Snowman House
- Agar Grove Tenant Management Co-Operative – Lulworth
- Chalk Farm Housing Group – Beauvale, Mead Close, Rugmere, Tottenham
- Godwin and Crowndale Housing Co-op – Crowndale Court, Godwin Court

We provide housing management services to over 8,300 high-rise households. 13 high-rise buildings are managed by TMOs.

27.05% of the residents in our high-rise buildings are leaseholders and 72.95% are tenants.

Our tenants

In Camden, our diversity is our strength and the rich diversity of residents who live on our estates make them a special place to live. In our community vision We Make Camden we

share our aim for Camden to have enough decent, safe, warm, and family-friendly housing to support our communities. One of our missions is to work with you to make sure all our homes, estates and neighbourhoods are healthy and sustainable. Later in this strategy we will lay out some of the ways we will engage with you, explain how we will continue to invite you to talk about the issues that matter to you, and describe how we will share opportunities for you to have your say.

Communities and languages

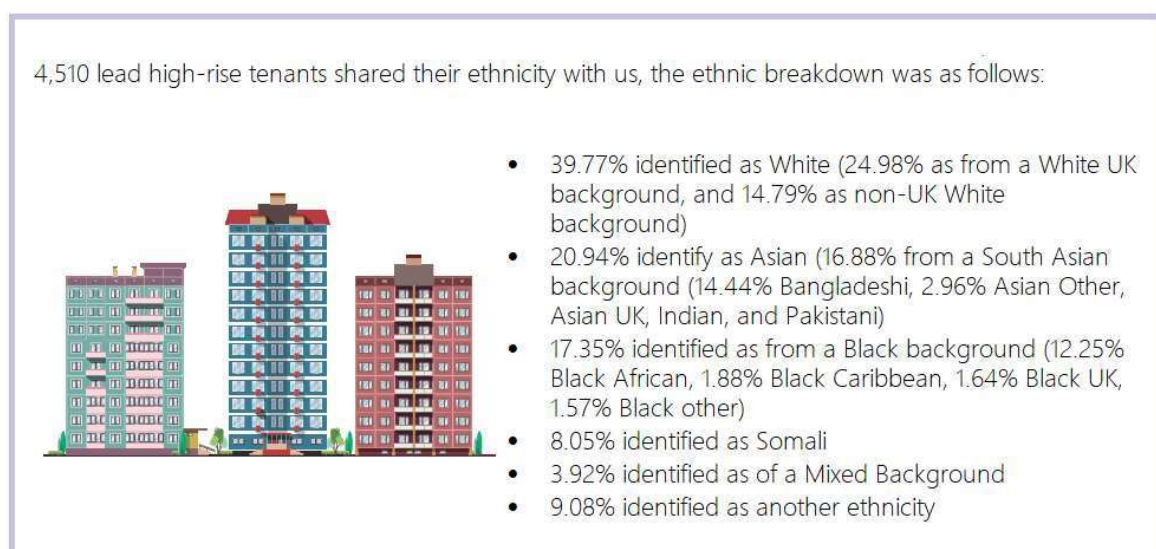
In the 2021 Census ethnic group categorisation, Black Africans formed the largest minority ethnic group in the seven Camden wards



A 'ward' is an electoral area represented by a councillor(s.)

Bangladeshi is the largest minority in six of the wards, Chinese make the largest minority in one ward and Indian is the largest minority ethnic group in another ward. Camden's largest communities with a distinctive cultural identity are the Bangladeshi, Indian, Chinese, Somali and Arab.

Tenants are invited to share information about themselves when they apply for council housing and when their tenancy begins. Out of the 7,047 lead high-rise tenants that shared their gender the majority (60.91%) were female.



There are a wide range of languages spoken in Camden's communities.

According to the 2021 Census 5% of Camden's residents were born outside the UK. Overall, in Camden, 21% of people aged 3+ did not speak English as their main language. Of these, the most spoken languages were French (10%); Bengali (9%); Spanish (8%); Italian (7%); Arabic and Portuguese (5%); Somali and Greek (4%); and Albanian (3%). Of the 21% of people the vast majority (86%) said they spoke English either 'very well' or 'well'.

In Camden schools, in 2023, Camden-resident children spoke 174 languages and dialects. The most widely spoken languages after English were Bengali with 2,275 speakers; Arabic with 1,154; Somali with 1,086; Albanian (Shqip) with 685, and French, Spanish, and Portuguese, each with more than 290 speakers.



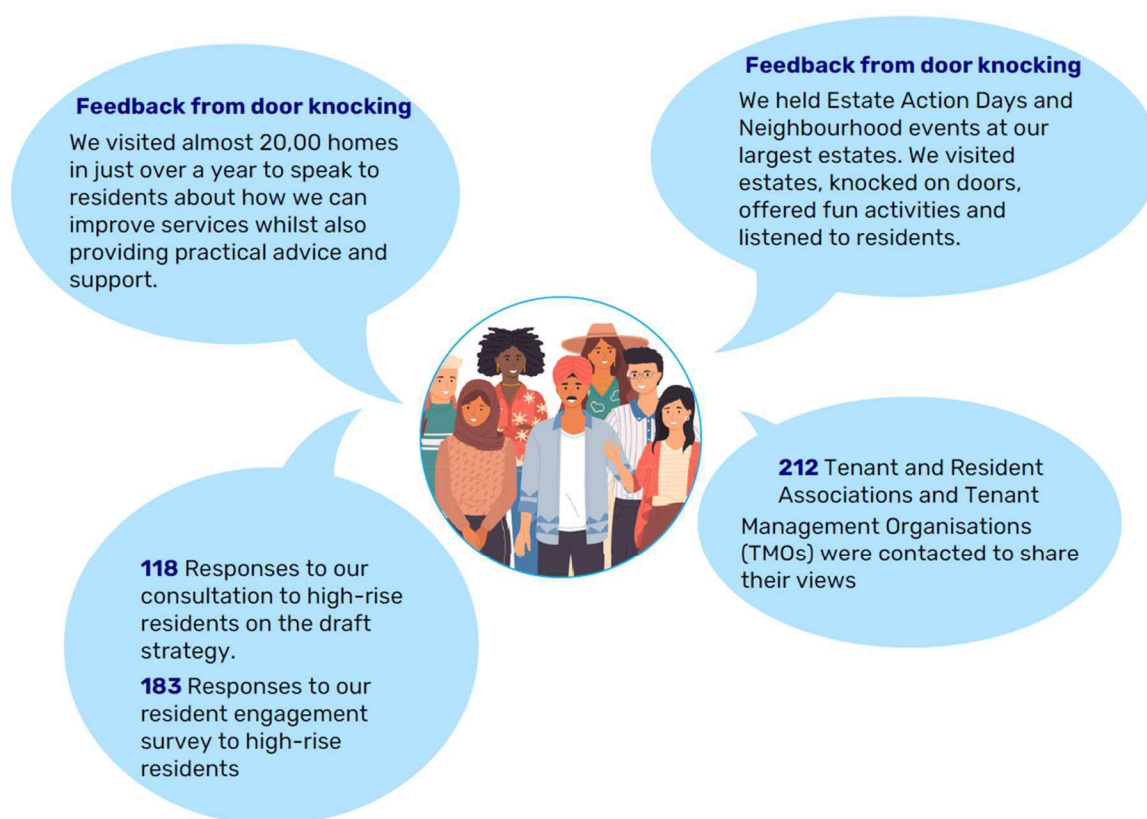
86.07% of people living in our high-rise buildings have not shared information about the languages they speak, however for those who did share, the top spoken languages outside of English were Bengali, Somali, Sylheti, Albania, Arabic, French, Bengali, Farsi, Spanish, Portuguese, and Polish.

Developing our strategy

Listening to residents

A top priority for us is to listen more to you - our residents. We have been out speaking to you to understand the condition of your homes and the issues you need us to prioritise. We are making it easier for you to report issues to us, and we are now speaking to more than 1,000 tenants every month.

To develop this strategy, we gathered feedback from residents through various activity and engaged groups that speak on behalf of residents.



Defining building and fire safety

Your safety is our top priority. This strategy talks about how we will be working to get you involved in building and fire safety in your homes.

In this strategy '**building safety**' means structural safety and key parts of the building such as walls and foundations. Building safety covers the safety of people in or about buildings in terms of structural safety, risk management and work to improve the standard of the building.

'Fire safety' is about protections to prevent fire, manage the impact of fire, and reduce the damage, injury, and destruction caused by fires.

Community safety

'Community Safety' concerns anti-social behaviour such as crime, or any other behaviour that makes you feel unsafe. Any community safety concerns should be raised by completing our online form to report anti-social behaviour, contacting your Neighbourhood Housing Officer or by calling us on **020 7974 4444** (8am - 5pm, Monday to Friday.) When on the phone you will be asked to "say the name of the individual or department you wish to speak to, please say 'Community Safety Team.' If you are a Camden council tenant or leaseholder and the antisocial behaviour is happening on a council estate between 4pm and 4am you can call and ask for the 'Responsive Security Patrol Team'. (Monday to Sunday). We take all reports seriously. Once your report is made, you will receive a reference number and acknowledgment of your report within 48 hours.

2. Aims of this strategy

We are working to make sure that everyone who lives in a Camden council home lives in a safe, well-maintained building. The key aims of this strategy support the commitments we made to residents in our Fire and Building Safety Charter about making your council homes safer. Find the commitments and the charter on our website at **camden.gov.uk/fire-and-building-safety-charter**



We have responsibilities to you as a landlord. But for all our council homes to be safe, we need you, our tenants, leaseholders, and subtenants to play their part. You and everyone you live with must help keep your building safe.

The key aims of our strategy are to:

- 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 engagement, (e.g., meetings and resident panels) and informal (e.g., day to day conversations) 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.

When we published our strategy in December 2024, we said to achieve this, we would:

- Find out how you would like to be kept up to date and engaged.
- Set out the ways we will communicate with high-rise residential building residents.
- Set out how you can contact us about building and fire safety issues.
- Set out and promote the ways you can have a voice in decisions made about safety in your homes and how we will feed back to you about these decisions.
- Make sure that you always have access to information about the safety of the building you live in, and work with you so you know how to keep yourself and the people around you safe.

- Be clear to you on all our responsibilities to ensure safety in your homes.
- Develop and make the best use of digital services alongside traditional media like letters to support cost saving measures and increase engagement.

3. Resident priorities

We have carried out a range of engagement work to find out what is important to our residents. This included conversations through door knocking work, face to face drop in events at Estate Action Day pop-ups, telephone conversations and a building safety resident high-rise survey. During this activity you told us we needed to do more work on:

- improving communication between services to ensure reliable and properly utilised services
- providing better information about key resources on estates
- sharing upcoming building and fire safety works and building and fire safety work progress updates
- making clear how to report fire and building safety concerns
- sharing contact information for local teams including Neighbourhood Housing teams and Building Safety Managers.

A focus on fire safety information

Focusing on building and fire safety information, we asked high-rise residents what they wanted to know about how they can work with us. Almost 50% of residents said they would like information about safe communal or shared areas, and over a quarter were interested in fire safety presentations and video demonstrations on how to carry out fire safety checks.

We also heard that residents are mostly satisfied with information we share on how to keep their home safe from fire and have confidence that there are measures in place to prevent a fire. Where we asked residents about improving the information we share and what information they want to receive about our work and investment in high-rise buildings, they told us they were most interested in:

1. Upcoming building and fire safety works'
2. 'Building and fire safety work progress updates'
3. information about your building safety team'

Over a third of you said you wanted information on Tenant and Resident Association contact details, and voluntary and community groups. Over half (54.89%) of you were interested in a high-rise building safety champion programme where residents could apply to help to share safety information with their neighbours. These residents would use their local knowledge and community expertise to liaise with the Council about safety issues and improvements around their building.

6-month mark – Strategy progress update

Since we launched the Strategy, we have introduced the following:

- a new Highrise newsletter, stay signed up at for quarterly updates
- a new building and fire safety e newsletter, sign up at **public.govdelivery.com/accounts/UKLBC/subscriber/new**
- Resident information and consultation booklets
- 'Would you need help in an emergency?' campaign on evacuation support
- New fire safety videos with the LFB Borough commander on our website
- Translated fire safety videos on our website
- Tailored Building and Fire Safety packs for all our high-rise buildings published on our website at **camden.gov.uk/building-fire-safety-packs**
- Building safety information noticeboards installed in all our high-rise residential buildings

4. Resident engagement in Camden

How we engage you and when

Our Housing teams have daily ongoing engagement with residents. Neighbourhood Housing Officers may be in contact with you about tenancy matters, our Caretakers may talk to you while maintaining your estate or buildings, and our repairs staff visit tenants' homes. There are many day-to-day interactions between residents and council officers. We talk to residents, their Tenants & Residents Associations, District Management Committees and advisory panels about a wide range of housing management services and systems and specifically about fire and building safety. We bring a quarterly

report on our engagement activities to resident representatives at DMCs, and report annually on our performance on fire and building safety to residents of all council homes.

The Advisory Panels are:

- **The Housing and Property Resident Panel** which meets six times a year for a deep-dive into different topics affecting residents, including, borough-wide housing challenges, major housing projects and housing service quality and performance. The panel includes 28 tenants and leaseholders from across the borough and 2 representatives from Camden's District Management Committees.
- **The Housing Customer Experience Oversight Panel** which meets 6 times a year to discuss complaints and feedback about housing management and repairs. The panel invites managers and contractors to explain what steps they are taking to prevent recurring complaints, make constructive suggestions about how to improve things so that residents don't need to complain in the future and holds us to account, the panel has 6 resident members who are tenants and leaseholders.
- **The Housing Fire & Building Safety Panel** which meets 4 times a year to ensure that our landlord service meets safety regulations for the council homes where our tenants and leaseholders live. The panel discusses, fire safety in Council homes, how we are monitoring the condition of our housing stock, including damp and mould, our compliance with fire, electrical, gas, legionella, asbestos and lift safety checks and the Council's ongoing response to fire and building safety legislation. There are 12 places on the panel for residents which is co-chaired by a resident and an independent co-chair. The London Fire Brigade has seats on the Panel. The Cabinet Member for Better Homes, Chair of Housing Scrutiny Committee, Deputy Leader of the Council and leaders of other political parties on the Council are also members.

Visits to estates

From July 2023 to the end of August 2024 we carried out an ambitious programme of work talking to residents. We held pop-up events and visited all 30 traditional estates. We talked to our residents about the housing challenges nationally and locally, and about working with them to solve issues in their local areas. With over 300 volunteers, these pop ups and conversations helped us come together as a council to support residents and have one conversation about issues they face. We started this activity on our estates to make our services visible and to be able to:

- respond to property and estate matters.
- talk to you about the housing challenge that we face
- share opportunities for future engagement on estates
- find out what issues on your estates were most important to you

We visited almost 20,000 homes across our estates, holding pop-up events at various times of day so residents could attend at a time best for them. Senior officers such as Executive Directors and Directors heard directly from residents on their doorstep, which assisted in bringing them closer to the experiences on the frontline.

We held 28 Action Days and 5 Neighbourhood Area Action Days in total, and we shared Estate Action Plan summaries with residents on estates we visited.

We have listened to feedback and are addressing these issues and improving our building safety offer for residents by:

- updating how we share building and fire safety information online based on user research
- introducing 'Building Safety Walkabouts' - Join a Building Safety Manager on inspection of your building.
- introducing borough-wide Building Safety events for residents
- introducing fire safety advice sessions for vulnerable residents
- sharing information about TRAs and community groups and sharing details in this strategy and in upcoming newsletters.
- sharing a Building and Fire Safety Information pack with information on contacts, fire safety measures and fire safety advice.
- introducing Building Safety Manager 'meet and greet' sessions
- sharing contact details on more of our Building Safety information leaflets and newsletters and in this strategy.
- carrying out research to better understand who is in our buildings.

And more widely in the council, we are:

- making changes to our website to make it easier to use. If you'd like to take part in research to help improve the website visit camden.gov.uk/feedback-to-new-website-designs
- introducing voice recognition to help you get hold of the right team when contacting the Council by phone.

2025 - 2026 Action Estate Days

Find details of action days from 2025 -2026 in your Building and Fire Safety High-Rise newsletter and on the Council website at **camden.gov.uk/neighbourhood-action-days**

We invite officers and Ward Councillors in the target to our Neighbourhood Action Days. We promote Neighbourhood Action Days in several ways, including SMS, email, posters, flyers and online via our dedicated District Management Committee microsites. District Management Committee microsites are listed below:

Camden Town District Management Committee:

camdentowndmc.commonplace.is/news

Kentish Town District Management Committee: **kentishtowndmc.commonplace.is**

Gospel Oak District Management Committee: **gospeloakdmc.commonplace.is/news**

Holborn District Management Committee: **holborndmc.commonplace.is/news**

Hampstead District Management Committee: **hampsteaddmc.commonplace.is/news**

We consult local Tenant and Resident Associations (TRAs) about the venues and dates for the events which are area/neighbourhood specific. We will also share posters with TRAs to display in their notice boards in your building and in their TRA hall if they have one. The events are co-produced with TRAs to make sure they are resident-centred and focussed on their concerns.

We send an invite to all residents and tenant in the catchment sent at least two weeks ahead. The catchment area is roughly a 10–12-minute walk from the location the event will be held. We send are sent several reminders to residents by SMS and email in the days leading up to the event. All residents in the catchment area for whom we hold a mobile phone number, (phone numbers are shared during the tenancy process) will receive an invite by SMS. The sender will appear as 'Camden Council'. Emails and digital flyer will be sent to those residents in the catchment area who shared email addresses with us during the tenancy registration. The sender will appear as **tp@camden.gov.uk**.

Schedule for Neighbourhood Action Day events in 2025

8 May 2025: 2pm to 7pm. Venue: Sidings Community Centre, 150 Bassey Rd, NW6

- Area Covered: West End Sidings Estate
- Neighbourhood: East
- You can find more information at westendsidingsneighbourhoodactionday.commonplace.is/en-GB

22 May 2025: 2pm to 7pm. Venue: St Martins Anglican Church, Vicar's Rd, London NW5

- Area covered: Lismore Circus, Weedington Road
- Neighbourhood: East
- You can find more information at <https://lismorecircusneighbourhoodactionday.commonplace.is/en-GB>

5 June 2025: 2pm to 7pm: Venue: Regents Park TRA hall, Robert Street NW1

- Area covered: Regents Park Estate
- Neighbourhood: Central

19 June 2025: 2pm to 7pm: Venue: Whittington Estate TRA Hall, Garden Room, Retcar Place, N.19

- Area covered: Whittington, Brookfield, Highgate Newtown estates
- Neighbourhood: North
-

10 July 2025: 2pm to 7pm: Venue: Peckwater TRA hall, Islip Street, NW5

- Area covered: Peckwater Estate, Oseney Crescent
- Neighbourhood: East

24 July 2025: 2pm to 7pm: Venue: Claudia Jones Room, Ground Floor, Camden Town Hall, Judd Street, WC1

- Area covered: Birkenhead St, Cromer St, Regent Square, Medway Court, New Calthorpe, Derby Lodge, Sage Way
- Neighbourhood: South

14 August 2025: 2pm to 7pm: Venue: Abbey Community Centre, 172 Belsize Road, NW6

- Area covered: West Hampstead, South Hampstead wards
- Neighbourhood: West

28 August 2025: 2pm to 7pm: Venue: Holborn House Community Centre, 35 Emerald Street, WC1

- Area covered: Tybalds estate, rest of Holborn and Covent Garden ward
- Neighbourhood: South

11 September 2025: 2pm to 7pm: Venue: Holly Lodge Community Centre, 30 Makepeace Avenue, N6

- Area covered: Holly Lodge Estate
- Neighbourhood: North

- **18 September 2025: 2pm to 7pm: Venue: St Pancras Community Association, 67 Plender Street, NW1**

- Area covered: College Place, Curnock St, Bayham Place
- Neighbourhood: Central

Tenant satisfaction survey

We to working with tenants to help us improve our services, and one way we are achieving this is by regularly measuring tenant satisfaction. We regularly invite our tenants to take part in our satisfaction surveys, and we report to the Regulator of Social Housing on tenant satisfaction. We ask our tenants about how well we:

- complete repairs
- are dedicated keep homes safe
- communicate with them

The results of the survey allow you to see how we are performing and give us an idea of where we can improve. You can find our most recent survey results at **camden.gov.uk/tenant-satisfaction-measures**

Every single housing repair completed triggers an automatic GovMetric satisfaction survey. This short online transactional survey measures the resident's satisfaction with that repair job, including quality of work, timeliness, and contractor/operative conduct. This feedback is reviewed and synthesised monthly and shared across senior management and with cabinet member. Negative feedback comments and associated information are flagged immediately for prompt action by the relevant team or service manager.

Each month we carry out telephone surveys with a random sample of around 500-1000 residents who have recently had a repair completed. This is done by KWEST Research,

who have worked with us on this for several years. The phone survey is designed to have a relational conversation with our residents about their individual experiences reporting a repair. It forms part of the numerous ways we engage with our residents to fully understand how they feel about the service we provide.

We are thrilled to be making improvements as seen in our most recent survey results, and we are going to continue our efforts to make sure you are happy with our services.

Walkabouts

To join a Building Safety Manager on an inspection of your building email **buildingsafetymanager@camden.gov.uk** or leave a voice message requesting a building walkabout, along with your name and contact details at **0207 974 2585**

Repairs telephone survey

We carry out this survey to help us improve. We also hold focus groups with people who have directly experienced the voids process (termination of a tenancy and vacating a property) to help us to better understand challenges.

We'll engage with you and residents who speak on your behalf through a range of groups listed on the following pages.

Area based engagement	
Tenant's and Residents Associations	Tenants and Residents Associations (TRAs) are groups of local people from a housing estate or a block of flats working together to improve their community. We support the formation and activities of tenant panels or similar groups and support effective scrutiny by tenants. TRAs who form and register with us receive formal recognition from the Council and their local District Management Committee (DMC). They also benefit from engagement and funding opportunities. Our Tenant Participation team support and oversee tenant involvement and participation in council housing services. Find your local TRA by visiting camden.gov.uk/TenantResidentGroups , emailing tp@camden.gov.uk or calling 0207 974 4444
Recognised Tenants Associations	Recognised Tenants Associations (RTAs) come under section 29 of the Landlord and Tenant Act 1985. RTAs are groups of council leaseholders who have come together to represent their common interests. Most RTAs are active and formed during planned major works. We have a statutory duty to consult with them and receive consultation on all contracts (including services like grounds maintenance) and large works projects.
Tenant Management Organisations (TMOs)	We support tenants to exercise their Right to Manage or otherwise perform housing management activity. Tenant Management Organisations (TMOs) are resident committees who employ their own staff and deliver some landlord services under a management agreement with our supervision and support.

Borough wide engagement	
The Sheltered Housing Forum	<p>This forum discusses sheltered-housing issues across the borough and sends a representative to all housing committee meetings.</p> <p>Representatives are elected from each sheltered-housing scheme to take part.</p>
The Leaseholders Forum	<p>The Forum is an independent group representing all leaseholders in our properties and freeholders that pay service charges to us. Members of the forum are elected every three years, and the forum discuss issues affecting leaseholders across the borough. The forum sends a representative to all housing committee meetings.</p> <p>Leaseholders can sign up to receive email notifications of meetings and other useful information by emailing camden@leaseholdersforum.org.uk</p>

Strategic Engagement



'Strategic' means this work relates to our long-term or overall aims)

Housing and Property Residents Panel	Our Housing and Property Residents Panel looks at the performance and policies in our Housing and Property Management teams. They review service and contractor performance, complaints, important projects, and borough-wide challenges, and offer feedback and suggestions on how we can improve services for your benefit. We share information about the panel, their work, and plans at camdenhousingpropertypanel.commonplace.is . We recruit to the panel as a seat becomes vacant. Sign up to our E-Newsletter and select 'Camden tenants for consultation' at camden.gov.uk/newsletter .
Housing Customer Experience Oversight Panel	Every piece of feedback we receive is an opportunity for us to understand, learn, and improve. Our Customer Experience Oversight Panel helps us focus on these opportunities so we can improve the problems they highlight and ensure we do not make the same mistakes again. The panel look at and discuss the reasons behind complaints and invite senior managers from Camden teams and major contractors to attend and explain what they are doing to prevent recurring complaints in their areas. They offer advice to managers and make suggestions about how to improve things to prevent repeat complaints. We recruit to the panel when a seat becomes vacant. Sign up to our E-Newsletter and select 'Camden tenants for consultation' at govdelivery.com/accounts/UKLBC/subscriber/new .
District Management Committees	TRAs elect members to our five District Management Committees (DMCs.) These committees have wide representation from across Council estates and street properties. DMC papers are shared online to show that we have listened to the views of members and have acted. To join a DMC, you must be a member of a registered Tenant and Resident Association (TRA). For more details on registering your TRA, visit camden.gov.uk/registering-tenants-and-residents-associations
Housing Fire & Building Safety Panel (HFBSP)	We recruit residents to join this panel to work alongside District Management Committee representatives. The panel is chaired jointly by a Camden Council tenant and an independent co-chair, and there are 12 residents to make sure your voices are heard. Whenever we hold these meetings, we always make it easy for residents to join online, offline, or by telephone. We share all the information provided at meetings, as well as any answers to key questions raised. Visit democracy.camden.gov.uk for more information.

Supporting residents to engage with us

We provide support and training to support you to be more involved. Find out more at

camden.gov.uk/tenants-residents-associations-camden. You can also visit Camden Adult Community Learning where we encourage and support adults to take their first steps back into learning. Visit **webenrol.com/camden**, email **adultlearning@camden.gov.uk** or call **0207 974 2148** for more information.

The letters we send to residents feature a banner heading, asking residents to contact the Building Safety Manager email if a translation of the letter is required. For statutory communications we send letters to residents translated in the 5 most common languages in Camden.

Engaging with residents on housing matters

We will engage residents on housing matters relating to:

- the management, maintenance, improvement or demolition of your building
- the provision of services or amenities in your building or to residents in the building

This will cover issues relating to:

Resident Safety

For the following we will write to residents and offer contact methods for residents to share information with us.

- Assessing and managing the needs of residents regarding the provision of support to evacuate in an emergency, and in regard to staying safe at home.
e.g. 'Would you need support to evacuate in an emergency?' campaign
We have written to residents of your building with a paper questionnaire form and prepaid return envelope to ask residents if they would need help to evacuate in an emergency. We have emailed each resident in your building who has shared an email address with us and not altered their subscriptions to updates from us. Each resident in your building will have received a free fridge magnet with a QR code and telephone number to keep on hand and contact us if the resident feels would need support to evacuate in an emergency currently or at any time in future.
- Details on where to find information about fire safety policies, and fire safety information in the building.
e.g. We sent letter to residents of your building with information about Fire Action Notices in your building. We have also sent each resident a letter on the Building and Fire Safety Information pack. The pack for your building is available online at **camden.gov.uk/building-fire-safety-packs**. To request a paper copy of translated copy of the pack for your building, email or call your Building Safety Manager at **buildingsafetymanager@camden.gov.uk** or leave a voice message requesting a building walkabout, along with your name and contact details at **0207 974 2585**.

The building and services in the building

For the following we will write to residents and strive to offer up to 3 weeks for residents to contact us to share comment on what we are proposing (where the issue is not an emergency.) We will strive to provide resident information booklets or resident consultation booklets via email.

- proposed changes or changes to the building or grounds
e.g. changes to rubbish disposal arrangements, such as closing of bin chutes to

reduce fire risk, removal of trees, ivy or shrubs where they prove to be a fire hazard.

- proposed changes or to changes to entrance and exits, permanent or temporary due to repairs
- Introduction of new or additional safety features in the building, e.g. installation of emergency lighting in communal areas.
- Fire and building safety changes altering the style of the building, e.g. upgrade of doors to modern fire doors.
- Installation, removal and/or replacement of fire safety measures from the communal areas e.g. fire alarm, permanent open vents
- Change of the evacuation strategy and or introduction of a Waking Watch team
- Communal areas safety – removal of possessions
- Window replacement following Fire Risk Assessment recommendations
- Access for Fire Risk Assessment visit
- Fire safety works notices

Systems and policies

- Proposals for new systems or changes to current process
e.g. 'Report a safety issue' consultation.

We must operate a mandatory occurrence reporting (MOR) system in high-rise residential buildings that we own and/or manage. In our high-rise buildings, a building safety incident or risk is referred to as a safety occurrence. To avoid jargon when speaking to residents, we refer to these as 'safety issues'.

We set up a process to allow anyone to report these safety issues in our high-rise residential buildings. We asked residents for feedback on the process via our Building and Fire Safety Hub Consultation portal and by letter. We also promoted the consultation at our Neighbourhood Action Days.

- Changes to policy or introduction of new policies
e.g. introduction of new shared area policy enforcement tools such as TORT notices and tags. A Tort Notice is a legal document which we attach to any items that are left in communal areas. It gives you notice that we are going to remove the items.
We wrote to residents of your building to make residents aware of our communal area policy materials and their designs. We also shared a leaflet on 'what am I allowed to keep in shared areas?' with information on the full 'Managing fire safety in communal areas in Camden Housing' with residents of your building by post. Building Safety Managers and Neighbourhood Officers will share this leaflet. Find the full policy at **camden.gov.uk/shared-areas**.

In each of these cases where we are introducing new systems or policies, we will write to residents and aim to offer up to 3 weeks for residents to contact us to share comment on what we are proposing. We will strive to provide resident information booklets or resident consultation booklets by email or post.

Day to day engagement

Engagement between residents and caretakers

Your caretakers name, contact information and block schedule is posted in your building and will soon be visible on the building safety information noticeboard alongside the hours you can contact them.

Report caretaking issues to your caretaker.

If your block is not being cleaned, contact the caretaker manager. You can find their name and contact details on the block schedule on the ground floor noticeboard. If the schedule is not there, report it to your NHO. For those who are digitally excluded, we recommend contacting Contact Camden or visiting us at a Neighbourhood Action Day.

- **Caretaking visiting service**

Caretakers offer a home visiting service for older tenants or tenants with support needs who have no other help. A caretaker will call round every two weeks to check on you and will keep a record of each visit. We will only visit you if you want to be included. If you think that you or someone you know may benefit from this service, please call 020 7974 4444 for more details.

Engagement between residents and neighbourhood housing officers

Regarding building and fire safety, your Neighbourhood Housing Officer (NHO) is there to:

- carry out tenancy visits to your home
- consider requests for home improvements
- work with resident groups to improve estates
- carry out scheduled inspections of your block or estate to ensure they are clean, safe and well maintained
- support tenants experiencing vulnerabilities to access services

If you have reported that a caretaker is not responding or if you have reported that a caretaker's schedule is not on the noticeboard, a NHO will contact you by xxx

If you would like to make a complaint about an NHO or a caretaker, you can visit **camden.gov.uk/complaints**

We've changing our structure in housing and repairs in response to the Tenant Satisfaction Measures survey and other consultations, in collaboration with residents on our panels. Redesigning our front door for neighbourhood services is one of the key pieces of the housing transformation work. We have a dedicated team from strategy and design working on this.

The operational process and procedures for Housing Staff will be implemented over the course of the year and we will pick it up again with our ongoing Tenant Satisfaction Measures survey.

Engagement between residents and Building Safety Managers

We offer residents the opportunity to meet the building's Building Safety Manager at events such as:

- Meet and greets
Meet and Greets will be advertised on noticeboards in your building and you will receive email invitations where you have not unsubscribed. Residents and Tenants and Residents Associations are invited to these activities.
- Neighbourhood estate days (see page 14)

Your Building Safety Manager shares information with residents via the in your building. They update these noticeboards with important building and fire safety information. Their contact details and name are visible on the noticeboards. Building Safety Managers engage with the residents in their buildings during their inspections visits to the building and will chose to knock on residents' doors and leave a calling cards when they wish to speak to them but have not been able to reach them. The cards include information on why the Building Safety Manager wanted to speak to them and how the resident can reach them or when the Building Safety Manager will try to reach them again.

The Buildings Safety Managers for your Building will introduce themselves to any active Tenant and Resident Association acting on behalf of residents in your building and attend meetings and Annual General Meeting (AGM) to listen to concerns and share updates

Your Building Safety Manager will also monitor enquiries, concerns and complaints to the **buildingsafetymanager@camden.gov.uk** and **buildingsafetycomplaints@camden.gov.uk** inboxes. Residents are invited to speak to building safety managers and join them on inspection, details of the name of the building safety manager name, role and contact details are shared on the noticeboard(s) in your building.

If you would like to make a complaint about a Caretaker, Neighbourhood Housing Officer or Building Safety Manager you can visit **camden.gov.uk/complaints** or call **020 7974 4444**.

Engaging with residents on capital works



'Capital works' are large or major works to the structure or exterior of your building and can be for maintenance, construction, alteration of improvement

Capital works projects can make a huge difference to our residents by providing important upgrades to their homes, improving fire-safety, maintaining buildings and heating systems, addressing any issues, and making estates nicer places to live.

We identify many projects based on our "stock condition survey" (a rolling process of checking all Camden housing buildings across the borough). We also take into account repairs history, resident reports, and Fire Risk Assessments.

Projects are planned up to five years in advance, and we publish our draft programme of Capital Works online, where it is updated monthly. You can find it by going to opendata.camden.gov.uk and searching "Better Homes" (remember to check the dates as there are older data available as well as current).

Listening to residents' voices and understanding their views is crucial to making sure a project delivers what our residents need. We know that residents have a unique insight into their homes, buildings, and communities, we understand that things could have changed since the project was originally identified.

The way we engage with residents varies between projects and locations, but similar broad strokes apply across many of the projects we deliver. This includes:

1. Identifying and scoping a project
2. Initial engagement with residents

3. Procurement & 'section 20' consultation
4. Introducing the contractor
5. Engagement during the works
6. When the main works are finished

1. Identifying and scoping a project

What we do	Some of the ways we do it
Identifying that a capital works project needs to be carried out	<ul style="list-style-type: none"> • From our rolling stock condition survey – most useful for identifying Better Homes projects (projects to upgrade or overhaul things like windows, brickwork, roofs, and communal areas) • Considering recent repairs history to see where there have been problems – especially useful for Mechanical & Electrical projects (projects to upgrade things like heating systems, lifts, and gas & electric supplies) • Fire Risk Assessments tell us where fire-safety works are needed, sometimes this is also supported by advice from the London Fire Brigade or our own fire engineer • Looking at the energy efficiency of buildings – this is mainly useful for energy retrofit projects, to help us focus on the homes that need it most
Scoping the project (i.e. working out what the project should include)	<ul style="list-style-type: none"> • Carrying out detailed surveys of the building(s) • Examining closely whatever was highlighted by the stock condition survey and resident feedback • Checking the repairs history for the buildings • Working with specialist surveyors, architects, and/or other consultants (depending on the nature of the project) • Confirming what needs to be included in the project, ready to discuss with residents and get their input

2. Initial engagement with residents

What we do	Some of the ways we do it
Letting everyone know about the project, and what we plan to include in it	<ul style="list-style-type: none"> • Giving an easy-to-understand overview of what we are planning to do as part of the project, and why it's needed

	<ul style="list-style-type: none"> • Offering a way for people to give us their feedback and ask their questions directly (often with a simple online form) • Sharing the project manager's contact details so that residents can get in touch personally if they need to
Explaining in more detail, answering questions, and listening to everyone	<ul style="list-style-type: none"> • Inviting everyone to a public meeting to discuss the works • Presenting and explaining the project scope • Understanding and answering everyone's questions – we know how important this is, so we always try to leave plenty of time for questions • Gathering residents' thoughts, concerns, and suggestions
Reviewing everyone's feedback, and confirming or updating what's included in the project	<ul style="list-style-type: none"> • Reviewing all the comments and suggestions from residents, including those submitted online, emailed to the project manager, and brought up at public meetings • Adding to, removing from, amending, or confirming what's included in the project • Depending on the project and any changes, possibly holding another public meeting online or on site discussing the updated scope and gathering further feedback

3. Procurement & 'section 20' consultation

Once the scope has been finalised, we start the procurement process by looking at how to achieve the best value for money on the project with different contractors. We procure most projects through our "procurement framework", which includes a shortlist of good quality contractors who have demonstrated that they are able to provide a high quality of work and good value for money – we call these "framework contractors".

Once we have evaluated tenders, we will consult with leaseholders on the scope and estimated cost of work and provide an estimate of their contribution. This is often called "section 20 consultation" because of the legislation which describes this. We will also inform leaseholders of the contractor we intend to award the contract to.

Once the consultation with leaseholders has concluded, we will award the contract to the contractor who offers the best value for money. For framework procurement, where we already know that the contractors can provide good quality work, this is usually the framework contractor who submits the lowest bid.

4. Introducing the contractor

What we do	Some of the ways we do it
Introducing the contractor to the residents, and explaining the works in more detail	<ul style="list-style-type: none"> • Holding a public session for residents to meet the contractors • Explaining the contractor's programme of work – what order they will do different parts of the work in, and when they plan to do them • Discussing things like where a site office or worker's rest facilities will go, whether any scaffold will be needed, and other details • Explaining what level of disruption residents can expect from the works, for instance noise, dust, scaffolding, or reduced access • Understanding and answering everyone's questions – we know how important this is, so we always try to leave plenty of time • Gathering residents' feedback, especially thoughts or concerns about disruption from the works, and anything we can do to minimise or ameliorate it
Introducing the Resident Liaison Officer (RLO)	<ul style="list-style-type: none"> • Not always applicable to smaller projects • The RLO works for the contractor and is first point of contact for questions or concerns • They lead on face-to-face engagement and any home visits • They are usually based on site throughout the works. • If there isn't an RLO, then the project manager remains first point of contact

5. Engagement during the works and quality assurance

What we do	Some of the ways we do it
Working with the contractor to keep everyone up to date with works progress	<ul style="list-style-type: none"> • This is often the part of the engagement process which varies most between projects, depending on the scale of the project and the impact of the works. It could include: • Regular newsletters – either from the Camden project manager, or from the contractor but reviewed and supported by Camden • Drop-in sessions with the contractor and/or project manager • Regular catchups with the contractor & project manager and residents associations – this could be an existing TRA or RTA • Residents are able to contact the RLO or Camden Project Manager throughout the process.
Making sure the works are being done to a high standard, and rectifying any issues	<ul style="list-style-type: none"> • A clerk of works appointed by the council is there to check and ensure that work is done to a high standard. Depending on the nature of the project this might be an iterative review of the works, or checks on each specific element of the work as it is completed • If a resident is concerned about any element of the works, the RLO will listen to the concern, offer an explanation, and take any necessary action • If the RLO can't address a concern appropriately (or if there isn't an RLO), then the project manager will step in to assess and address the issue • Where it's safe and practical, residents can often join the project manager in reviewing the works on site

6. When the main works are finished

What we do	Some of the ways we do it
Resolving any issues or concerns which come up after work has finished	<ul style="list-style-type: none"> • For a certain period after the works are completed (often 12 months) the contractor is responsible for sorting out any problems which might arise from their work

	<ul style="list-style-type: none"> • There is no additional cost to Camden (nor leaseholders) for the contractor returning to rectify faults • During this period, we ask residents to tell us about any problems which have come up with the contractors' work • Where appropriate, we remind residents of this again before the end of the defect liability period
Asking residents how they feel the project went and gathering detailed retrospective feedback	<ul style="list-style-type: none"> • We commission an independent satisfaction survey to find out how residents feel about the works • The survey asks separately about: how Camden engaged & communicated with residents; how the contractor communicated and behaved; and the quality of the work • The survey results form part of the performance metrics our contractors are required to meet, and we hold them to account if they don't meet the criteria • The project manager reviews all feedback scores, addresses any specific concerns raised, and follows up with the contractor as appropriate.

Buildings work costing under £250

For buildings work costing under £250 we are not required by law to consult leaseholders, however Repairs and Capital Works managers will talk to all residents directly before carrying out any works in buildings. Contact can include visits to sites to talk to you directly, letters, and public meetings including online meetings.

We will engage with residents in different ways depending on the type of project; for example, there may not be as much information to share about changing a boiler in a plant room as there would be if we needed to replace all the windows in your home. The level of contact depends on the type of work to be carried out, whether work is to be carried out inside homes or just in shared spaces, and the number of properties involved.

When will we engage with you during building works?

At the start of the project, we will share information on:

- Why the works have been proposed
- Supporting information from relevant experts on why the works have been proposed e.g. Fire Risk Assessment, London Fire Brigade or the Fire Safety Advisor
- The impact of the works e.g. on residents, affected areas of the building
- The date and length of time the works will take
- Our procurement route and why we have selected the chosen contractor.
- Details of who will carry out the works

We aim to provide a minimum of two weeks' notice to residents before starting works. If works are urgent in nature, this timeframe may reduce.

We will lay out how we will engage with residents at the start of each project. A Camden Project Manager will contact residents in writing to introduce themselves and offer an opportunity to discuss the details of the project at a meeting either online or in person on site. The meeting may take the format of a drop-in session or could include a presentation. At this stage, communications to residents will include the Camden Project Managers contact details such as email address and phone number.

If a contractor is selected to carry out works, they will be introduced to residents. The contractor will contact the residents to outline next steps and provide their contact details too. Residents will then be provided with a suitable contact for the project; either a Resident Liaison Officer or a Project Manager that works for the contractor.

How will I be updated throughout the project?

Our Project Managers and Resident Liaison Officers use their knowledge and understanding of project requirements to answer questions and offer support. They may also visit vulnerable residents at home to make sure they understand the works we are doing and can stay safe and comfortable throughout. Where we are carrying out larger, more complex, or sensitive projects, we may additional meetings to talk about certain elements of the project. Residents will be able to ask any questions and share feedback throughout the project with contractors and the Camden Project Manager, which relevant parties will respond to.

We will feedback to resident's panels and TRAs, if they are in place, during consultation and throughout the project. Resident panels are one of the best ways for residents to share opinions on the delivery of the works. If you would like to know more about creating a resident's panel email **propertyconsultationteam@camden.gov.uk**.



an view the Capital Works Resident Engagement Guide online at **en.gov.uk/capital-works-engagement-guide**. If you have a question, you can email **capitalworks@camden.gov.uk**, or call **020 7974 4444** and asking for 'Capital Works team'.

5. Consulting with you

Your opinions help us improve our services.

Consultations are where we seek feedback, information, or advice from residents in a planned way

Consulting with residents on capital works

Nothing is more important than your safety. We have committed to delivering the gold standard and a new era of resident safety in Camden with £200M investment and a thorough programme of safety works.

When will we consult you?

Where we need to make a building safety decision requiring major building works, we will write to residents to:

- explain the building safety issue to residents
- provide supporting information from relevant experts on why the works have been

proposed e.g. Fire Risk Assessment, London Fire Brigade, or the Fire Safety Advisor Team will then seek your feedback on:

- the potential solutions if there are more than one
- the impact of the options proposed
- the potential length of time for those proposed options
- details of who could carry out the potential works

In some cases, the recommendation from an expert such as the London Fire Brigade or a Fire Safety Advisor does not allow us to consult on certain elements of the proposed solution. In cases like these we will engage with you and share the rationale for our decisions. We may also not consult you beforehand if works are urgent or in response to an emergency where it would be impracticable to consult you in advance. However, we will still make sure to inform you of what works are taking place, and why and when they will be taking place.

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

- take place for a period of more than one day
- limit access to any part of a building
- or cause a nuisance to residents

During this period, we will ask for your feedback on:

- the days and times when works are to take place
- how we can best mitigate disruption to you and other residents' details of who will carry out the works (including information on our procurement route and why we have selected the chosen contractor)

How will we consult you?

In the initial stages, a Project Manager will contact residents by letter, share their contact details, and offer residents opportunities to feedback in writing or to discuss the project and feedback via meetings. These meetings will either be held online or in person on site and may take the format 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. The Project Manager will work with local staff such as Caretakers, Neighbourhood Housing Officers, Building Safety Managers and Sheltered Housing Managers to identify residents who may need additional support to feedback, and adapt communications to them e.g. residents with additional needs, residents requiring translation services.

How will we consider your views?

When we consult on a building safety decision or on building safety works, we will give due consideration to the feedback, and the level of responses, and answer any questions from residents during our consultation activity and throughout the project. The Project Manager will gather views and consider them. This process will vary by project depending on the scale and complexity of the works taking place.

On smaller projects, the project manager will gather the views from the residents and consider them throughout the entire life of a project, from scoping and design, to snagging and completion. At each step in the project, the Project Manager invites feedback from residents which is gathered in several ways. We encourage residents to feed back to us electronically, often via email directly to the project manager but where we are seeking more specific and detailed input from residents, or for larger projects, we may encourage residents to feedback via an online form or survey. The results of these surveys will be shared with the Project Manager to take on board. Alongside electronic methods, we always

offer residents a direct phone number for the Project Manager so they can feed back or ask questions verbally, 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 there are any questions that cannot be responded to immediately, the Project Manager will take them away and provide a response to the resident soon after the event using an appropriate contact method. If there are survey results or responses to questions raised that are relevant and helpful to residents, we will share an update with all residents affected via the project webpage, letter, or E-newsletter. On some of our more complex projects we prepare a Frequently Asked Questions (FAQs) document that we post to all residents and which we may also make available on our website. The FAQs document will usually be updated and promoted to residents throughout the lifecycle of the project.

How long will consultations last?

Where we can consult, and where works are not urgent, the project team will provide a minimum of one month to gather feedback from residents on a building safety decision or on building safety works.

How will we review our consultation process?

We review how we consult with you by using a resident feedback process in the closing stages of a project. This allows for you to tell us what you think about how we can do better in future. This is part of the end stage for every project. The feedback we collect, and the level of responses we receive from residents helps our future communications to residents and our planning for how we work on site. It also helps with decisions on who we work with to deliver projects and allows us to hold contractors directly to account on your behalf. Email **capitalworks@camden.gov.uk** for more information on how we consult on capital works.

Upcoming Capital works

You can find a programme of works taking place at your building or estate by visiting **camden.gov.uk/buildingsafetyworks**

Consulting leaseholders

We must consult with leaseholders if we intend to carry out works, repairs or improvements to the 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

Where a QLTA includes works to properties such as general building maintenance, and a requirement for leaseholders to pay more than £250 each, an additional consultation must be carried out.

One Stage: Notice of Intention

We write to each leaseholder and Residents Tenants Association (if one exists) who may be affected by the contract to:

- describe the proposed works and why we think they are necessary
 - provide the total estimated cost of the proposed works
 - give leaseholders 30 days to send us their observations/ comments in writing.

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

If we must carry out large or specific works to your block or estate that is not covered under an existing QLTA, we will carry out an individual tender just for that works contract. Before procuring a contractor, we will write to each leaseholder and Residents Tenants Association (if one exists) who may be affected by the contract. We will write to:

- describe the proposed works and why we think they are necessary
- provide a budget estimate cost
- inform leaseholders whether they are entitled to nominate a contractor, or why not
- give leaseholders 30 days to send us their observations/comments in writing.

After all tenders have been returned and moderated, we will write to each leaseholder

and Residents Tenants Association (if one exists) who may be affected by the contract to:

- describe the proposed works and why we think they are necessary
- provide the total estimated cost of the proposed works
- advise which contractor we would like to offer the contract to
- give leaseholders 30 days to send us their observations/comments in writing.

Find more information about consultations to leaseholders at camden.gov.uk/consultation-with-leaseholders

Other consultations

We are Camden

We share our consultations on the We Are Camden consultation page at **consultations.wearecamden.org**. You can use the We Are Camden's consultation finder to find and participate in consultations that interest you. You can search by keyword, postcode, interest and more. We may make proposals and ask you to choose your preferred option, or we may ask you to complete a survey. We will explain our policies and why we are suggesting changes. We will provide findings from consultations through our 'We Asked, You Said, We Did' page which shows some of the issues we have asked about and their outcomes. We provide a summary of the topic; what we heard from you and what actions we took after consultation.

Commonplace

We use a web platform Commonplace to invite you to share opinions on smaller issues or projects. We may provide a report for projects and inform you of any trials that have come about because of resident feedback. You can share your views on a variety of projects by visiting **showcasecamden.commonplace.is**. For more opportunities and information on how we use your opinions help us improve our services visit **camden.gov.uk/have-your-say**.

Your data

We have made a commitment to processing personal data lawfully. We carry out data collection and storage of data in line with our Data Charter co-created with Camden residents. Read more at **camden.gov.uk/data-charter**. All data regarding residents and their feedback, including records relating to consultations, will be kept on file in project folders on our secure computer systems, in line with our privacy policy which you can read at **camden.gov.uk/privacy**, under 'Privacy information for specific services' – 'Housing'.

Consulting on this strategy

We will review this strategy every two years and seek resident feedback via consultation. Each consultation period will last at least 3 weeks or more. We will write to residents to share consultation dates and invite residents to have their say via survey promoted via multiple channels including email, posters in your building, letters to your home, and other preferred methods. Online the survey and strategy will be available at **camdensafertgether.commonplace.is**. Physical copies of the strategy and survey will be available at council offices and available on request by email to or by request via phone to the Building Safety Team voicemail inbox at **020 7974 2585**. We will also seek

feedback from local Tenant's and Residents Association (if in place) and other selected area, borough, and strategic level groups. (See page 11 for more.)

After feedback has been received it will be reviewed by the Building Safety Resident

Engagement Lead. Due consideration will be given to feedback from residents, and feedback will be recorded and shared with senior leads and Heads of Service for relevant departments. Levels of resident participation in consultations, such as number of respondents and engagement impressions, will be recorded and this will be reviewed and shared in consultation findings. Future consultations will work to a summary of feedback and any resulting changes will be shared with residents at **camdensafertogether.commonplace.is** after the consultation period. Alternatively, residents can email **safertogetherstrategy@camden.gov.uk**, or write to Building Safety Team, London Borough of Camden, Holmes Road Depot, London, NW5 3AP to request a summary of feedback and an overview of updates to the strategy.

6. Roles and responsibilities

How to stay safe at home - your roles and responsibilities

We need you to play your part in the safety of your building - safer homes are up to everyone. Almost 80% of residents surveyed as part of work into the development of the borough said they would be willing to work with other residents to improve their neighbourhood, and it is important we all do our bit to ensure our homes and buildings are safe.

Keeping the building and everyone who lives there safe is a shared responsibility. We need you to tell us when you have safety concerns, take on board messages about building and fire safety messaging and report any structural incidents. You or anyone living with you or visiting you must not do anything that might cause a fire hazard. Find more information on this in your Building and Fire Safety pack. You can also return to your tenants' manual for more information on fire safety, gas safety, housing repairs and your tenancy duties. You will have received this when first moving into your property. Find your tenants' guide at **camden.gov.uk/tenantguide**.

Please take note of the information we share to reduce the risk of fires to keep you, your family, and your neighbours safe. Find more guidance at **camden.gov.uk/safety-at-home**

Access to your property

There will be times when you' will have to provide access to your flat for us to carry out different types of building and fire safety inspections or maintenance. Your tenancy conditions say you must give access to your home for inspections and repairs when requested to do so. We will normally give you reasonable notice except in the case of an emergency, such as a burst water pipe. You must let us in to your property to carry out work that may affect your health and safety, or that of other residents.

Reasons why we may wish to gain access to your home include to:

- inspect the state of repair and condition of your home or those next to it.
- carry out gas safety inspections.
- complete Fire Risk Assessment Actions and related works.
- repair, alter or improve your home, or those next to it. This includes electrical wiring, gas and water pipes or drainage and heating systems.
- make sure no-one is breaking their tenancy conditions or Health and Safety regulations.

If we are unable to contact you after multiple attempts e.g. formal letters and telephone calls, we may take legal action. Your tenancy conditions state that if we need to get into your home very urgently and you do not agree, or we cannot contact you, we have the right to force entry to your home without a court order. Examples of when we could do this include when there is a serious leak of water from your home, or we urgently need to repair something that poses a health and safety risk to you or your neighbours. If we must force entry to your home in an emergency, we will leave it secure. If you have caused us to force entry, for example if you overfill your bath and flood the property below, we will charge the cost to you.



Do not let anyone into your home unless you're sure you know who they are.

Anyone representing the council will show their identification card if you ask them. If you're concerned about anyone who asks for access, you can check by:

- Leaving a voice message with your name and concern at **020 7974 2586**
- Emailing **buildingsafetymanager@camden.gov.uk**
- **Calling us at 020 7974 4444**

7. Reporting a building safety issue

The Building Safety Act 2022 requires us to track and report building safety incidents and risks for our high-rise buildings. These incidents and risks are called safety occurrences and must be reported to the Building Safety Regulator. Anyone can report a safety occurrence. You do not have to live in the building or be a Camden resident.

If there is an immediate safety risk, you must call **999**.

What should be reported?

Safer homes are up to everyone. You should report any incident or risk to a high-rise building that you believe could cause structural failure or the spread of fire or smoke.

Examples of safety occurrences include:

- the spread of fire, or something that could lead to the spread of fire
- a total or partial collapse of the building
- faulty building work
- the failure or wearing down of construction materials
- the discovery of structural defects
- failure of a critical fire safety measure such as automatic opening vents, fire doors or smoke detectors

If you live in a high-rise building and are unsure if something is a safety occurrence or should be reported another way, speak to your Building Safety Manager. Contact them by:

- email: **buildingsafetymanager@camden.gov.uk**
- voicemail inbox: **020 7974 2585**

If you phone, leave a message with your name, building and number. Your Building Safety Manager will contact you.

How to report a safety issue?

To report a safety issue:

- Use our online form found at **camden.gov.uk/report-a-safety-issue**
- contact your Building Safety Manager by phone or email. Contact them by:
- email: **buildingsafetymanager@camden.gov.uk**
- voicemail inbox: **020 7974 2585**

Your report will be confidential and follow data protection rules. If a safety occurrence is confirmed, residents will be told that there has been a report but will not be told who reported it.

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What happens next?

We'll review the report and get back to you within 2 working days using any contact details provided. Where we have been provided with only a phone number, we will make 2 attempts to contact you.

If we decide your report is a safety occurrence, we complete a mandatory occurrence notice and send it to the Building Safety Regulator. We'll be given a reference number and will share it with you. You can use this in any further contact with us.

We have 10 days to investigate the issue to understand what happened or had the potential to happen and why. We may also need to take action to reduce or fix the building safety issue.

If you disagree with our decision

If you disagree with our decision, you can contact us or make a high-rise building safety complaint. You can also contact the Building Safety Regulator.

How to request an update on your report?

The relevant Building Safety Manager will be the point of contact for your report. You can request an update anytime using the mandatory occurrence notice reference number.

When we've completed our investigation, we'll let you know.

The full mandatory occurrence reporting policy

View our mandatory occurrence reporting policy at [camden.gov.uk/report a safety issue](https://camden.gov.uk/report-a-safety-issue) or request a copy from your Building Safety Manager. If you need a translation or alternative format for this policy, such as large text or braille, email

buildingsafetymanager@camden.gov.uk or leave a voice message at **0207 974 2585**.

Reviewing the 'Report a safety issue' / Mandatory Occurrence Reporting (MOR) system

If we need to change our mandatory occurrence reporting system, we'll consult you, in line with our Resident Engagement strategy.

The initial consultation into the process for reporting safety issues runs from 22 May – midnight 23 June 2025.

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 communal areas, to your Building Safety Manager at **buildingsafetymanager@camden.gov.uk**, or by leaving a voice message with your name and concern at **020 7974 2586**.

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 **buildingcontrol@camden.gov.uk** or call us on **020 7974 4444**.

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 the Repairs Team. For non-emergency repairs, you can visit **camden.gov.uk/keeping-your-council-home-safe**.

How to request a window restrictor

All windows above a ground floor should have restrictors (jack locks) to protect residents. If you do not have window restrictors inside your home, we will fit them for you. Do not attempt to fit your own restrictors. If a window above ground floor level in your home or shared area does not have a restrictor, report a repair and request for a window restrictor to be installed. Leaseholders are also advised to have window restricting devices fitted. Leaseholders can raise a request with Camden repairs team. Visit **camden.gov.uk/report-a-housing-repair** for information on how to report a repair.

Vulnerable residents

If you are 65 or over, 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. We'll look for the earliest possible appointment and move your appointment forwards if another slot becomes available. You can apply to become by calling our Housing services department on **020 7974 4444**. Adult Camden residents with sensory needs can also visit **camden.gov.uk/sensory-needs-services** for a referral to a specialist team offering support.

If you are 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/report-a-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

You can contact us for a fire safety advice session for vulnerable residents if you feel you would like advice on how to stay safe at home or if you have or experience any of the following:

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** or
- 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, N1C 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. We aim to:

- 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.

Council responsibilities

All occupied high-rise residential buildings must have one clearly identifiable Accountable Person, known as the Principal Accountable Person (PAP) who is responsible for ensuring that fire and structural safety is being properly managed for the whole building.

As the Principal Accountable Person for our high-rise residential buildings, we are responsible for assessing and managing the risks from structural failure or the spread of fire posed to people in and about your building. Our responsibilities include:

- Putting measures in place to prevent building safety risks happening and reduce the severity of any incident that does happen.
- Reporting certain fire and structural safety issues or incidents to the Building Safety Regulator
- Engaging with residents about the building's safety and carrying out duties relating to the resident engagement strategy.
- Storing, updating, and providing information about the building for the Building Safety Case.
- Transferring building safety information to any incoming accountable person.
- Notifying the Building Safety Regulator if there is a change to an accountable person.

Your team

Your Camden council building is looked after by a team who help make sure residents are safe at home.

Neighbourhood Housing Teams

Each Neighbourhood Housing Officer covers around 500 homes. They support tenants and leaseholders and make sure they are aware of their responsibilities.

Areas of support include:

- Supporting residents with tenancy requests such as successions, mutual exchanges, and home improvements.
- Helping residents achieve improvements on your estates by working with resident groups.
- Supporting residents if they experience problems within the community, such as anti-social behaviour.
- Helping to make sure the area residents live in feels clean and safe.
- Offering advice to tenants in resolving disputes, dealing with cost-of-living worries, and housing options to support tenants to reach their own solutions.
- Supporting with welfare concerns, keeping in mind our most vulnerable residents.
- Working with other services to meet resident's needs such as cost of living, debt advice
- If a tenant chooses to move out, offering advice on what they need to do

Neighbourhood Housing Officers provide a face-to-face appointment service at Camden Council offices. Neighbourhood Housing Officers can also give help, support, and information about other issues in your home.

Building Safety Managers

Your Building Safety Manager carries out building and fire safety duties relating to Building Safety Act regulations and makes sure that key Building Safety Case documents are up to date. All our registered high-rise buildings have a dedicated Building Safety Manager. You can find more detailed information about your Building

Safety Manager and their role, in your Fire and Building Safety Information Pack.

Caretakers

Estate Services provide caretaking to our estates and blocks. They make sure the communal areas in and around the buildings are clean and well maintained by reporting communal repairs and issues that come up. Our Caretakers provide a visible presence on our estates, and they work to report repairs and note that contractors working on-site do so safely and not in breach of health and safety protocols.

Contact 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** 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 Safety 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** or call **020 7974 4444** and ask for the Tenant Participation Team.

Community groups and Voluntary groups

You can find a local community group at **camden.gov.uk/findacommunitygroup**. On this page you can filter by various criteria such as 'older people' or 'faith communities'. You can also find volunteering opportunities through the organisations below.

Voluntary Action Camden have created an online directory of voluntary and community groups. You can use this directory to find and connect with services and activities run by community groups across the borough. Visit vac.org.uk for more information or call **020 7284 6550**.

- Volunteer Centre Camden give information and support to people who want to volunteer, promote volunteering and equality of access to volunteering opportunities. Visit volunteercentrecamden.org.uk or call **020 7424 9990**.
- Camden's Mutual Aid Groups provide essential local support. To find about your local group and how to get involved, search 'Camden COVID-19 Mutual Aid' on Facebook.

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.

Safety checks and fire safety measures

As well as our responsibility to provide you with relevant fire and building safety information, we also have a statutory duty to carry out fire and building safety compliance checks in shared areas. These checks can cover:

- Structure - checks into the structural safety of the building for example the condition of external walls or roof spaces.
- External Undertakings which are checks into building access and third-party arrangements, for example commercial tenancies, Tenant Management Organisations (TMO) or neighbouring buildings
- Health and Safety - checks into general building risks for example bin storage management, fly tipping, trip hazards, security gates or storage of combustible items.
- Building Works - checks into major site projects for example monitoring the standard of contractor working practices or activity
- Stakeholder Concerns - follow up on comments and concerns reported by residents, commercial tenants, contractors, and our onsite staff that might impact the safety of the building.
- Fire Safety Measures - checks into the condition of fire prevention and safety features that include:
 - Fire Doors - We are required to complete annual checks of individual flat entrance fire doors, and quarterly checks of all fire doors in common parts of buildings.
 - Means of Escape - checks into designated pathways that people can use to evacuate during an emergency for example stairways, emergency lighting, wayfinding signage or exit doors.
 - Fire Safety Facilities and Services - checks into the condition of fire safety equipment for example fire detection (alarms or detectors), fire suppression (extinguishers, sprinklers, or ventilation), firefighting equipment (dry riser mains or firefighting lifts) and management of plant areas (gas or electric riser cupboards).
 - Fire Safety Information - Upkeep and sharing of safety critical information for example fire risk assessments (FRA), fire action notices or secure information boxes (SIB) for fire and rescue services.

8. Sharing information

When will we share Building and fire safety information with you?

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/council-tenant-rights-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** 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**, or call **020 7974 4444**.

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**.

What information will we share?

We will share the following information as part of our responsibilities:

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

As part of our commitment to be transparent, we will send you a report on 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 you to do to keep safe. Building and fire safety works we will provide updates on in the report include:

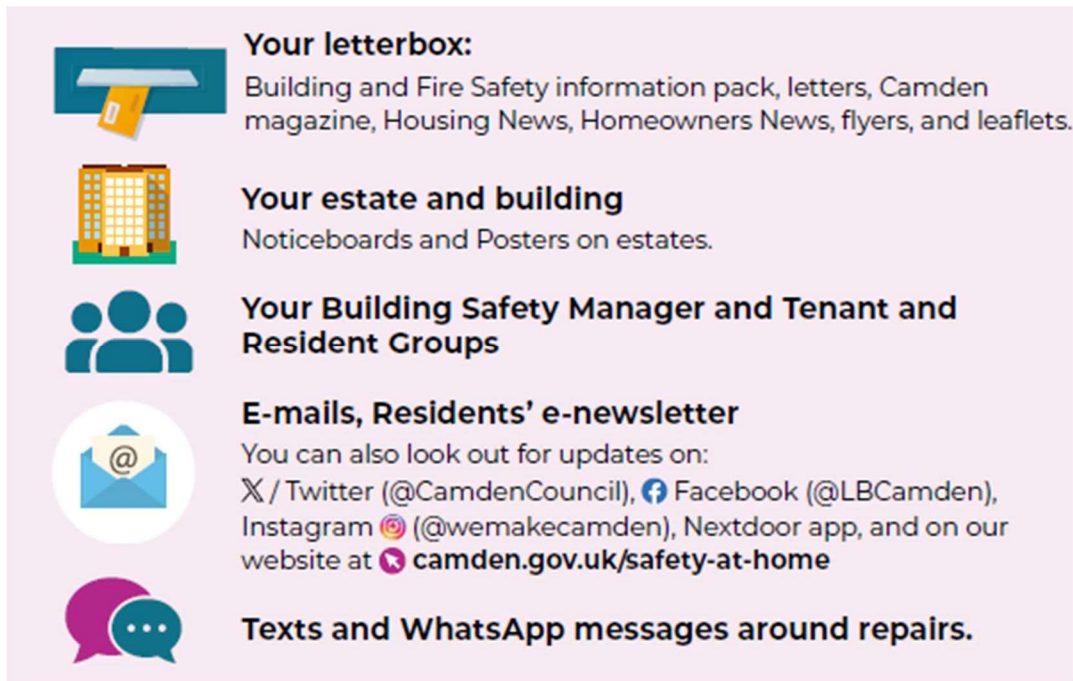
- Fire Risk Assessments (FRAs)
- Gas safety checks
- Electrical tests
- Legionella checks
- Lift inspections
- Asbestos inspections of communal areas.
- Compliance notices and our plans for compliance with Fire and Building Safety legislation as it passed/published.
- Building Safety Case reports shared 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 Advisory Panel. These are published on our website at **camden.gov.uk/your-fire-risk-assessments**.

How will we share information with you?

Camden is one of the most diverse places in the country and we understand that those in our communities have diverse needs. We want to remove any barriers to engaging with us and we use a range of methods to communicate.

We will share information with you in the following ways:



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

Texts and WhatsApp messages around repairs.

During our recent survey to high-rise residents which we asked you how you would like to receive information about your building.

Top 5 communication preferences were:

1. Email (67.76%)
2. Poster in communal area notice board (28.42%)
3. Online/ Camden website (25.68%)
4. Leaflets (22.40%)
5. Housing News Newsletter (18.58%)

You also told us that you would like to receive information via the My Camden Account and You also told us that you would like to receive information via the My Camden Account and over 70% also expressed interest in a high-rise newsletter.

Driven by your feedback we are working on ways to:

- Share more building and fire safety information via email
- Share building and fire safety communications via My Camden Account
- upgrade and introduce noticeboards in all our high-rise buildings
- share more opportunities to learn about fire safety

We are installing noticeboards to keep you informed about works around your homes and encouraging you to sign up for building and fire safety updates.

We will soon be carrying out a trial for an E-newsletter to high-rise residents based on your feedback.

We are always working to expand the range of ways we communicate and hear from you.

We now offer:

- Telephone surveys and text surveys after a service has been completed, e.g. after carrying out a repair
- Text messages to all affected residents when a lift has a problem

- QR codes across a range of our printed communications, ensuring you can quickly access a web link.

6. Complaints

Our complaints system for building safety concerns in high-rise buildings

As part of our commitment around transparency we sure you know how to make a complaint if you are unhappy with a service from us. The following steps are applied to all complaints received.



What constitutes a 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.

How to make a complaint

You can make a complaint in several ways – e-form, telephone, letter, email and in person. You can make a complaint by:

- Visiting the website, **camden.gov.uk/complaints**
- or calling, **020 7974 4444**
- or emailing, **buildingsafetycomplaints@camden.gov.uk**
- or via our postal address, Camden Council, Town Hall, Judd Street, London WC1H 9JE

Escalating a complaint to the Building Safety Regulator

You can refer a complaint to the Building Safety Regulator at **contact-building-safety-regulator.service.gov.uk** if you cannot make a complaint, feel unable to raise your concerns, or are not satisfied with the response from us. You should give the Regulator any information you have about actions that we have informed you we are going to take or have already taken. When you raise an issue to the Building Safety Regulator, they will decide if it's a relevant complaint.

Our annual complaints report

Every year we complete an internal assessment to check that we are complying with the code. We share our complaints report with you on our website every year to show

you we are listening. The report talks about the number and the outcome of formal complaints. For more information on building safety complaints visit **camden.gov.uk/buildingsafetycomplaints** and for our annual complaints report visit **camden.gov.uk/complaints**.

7. Reviewing our strategy

This strategy was last shared for consultation from 5 July – 12 August 2024. Posters promoting the consultation (including details on how to view the strategy and respond to the consultation) were shared in our council-owned high-rise residential buildings, and in our council offices.

Consultation Findings

Key feedback from the consultation:

80.18% of those who responded agreed with the strategy approach

- Of those who answered **over 50%** were happy or satisfied ('Happy' – 14.9%, 'Satisfied' – 37.4%) with the information shared in the strategy. 26.73% were neutral, 15.84% were dissatisfied or unhappy. Of those who answered **over 50%** were happy or satisfied that the strategy provided information on how to engage with us, and how we will consult with residents. – 21.78% were neutral, 8.91% were somewhat dissatisfied, and 9.90% not at all satisfied.

Following the consultation, the draft Building Safety Resident Engagement strategy for high-rise residents was updated based on resident feedback. To find out more about these results, visit **camdensafertogether.commonplace.is**, email **safertogetherstrategy@camden.gov.uk**, or write to Safer Together Strategy, Building Safety Management Team, London Borough of Camden, Holmes Road Depot, London, NW5 3AP.

Future reviews and consultations

We will review the strategy annually and consult on this strategy every two years, making changes based on a range of factors. Factors that could lead to a review and/ or affect the review period could be events such as a major building safety incident, feedback from residents or a change in legislation or associated regulations. We will also review this strategy following the submission of a mandatory occurrence report to the Building Safety Regulator, or if we have completed significant material alterations to our buildings,

We will record our reviews and update our website and relevant resident communications to make residents aware of any changes we have made or any action(s) we have taken. We want to drive service improvement and tenant satisfaction whilst making changes that help us deliver great housing services in the longer term. Feedback received during consultation will be reviewed by the Building Safety Resident Engagement Lead and shared with the Building Safety Team and Heads of Service.

Consultation results will be shared at our Building and Fire Safety Consultations Hub at **camdensafertogether.commonplace.is**. Alternatively, residents can email **safertogetherstrategy@camden.gov.uk**, or write to Safer Together Strategy, Building Safety Management Team, London Borough of Camden, Holmes Road Depot, London, NW5 3AP.

We adhere to the data protection laws and principles currently in force in the storing of records of reviews of this strategy, and for the results of any consultations. We act ethically in our use of personal data in line with our Data Charter. Find more information on data protection at **camden.gov.uk/privacyanddataprotection**

Measuring impact

As we develop how we will deliver our strategy, we will set up methods for measuring how successful it has been and ask you how well you think we are doing in meeting the aims of this strategy. Some of the ways we will measure your satisfaction with the strategy, and check that we are meeting our aims, will be to ask questions via postal and email survey about key elements of building and fire safety. We may ask you questions such as how satisfied you are that:

- You know how to keep safe at home
- You are aware of the fire safety measures in your building
- You know the evacuation plan for the building
- You are aware of the communal area policy for your building
- You know how to report a concern. We will measure, record and review the response rates for each registered high-rise building to ensure we are hearing from residents and adopt methods to increase participation from residents where necessary.

As time goes on, we will measure impact by assessing performance against results from previous years consultation results, and reviewing any other feedback received regarding the strategy. As we develop and update the strategy based on resident feedback, we will check that key elements are relevant and up to date e.g. checking your preferred communications methods are still the same via survey.

More widely, we will also monitor our performance on building and fire safety checks in your buildings and continue to carry out our long-standing satisfaction surveys such as Repairs surveys and Tenant Satisfaction Measures (TSMs.)

WE ARE SAFER TOGETHER

Fire safety is up to everyone. Play your part.

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