

	ACTION	BY WHOM	TIMESCALE
1.	<p>Resident Focus Groups</p> <p>We will:</p> <ul style="list-style-type: none"> • Set up resident focus groups where residents express an interest to gain feedback about practices, procedures with the aim of informing improvements • Form a safety group with residents, where residents express an interest. Joint inspections will take place to look at building safety by the safety group. • Provide training and support to groups formed 	<p>Resident Involvement Team</p>	<p>Year 1</p>
2.	<p>Building Safety Management</p> <p>We will:</p> <ul style="list-style-type: none"> • Comply with the safety case and mandatory occurrence reporting requirement • Conduct an assessment of fire and structural safety risks • Prepare and keep under review a Residents' Engagement Strategy • Keep and update prescribed information about the building 	<p>Resident Involvement Team</p> <p>Safety Assurance Manager</p> <p>Void Property Team</p>	

	<ul style="list-style-type: none"> • Provide key information such as the contact details of the Accountable Person/Principal Accountable Person • Explain the different roles and responsibilities involved in the Management of Building Safety • Establish a complaints system that ensures residents' safety concerns are heard and dealt with • Monitor the effectiveness of the complaints system and make changes where required 		
3.	<p>Communicating key messages</p> <p>We will:</p> <ul style="list-style-type: none"> • Identify ways in which the residents wish to be provided with building safety information • Identify and communicate key messages around building safety to include those required by law. • Provide Information for residents detailing how they can reduce the risk of fire in individual dwellings e.g. by not storing flammable materials. • Publish Information on the maintenance of fire safety systems • Make available a process for reporting fire safety concerns and issues • On request, make available more detailed information about the safety measures in the building • At sign up for all new tenants, provide fire safety information relevant to the building and explain the fire procedures to follow where a fire occurs in the building, including for evacuation 	<p>Resident Involvement Team</p> <p>Safety Assurance Manager</p> <p>Planned Maintenance Manager</p> <p>Void Property Team</p>	

4.	<p>Building Safety</p> <p>We will</p> <ul style="list-style-type: none"> • Maintain fire safety systems • Consider fire measures to mitigate potential fire and building safety risks to residents • Carry out planned maintenance and repairs schedules on time • Carry out any other maintenance and improvements required if they are evaluated and deemed to be in the interest of building safety • Provide and maintain preventive measures, e.g. smoke alarms and carbon monoxide detectors <p>You will</p> <ul style="list-style-type: none"> • Allow access to your residence for the purpose of assessing or managing building safety risks or determining whether a residents' duty has been contravened. • Not act in a way that creates a significant risk to safety, fire, or structural failure • Not interfere with safety systems such as Fire Doors, Flat Front Doors, and Door Self-closing devices. • Not make alterations to the fabric of your building without attaining prior permission • Comply with requests by us for information reasonably required to assess and manage building safety risks 	<p>Safety Assurance Manager</p> <p>Planned Maintenance Manager</p> <p>Tenancy Management</p>	
----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------	--

5.	<p>Emergency Evacuation Information Sharing +</p> <p>We will</p> <ul style="list-style-type: none"> • Monitor the ongoing EEIS+ consultation which seeks views on our alternative proposals to support the fire safety of residents who would need support to evacuate in an emergency. <p>You will</p> <ul style="list-style-type: none"> • Work in conjunction with the CoLC to meet the requirements of the consultation. 	<p>Resident Involvement Team</p> <p>Tenancy Management</p> <p>Lincare Control Centre</p>	
6.	<p>Fire Risk Assessments</p> <p>We will:</p> <ul style="list-style-type: none"> • Make available the fire risk assessment for your building • Renew the Fire Risk Assessment within the required timeframe, or before where the need arises. • Periodically review Fire Risk Assessments. 	<p>Safety Assurance Manager</p>	
7	<p>Building safety notifications by residents</p> <p>We will</p> <ul style="list-style-type: none"> • Develop a process for reporting fire risks and/or raising any other safety concerns 	<p>Safety Assurance Manager</p> <p>Customer Services</p> <p>Tenancy Management</p>	

	<ul style="list-style-type: none"> • Provide information on how to raise complaints regarding Building Safety and provide information on the Building Safety Regulator. • Train Customer Services and front-line housing staff to react appropriately and promptly to notifications • Monitor actions and responses to concerns raised 	<p>Maintenance and Investment Team</p>	
<p>8.</p>	<p>Zero tolerance on communal areas</p> <p>We will:</p> <ul style="list-style-type: none"> • Regularly inspect communal areas for fire safety hazards • Develop and enforce a zero-tolerance policy for nuisance and hazards in communal areas • Take action against tenants who breach fire safety regulations, such as non-approved repairs and improvements, electrical safety, storing increased hazard items such as fuel and gas cylinders 	<p>Safety Assurance Manager</p> <p>Tenancy Management (caretakers)</p>	