Resident Engagement Strategy

Midland House

September 2026



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midland heart

Your safety is our priority

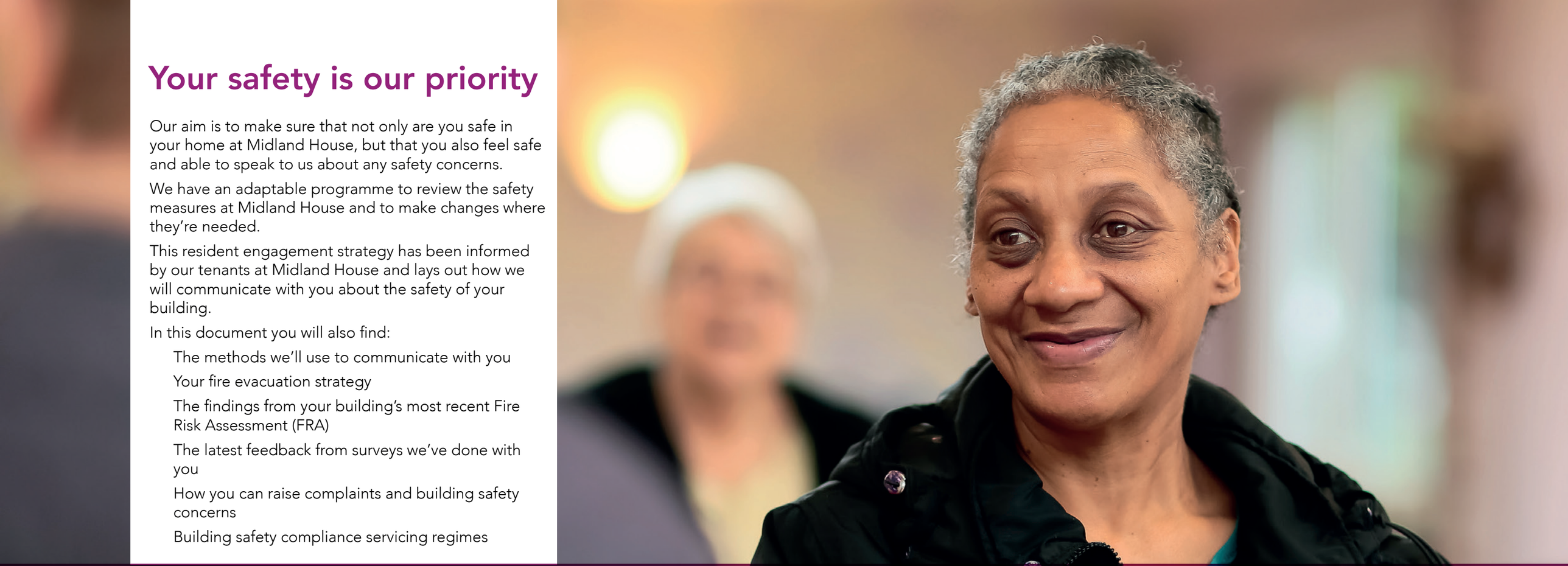
Our aim is to make sure that not only are you safe in your home at Midland House, but that you also feel safe and able to speak to us about any safety concerns.

We have an adaptable programme to review the safety measures at Midland House and to make changes where they're needed.

This resident engagement strategy has been informed by our tenants at Midland House and lays out how we will communicate with you about the safety of your building.

In this document you will also find:

- The methods we'll use to communicate with you
- Your fire evacuation strategy
- The findings from your building's most recent Fire Risk Assessment (FRA)
- The latest feedback from surveys we've done with you
- How you can raise complaints and building safety concerns
- Building safety compliance servicing regimes



Our commitment to you

We'll empower you to play a part in making sure your building is, and continues to be, safe. We'll also be clear about how you can get involved and the benefits of engaging with us on building safety issues.

Take responsibility

We'll provide clear guidance to make sure you're aware of your responsibilities, and our responsibilities, in keeping your building safe.

A tailored approach

We'll listen to your feedback so that we know what safety issues you'd like more information about. We'll share this in a format and frequency that meets your needs.

To be open and transparent

We'll be clear about the ways you can raise concerns to us about the safety of your home, as well as how we handle building safety complaints.

Accountable persons

Midland Heart is the principle accountable person (PAP) for Midland House. This means that they are responsible for ensuring that fire and structural safety is being properly managed for the whole building.

At Midland House residents can ask the Strategic Fire Lead or Head of Building Safety for more information about the safety of their home or building.

Our Strategic Fire Lead is David Hodgkins who can be contacted on **07961 173827** or **David.Hodgkins2@midlandheart.org.uk**

Our Head of Building Safety Compliance is Rebecca Russell who can be contacted on **07706672187** or **rebecca.russell@midlandheart.org.uk**

As Midland House is registered with the building safety regulator, tenants can also request more information from their Building Safety Manager.

The building safety manager role will be a group of senior colleagues (known as the Entity Group) rather than a single person or individual.



Your evacuation strategy

The evacuation strategy for Midland House is 'Stay Put'. This strategy is in place to make sure you remain safe when you're not in an area directly affected by the fire - and if you feel safe to do so.

If a fire is not in your flat, you should stay inside with the doors and the windows closed. If a fire should occur in your home or in the communal areas of a building, you're advised to evacuate and call the fire and rescue services.

The last fire risk assessment for Midland House was undertaken on 20 November 2025 by a competent IFE accredited fire risk assessor.

The key findings from that assessment were:

Fire door adjustments required	Works complete
Update premises information box (to support the Fire Service in understanding the Building)	Update complete
The unused bin chute needs further measures to prevent its use by unauthorised persons	Works complete

The next Fire risk assessment will be on or before 20 November 2026.

Do you need help to leave the building in an emergency?

If you think you or someone in your household may struggle to leave the building in an emergency, please let us know. We'll carry out a Person Centred Fire Risk Assessment (PCFRA) to consider what support may be needed.

We may also create a Residential Personal Emergency Evacuation Plan (RPEEP) with you. Which is a simple, personalised plan that explains the safest way for you to get out if there's ever an emergency.

Giving us this information helps us make sure appropriate evacuation arrangements are considered for residents who may need additional support.

You can tell us by:

Scanning this QR code (or the QR code displayed on your block's noticeboard) and filling out a short form

Visiting online
https://online1.snapsurveys.com/jz54zl

Emailing
FRA.management@midlandheart.org.uk

Calling
0345 60 20 540

Speaking with you about building safety

When we plan to make any Building Safety decisions, or changes to the Resident Engagement Strategy, for Midland House that relate to the safety of the building, we'll make sure that we involve and communicate with you in writing, and give you the chance to feedback, where appropriate.

Consultation will be dependent on the urgency and nature of works, but we'll always engage with all tenants in Midland House when we're:



Proposing any changes to the building that could impact your safety, block entry or exit points, or last more than one day

Depending on the decision or changes, typical information to be provided includes:

- What are the changes?
- Why is this important to you?
- When these changes or works will commence
- How to feedback and be involved in the proposal



Reviewing, updating or amending building safety policy/procedures

Typical information to be provided includes:

- Summary of updates from the previous version.
- How your feedback has been incorporated into any changes.
- Any changes in regulatory or legislative requirements.



Carrying out any refurbishment works to the building. We'll communicate with you before, during and after any works that take place

Depending on the types of works, typical information to be provided includes:

- Who will be completing the work?
- When the work will commence, and for how long?
- Any special measures or adjustments residents need to be aware of?

There may be occasions where we are not able to consult with you on issues relating to building safety. This is likely to be where a decision is needed where there is an imminent risk to safety (for example to address a gas leak, or where the work being undertaken does not impact on the structure and safety of your building).

Our communication plan

To make sure we keep you involved and informed about your building safety and to give you plenty of opportunities to feedback to us, we've pulled together a plan for the next 12 months so you know what to expect from us.

If at any point we identify through your feedback or a lack of engagement that our current methods of communication or consultation are not effective, we'll review these with you.

September 26	We'll carry out an annual review of your communication preferences and how you feel about your safety. We'll give you plenty of ways to complete this, including via email, post or face to face with us
October 26	We'll make sure we tell you the results of the survey, using posters and leaflets, and what actions we'll be taking off the back of it including any changes to this strategy
March 27	We'll write to you, to remind you of your fire safety instructions (evacuation strategy) and how to check your fire doors
Ad hoc	We'll keep you updated about any planned works or changes for the building – via email, posters, leaflets, door knocking and face to face meetings
Quarterly	We'll make sure we're present in your building once every quarter so that you can speak with us about the safety of your building and any concerns you have. We'll write to you in advance to let you know when we will be in your building
Quarterly	We'll drop new leaflets or posters into your building once every quarter, to remind you about key building safety messages and to direct you to where you can find more information
At sign up	We'll make sure that any new residents are given building safety information at their sign up appointment, so they're informed as soon as they move in
At sign up	We'll identify who needs a Residential Personal Emergency Evacuation Plan (RPEEPS) or Person centred Fire Risk Assessment (PCFRA)
Oct/April	We'll send out a text message twice a year to remind you about your evacuation strategy

Making our communications accessible

To make sure that our communication around building safety suits all tenants at Midland House, we will:

Communicate about building safety through multiple channels, including using letters which you told us are your preferred contact method

Offer surveys and paperwork in an alternative format, to cater to customers with disabilities and those who do not speak English as a first language

Remind you about your evacuation procedure and building safety responsibilities, as well as our responsibilities as landlord, on a regular basis

'Sometimes the fire alarm goes off, fire safety come and fix it... It has been better since it has been zoned.'

- Midland House tenant

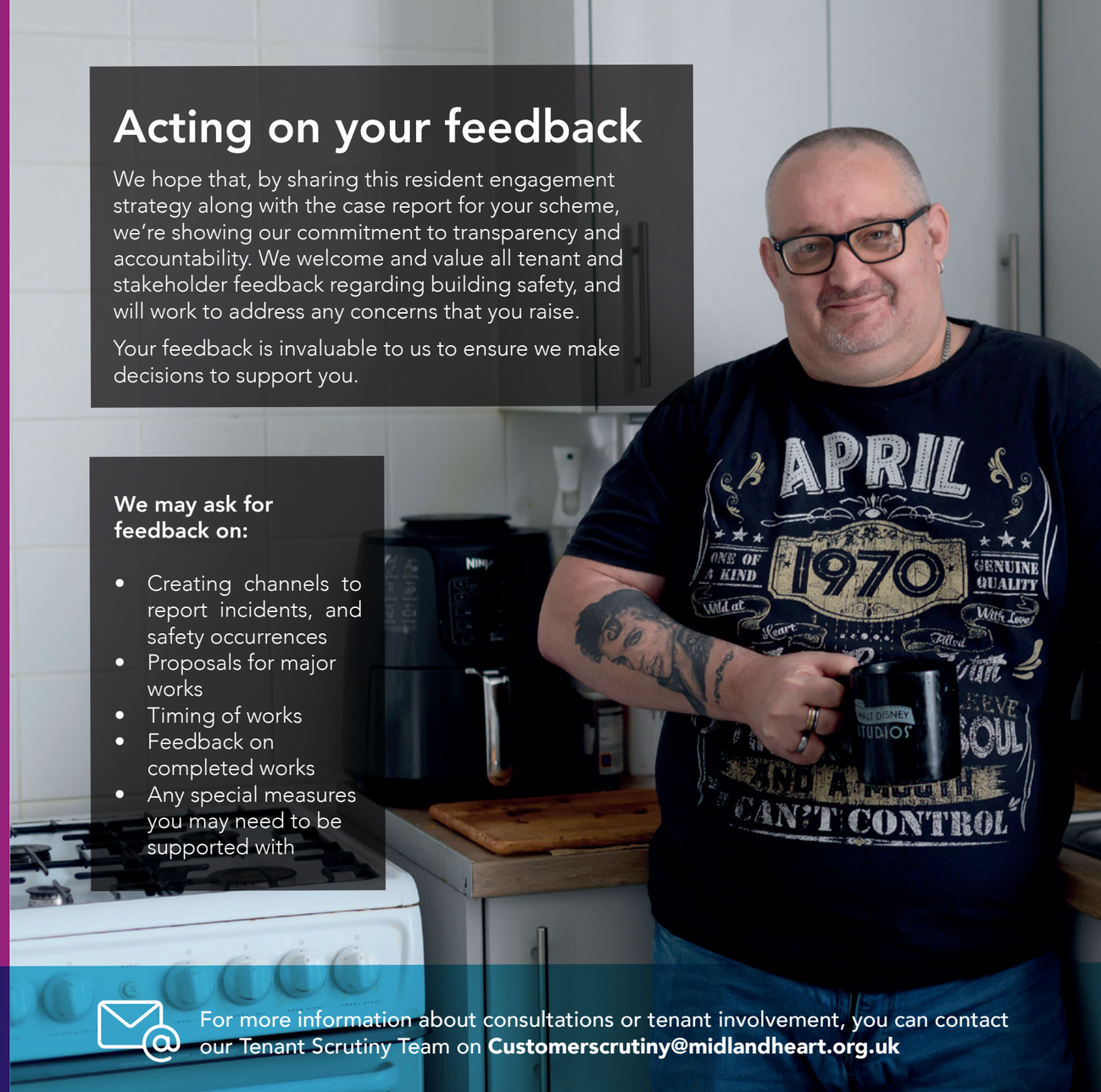
Acting on your feedback

We hope that, by sharing this resident engagement strategy along with the case report for your scheme, we're showing our commitment to transparency and accountability. We welcome and value all tenant and stakeholder feedback regarding building safety, and will work to address any concerns that you raise.

Your feedback is invaluable to us to ensure we make decisions to support you.

We may ask for feedback on:

- Creating channels to report incidents, and safety occurrences
- Proposals for major works
- Timing of works
- Feedback on completed works
- Any special measures you may need to be supported with



For more information about consultations or tenant involvement, you can contact our Tenant Scrutiny Team on **Customerscrutiny@midlandheart.org.uk**

What we do with your feedback

We'll collate all feedback from residents and summarise this information for due consideration in our decision making. This includes direct feedback, resident meetings and consultation, information submitted through the website and letters.

We'll review this as part of our broader decision making and ensure resident feedback and opinions are a pillar of the overall proposal for any decision.

This will be included in the final proposals to demonstrate how feedback has shaped the decision.

Feedback methods and timescales will depend on the type of decision or change being proposed but will be clearly outlined at the beginning of any consultation or meeting.

All information collected and reviews will follow Midland Heart's internal policy on data and will be in accordance with the requirements of General Data Protection Regulations ('GDPR').

For more information, please visit **midlandheart.org.uk/tenant-privacy-notice**

Your feedback

To make sure we communicate about building safety matters in a way that suits you, we carried out a survey with all our tenants at Midland House to gather your feedback on safety and communication. Going forward, we'll make sure the way we engage with you is tailored to your needs and circumstances, and reflects our diverse tenant-base. This includes surveys and focus groups, resident meetings, site visits, and also direct feedback.

In October 2024 we consulted with our tenants at Midland House via emails, calls, texts and through door-knocking. Of the 51 properties in the scheme, we received feedback from 20 giving a 39% response rate. Tenants have also had the opportunity to review the draft case report prepared for Midland House, and been invited them to share their feedback through a follow-up in-person meeting held locally.

We review this strategy every year but In addition to our annual review, we may revisit or consult with you on changes to the strategy if there are changes to the type of tenants in the building, a lack of engagement / participation in consultations or complaints made about the engagement process.

Of the tenants at Midland House who gave feedback:

61%
are aware of the fire evacuation strategy for their building

50%
think we do enough to ensure the safety of their building

95%
feel they would be able to share building safety concerns with us

59%
were aware of their responsibility for taking out home insurance cover

50%
are confident that Midland Heart act on building safety concerns

Our responsibilities at Midland House

We'll keep you informed about the safety measures we take to keep your homes safe.

Below is a table of servicing we undertake within the building and the frequency:

Compliance Area	Date completed	Date next due	Frequency
Fire Alarm Service	May 2026	May 2027	Every year
Electrical Installation test	March 2022	March 2027	Every five years
Portable Appliances Testing	July 2026	July 2028	Every two years
Smoke Vents (AOV) Service	May 2026	May 2027	Every year
Emergency Lighting Service	August 2026	August 2027	Every year
Passenger Lift LOLER Inspection	March 2026	September 2026	Every six months
Water Hygiene Risk Assessment	March 2026	March 2028	Every two years
Dry Riser Service	March 2026	March 2027	Every year
Fire Risk Assessment	November 2025	November 2026	Every year

The information above was correct as of 12 August 2026.

We keep records of all reviews, certificates, inspections, changes and works undertaken for the building. We keep this in what is known as our property digital record. If you would like to see any certificates for your building, you can contact us using the details at the end of this strategy.



Helping you to keep your home safe

We proactively provide you with information on how to keep your home and building safe. At Midland House we will:

- Tell tenants to call or email us to report any concerns as soon as they occur.
- Use communal notice boards and letters to tell tenants to keep fire doors closed and never wedge them open.
- Our Rangers team do monthly checks to keep exits and corridors clear of obstructions and flammable items. They notify tenants if they breach any safety guidance.
- Our tenancy agreements make it clear that tenants must give us access to their home to complete any building safety repairs or checks.
- Encourage tenants to hold a valid home contents insurance policy at sign up and through regular digital campaigns.

Reporting your concerns

If you have any concerns about the safety of your building you can get in touch with us by:

Visiting **www.midlandheart.org.uk/buildingsafetyconcern**

Contacting us via Facebook **(@MidlandHeart)**

Phoning us on **0345 60 20 540**

Leaseholders can access free, independent advice through **www.lease-advice.org**

You can also use these channels to request any building safety information you feel you need.



95%

of tenants surveyed on building safety said they felt able to share their concerns with us

Unresolved building safety concerns

While we aim to resolve your concerns as soon as you report them to us, we know that sometimes we don't get it quite right.

When you report any building safety issues to us, our teams will ask you if you have previously reported this issue and it remains unresolved. If this is the case we'll escalate your concerns to our Health and Safety Team who'll support you until your concerns have been resolved.

They will:

- Make sure the full details of your concerns are captured
- Speak with the right teams to find a solution and keep you regularly updated
- Monitor the issue until the matter is resolved
- Finally, they'll speak with you again to be sure the issue is resolved before closing the case down.

All cases raised with the Health and Safety Team are reported to our internal Health and Safety committee to discuss outcomes and highlight any improvements we can make to the way we manage the safety of our buildings.

If you feel your building safety concern still hasn't been resolved, you can speak to our Complaints team.

We'll always investigate building safety complaints and provide an outcome within 10 working days of the complaint being acknowledged. While we usually do this in writing, we'll agree a method of communication that suits your needs.

The outcome will be shared with you and will include the contact details for the Building Safety Regulator, so that you can escalate your complaint if you feel that we couldn't resolve the issue for you.

Complaints

Our established complaints procedure complies with the Independent Housing Ombudsman's complaints code of practice and this is promoted across all of our channels to make sure you're able to make a complaint if you wish.

Our tenants at Midland House can use this to make a complaint about how we've dealt with their building safety concerns.

If you're unhappy with the outcome of our investigation, your complaint can be escalated to a formal review.

To make sure any complaints raised by our tenants about buildings with additional measures (such as Midland House) are resolved in a timely manner, we'll also:



Share any building safety complaints with the Director of Building Safety and the Entity Group.



Hold update meetings on the progress of all building safety complaints that have been raised.



Store the details and outcome of any building safety complaints you make in the building safety case file.



Make sure that these details are available for the Building Safety Regulator should they need it.

Find out more about our complaints procedure at **www.midlandheart.org.uk/complaints**

The Building Safety Regulator

The Government have announced the introduction of the 'Building Safety Regulator'. Their role is to oversee the safe design, construction and occupation of high-risk buildings so that residents are safe and feel safe. It will be independent and give expert advice to local regulators, landlords and building owners, the construction and building design industry, and to residents.

Before contacting the new Regulator they'll ask you to first raise any concerns you have with us, your landlord.

If you're unhappy with the action taken by us, you're then encouraged to contact your local authority or local Fire and Rescue Service for advice.



If at this point, you do not feel the issue has been resolved, you can contact the Building Safety Regulator by calling **0300 790 6787** or visiting **https://www.gov.uk/guidance/the-building-safety-act**

The Building Safety Act

The Building Safety Act sets out clear lines of responsibility for building owners, which are reinforced by the Building Safety Regulator.

Following the Grenfell Tower tragedy in 2017, the Hackitt Report was commissioned. It focuses primarily on high-rise residential buildings, a category that your home falls in to, and lays out a review of building regulations and fire safety.

For more information on the Building Safety Act, how it impacts you and to read the full report please visit: **https://www.gov.uk/guidance/the-building-safety-act**

You can request more information about your building safety or report a building safety using the below channels, including this document, or any communication, in an alternative format.

Website: **www.midlandheart.org.uk/buildingsafetyconcern**

Social media: **Facebook (@MidlandHeart)**

Phone: **0345 60 20 540**

Scan the QR code
to visit **Midland House**
Building Safety page.

SCAN ME

