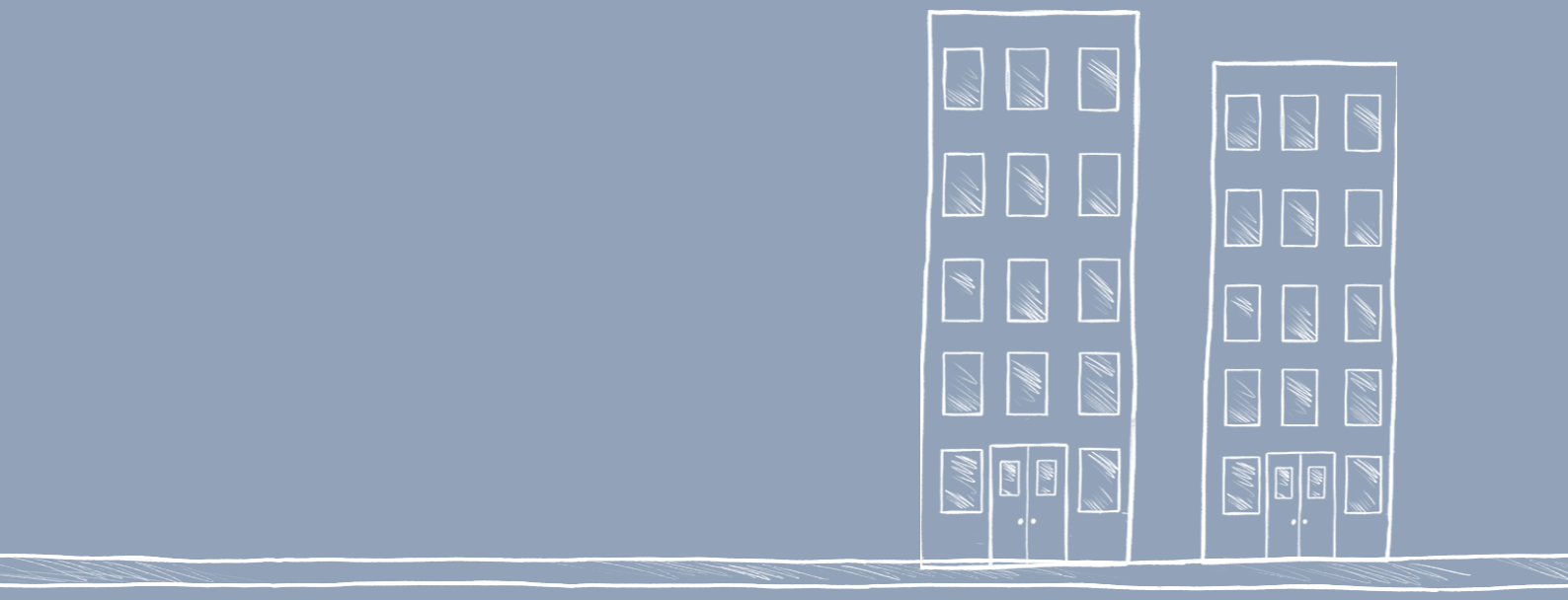
Building Safety Customer Engagement Strategy



First Published: March 2024
Version: Five - published June 2026

A message from our CEO

At Salix Homes, the health, safety and wellbeing of our customers and your homes really matters to us, and we work hard to ensure that all our properties are safe and great places to live.

We have 20 high rise blocks in Salford that are in-scope of the building safety legislation introduced as part of national building safety reforms. We want all customers to feel safe in your homes. This **Building Safety Customer Engagement Strategy** aims to put you, our customers, firmly at the centre of our approach to building safety.

It's important to us that we consider customers' insight and lived experiences, so we've developed this strategy alongside you, consulting with you and listening to what you have to say. The comments, insight and feedback provided feed directly into this strategy.

Our aim is for you to feel informed about building safety and empowered to challenge decisions and get involved in discussions.

At Salix Homes, we take building safety seriously. Since the Grenfell Tower tragedy, back in 2017, we've been at the forefront of building safety - raising safety standards within our own properties, advising government bodies on future recommendations and piloting and implementing the reforms in the new Building Safety Act.

We were also one of the very first housing associations to achieve Building a Safer Future Charter Champion Status, which is a national benchmark, awarded in recognition of our commitment to building safety and culture change.

We also recognise that building safety is a continuous journey, and with the Building Safety Regulator now established, and enhanced duties, laws and safety standards now in place, we're committed to continuing to work closely with the wider housing sector, our housing partners across Greater Manchester, the Government, safety experts, Greater Manchester Fire and Rescue Service (GMFRS), and of course you, our customers, to ensure all our buildings are safe places to live, both now and in the future.

We hope that this strategy will provide some reassurance that, as your landlord, we're doing everything we can to maintain the highest standards of safety in your home.

Thank you for your continued support.

Liam Turner, Chief Executive at Salix Homes



Introducing our Building Safety Customer Engagement Strategy

What is the purpose of this strategy?

This strategy sets out how we will work together with our customers to communicate and engage with you on all matters relating to building safety.

The key aims of this strategy are to:

- Ensure you are empowered to get involved and influence building safety decisions about your home.
- Ensure you are aware of key building safety messages and decisions.
- Ensure you know how to raise any building safety concerns with us.
- Ensure you know what to do in the event of a fire or emergency in your building.
- Ensure you are aware of and know how to access key building safety information about your home.
- Provide you with a clear understanding of our responsibilities as a landlord, and your responsibilities as a Salix Homes customer, to ensure your home remains safe.
- Ensure you are effectively communicated with in a way that is accessible and easy to understand.
- Ensure you know how to make a complaint if you feel your concerns are not being listened to.

What is Building Safety?

When we talk about building safety, we are referring to managing and controlling any risks that may result in the spread of fire or may affect the stability of the building.

Building safety covers these key areas:

- Fire safety: Ensuring the building is designed and equipped to prevent or minimise the spread of fire.
- Structural integrity: Making sure the building's structure is sound and secure.
- Maintenance: Regularly inspecting and maintaining the building to identify and address any potential issues before they become serious problems.
- Emergency Procedures: Providing clear instructions on what customers should do in case of emergencies, such as fires or evacuations.
- Communication: Establishing effective communication channels so information about safety measures and any updates can be shared promptly with customers in a way that is accessible and easy to understand.
- Regulatory Compliance: Ensuring that the building complies with all relevant safety regulations and standards set by authorities.

Overall, building safety is about creating a safe, secure and well-maintained living environment where our customers can feel confident that your homes are designed and managed with your safety in mind.

Which buildings are included?

When we talk about 'in-scope' buildings, we mean the buildings that fall under the current building safety legislation. This includes:

- **High rise buildings:** 18 metres or taller

Salix Homes has 20 high rise buildings. Throughout this document, we use terms like 'in-scope' buildings or blocks. These are collective terms referring to all our buildings covered by the building safety legislation.

We also have one medium-rise building (between 11 and 18 metres). While this building is not subject to the same legal requirements as high rise buildings under the legislation, our commitment to safety remains the same. Some parts of this strategy may not apply to this building, but we will continue to take a consistent and pro-active approach to safety and customer engagement.

Have your say



We will continue to work openly and transparently with our customers and partners and invite feedback on this **Building Safety Customer Engagement Strategy**, which will be used to further develop and update the strategy.

We will monitor the effectiveness of this strategy and will review it regularly to ensure it continues to meet everyone's needs.

In line with guidance, we are committed to reviewing this strategy every two years or as changes to building safety legislation are introduced. Any consultation regarding the strategy will last for at least three weeks. We will seek views through our dedicated engagement channels, including our Apartment Living Forum, as well as surveys, online, and other accessible methods to make it easy for customers to share their thoughts.

This Building Safety Customer Engagement Strategy has been shared with customers. If any changes are made to the strategy before the two-year review, we will notify customers and provide a 30-day period for comments and feedback before implementing the changes.

It will also be reviewed in the event of:

- The completion of improvement or remediation work which has involved significant alterations to the material of the building.

- A Mandatory Occurrence Report is submitted relating to a safety issue at the building. You can find out more about what this means on Page 5 where we explain some of the key terms.

- Within 90 days of customers moving into any new in-scope building that we might build.

Definitions and scope

For the purpose of this document, when we use the term **'customers'**, we mean everyone living in our in-scope buildings, including all tenants and leaseholders.

If you are a leaseholder and sublet your property, you should comply with all relevant legislative requirements and the terms of your lease agreement.

Sharing the strategy

We will ensure that final copies of this **Building Safety Customer Engagement Strategy** are available to:

- Every customer living in our in-scope buildings who is aged 16 or over.
- Any other prescribed person as outlined in the Building Safety Regulations.

You can email your comments and feedback to buildingsafety@salixhomes.co.uk

Building Safety Act 2022 - the legal bit explained

When it comes to building safety, there is a lot of laws and regulation outlined in the **Building Safety Act 2022**. To make it as easy as possible to understand, we have summarised the key legal bits for you to help make it clearer about what our responsibilities as your landlord are.

Mandatory Occurrence Report: This is the process for reporting a building safety concern or issue to us. Anyone can report a building safety concern, whether it's a customer, a Salix Homes employee or one of our contractors. You can find out more about how to report a safety concern on Page 19.

Principal Accountable Person: As part of the new Building Safety laws, every in-scope building must have a Principal Accountable Person. This is the person or body responsible for managing the fire and structural safety risks of a building. It could be an individual or an organisation.
In our case, **Salix Homes is the Principal Accountable Person.**

Building Safety Decisions and Duties: Building Safety decisions are decisions made by an Accountable Person which relate to the fire safety or structural management of a building. They can also be decisions made relating to the performance of our duty under 'Part 4', of the Building Safety Act.
These Part 4 duties include:

- Identifying and assessing building safety risks through surveys and checks, or through concerns raised by customers or anyone else.
- Managing building safety risks.
- Providing building safety related information to the Building Safety Regulator, customers or other interested parties.
- Engaging with customers, including implementing a Building Safety Customer Engagement Strategy.
- Managing complaints relating to building safety.
- The views of relevant persons will be obtained through regular consultation and meetings dedicated to Building Safety with all stakeholders in attendance.
- The decision making process is minuted and documented for future reference where required.

If we carry out any improvements or remediation work to your home or building, we must consider the building safety implications. This includes things like:

- Changes to staircases, escape routes or floors.
- Changes to the number of flats in a building.
- Changes to the building material, such as the external wall system.
- Changes to the layout of the building.
- Changes that require planning permission, Building Control or Building Safety Regulator approval.
- Changes to the building's evacuation strategy.

Our Building Safety Team and Customer Engagement

We have a dedicated Building Safety Team, including Property Safety Officers, whose role is to help keep our customers and our buildings safe.

If you live in one of our blocks, our Property Safety Officers will be familiar faces around your home. They aim to provide additional reassurance and answer any questions or safety concerns you may have.

They carry out regular safety inspections in communal areas, arrange fire alarm testing and deal with any potential safety hazards or fire risks, as well as ensure the general fire safety of the block is being maintained. They will speak to you about fire safety and ensure everyone knows what to do if an emergency arises.

Home Safety Checks

We carry out home safety checks with individual customers living in all our blocks to make sure all the possible safety precautions are in place in your home and that they work for you.

The Home Safety Checks include:

- Testing smoke and heat detectors.
- Checking your windows and front door.
- Checking any ventilation systems and that they are clean.
- A visual inspection of electrical sockets and switches.

If anything needs attention or a repair, we will make arrangements with you to put it right. While we are visiting, we will also:

- Make sure the contact details we have for you are up-to-date.
- Check the details of who is living in your property are correct.
- Check everyone in your home is able to evacuate the building in an emergency.
- Make sure you understand the evacuation procedure for your building.
- Give you general fire safety information specific to your home.
- Give you the chance to ask any questions or raise any issues.

Keeping customers informed and involved

At Salix Homes, we're committed to keeping our customers fully informed about building safety and providing meaningful opportunities for you to share your views.

To support this, we have a dedicated **Apartment Living Forum (ALF)** - a group of customers who meet with us regularly to discuss building safety, raise any concerns, and help shape important decisions. ***You can find out more about the Apartment Living Forum and how to join on Page 9.***

Building on this commitment, and in addition to the regular block inspections by our Property Safety Officers, we've also introduced regular drop-in sessions at our blocks. These sessions give customers the chance to meet with us face-to-face, ask questions, raise building safety concerns, or discuss any other housing matters with us.

The drop-in dates are shared on the notice boards in your building, through individual invites, and you can also keep up-to-date with all our events and activities on the **Events Calendar** on our website at **www.salixhomes.co.uk/events**

Communication and Engagement

We are committed to ensuring all our customers are fully informed about building safety matters and empowered to get involved in discussions about building safety where you live.

Throughout your tenancy with Salix Homes, we will provide you with key building safety information at the following points:

Sign-up: This is when you first start your journey as a Salix Homes customer. You will be given a Welcome Pack, which includes the following building safety-related information:

- A Home Safety Guide.
- Tenancy Agreement.
- A Home User Guide (for new-build homes), including user instructions for appliances in your home.
- Information about how to contact us.
- Information about how to access our complaints process.
- Information about our Building Safety Team.
- Information about your Housing Officer.
- Information about ways to get involved to influence and improve our services.
- A Getting to Know You survey, where we will ask for information about everyone living in your home, including any medical conditions that may prevent you from being able to evacuate your home in an emergency.

Living in your home: During your time as a Salix Homes customer, we will keep you informed about building safety related activity taking place in and around your home.

This includes repeat communications outlined on this page, where necessary, plus:

- Planned investment or remediation work.
- Maintenance and repairs schedules.
- Any work that involves a significant disturbance to customers, for example restrictions around use of the car park or communal facilities.
- Details about fire safety measures, or changes to those measures, in and around your home.
- Details about any building safety risk identified at your home or building.
- Details of Fire Risk Assessments (FRAs) or outcomes of other safety-related surveys and checks.
- Details of Home Safety Checks, including compliance checks or surveys.
- Details of fire safety precautions you should take.

We will always inform customers if work needs to be carried out due to a building safety decision, and clearly explain the purpose of the works.

If that work is expected to last longer than one day, limits access to a part of the building, or causes inconvenience to customers, we will invite your feedback about:

- The dates and duration of work taking place
- Measures to mitigate disruption to customers

Methods of communication

We have developed bespoke **Methods of Engagement** for all our blocks, which are tailored to the requirements of a building and who lives there, taking into account things like languages spoken.

These tailored Methods of Engagement determine how we will communicate with you about building safety matters, however, we will use some of the following methods of communication:

- Letters
- Emails
- Text messages
- Telephone calls
- Face-to-face conversations with Salix Homes officers and contractors
- Newsletters
- Salix Homes website
- MySalix customer portal
- Salix Homes social media channels
- Building safety related videos
- Notice boards in communal areas
- Drop-in sessions and surgeries
- Door-knocking exercises

Accessibility of information

We will pro-actively provide all our customers with the information you need to understand building safety matters, that is available in your preferred language or format. Customers who require building safety information in a different language or format, can contact us to request this.

We also have the **Recite Me accessibility tool** available on our website where you can translate into your preferred language and use other accessibility tools including large text, screen reader and audio files.

When won't we consult with customers about building safety decisions?

The safety of our customers and your homes is our priority, and we will always act in the interest of customers' safety.

There may be occasions when we won't consult with you about building safety decisions. This could be for a number of reasons including:

Emergency works: We might need to carry out emergency work quickly if a significant building safety risk or risk to life has been identified. We will inform you if emergency work has to be carried out, including the scope and duration of the work, and any disruption, but we might not consult with you about this first.

Change to fire evacuation strategy:
The fire evacuation strategy advises the steps customers should follow in the event of a fire or emergency. It is based on independent fire safety assessments and agreed with Greater Manchester Fire and Rescue Service.

All of our blocks follow one of the following evacuation strategies:

Stay Safe (Stay Put): This means that if there is a fire in your flat you should leave the flat and the building. If there is a fire somewhere else in the building, you can remain in your flat and do not need to leave the building.

Simultaneous Evacuation: This means that if a fire is detected anywhere in the building, everyone must evacuate, even if your flat does not seem to be affected.

If a fire engineer recommends we change this strategy after identifying a building safety risk, then we will always follow their expert advice and won't consult with customers about the change.

However, we will ensure customers are clear about the new strategy and make sure everyone receives clear and accessible communications.

Customer Voice

Customers are at the heart of everything we do at Salix Homes. We are passionate about ensuring your voices are heard and providing opportunities for you to help shape and improve our services.

Getting involved can be anything from completing a short survey, to joining a dedicated customer group or committee.

We have an established **Apartment Living Forum** for customers living in our blocks, which meets regularly and all customers are welcome to join.

The forum empowers customers to influence building safety matters and decisions, supporting us to continually improve safety measures at our buildings and adapt to any new laws and regulation that is introduced with regards to building safety.



If you're interested in joining the Apartment Living Forum, or would like more information, contact our Customer Engagement Team at customerengagement@salixhomes.co.uk or for more ways to get involved visit: www.salixhomes.co.uk/get-involved

Salix Homes awarded top 'C1' grading from the Regulator of Social Housing

In summer 2024, Salix Homes became one of the very first housing associations in the country to be awarded the highest possible grading from the Regulator of Social Housing (RSH) in recognition of the homes and services we provide for our customers.

As part of new laws and regulation to drive improvements in the quality of housing and services, the RSH now assesses housing associations against the new Consumer Standards, which aim to ensure that landlords provide safe, high-quality homes and responsive, customer-focused services.

Salix Homes achieved the highest possible C1 grading, reflecting our commitment to ensuring that our homes are safe and well-maintained, our customers are listened to and respected, and that our services are responsive and effective.

The RSH acknowledged our ongoing commitment to putting customers at the heart of our organisation.

Some of the strengths they highlighted include:

- **We have appropriate systems in place to ensure the health and safety of our customers in their homes, including an effective Building Safety programme.**
- **We treat customers with fairness and respect, providing a wide range of opportunities for customers to influence and scrutinise our services, and that customer feedback directly and positively impacts service delivery.**
- **We use the information, or data, we have about our customers and properties to effectively manage our resources and provide high-quality homes and services.**

While we are proud of this recognition from the Regulator of Social Housing, we are not complacent. We're committed to continuous improvement, and we will keep learning from customer feedback to adapt and evolve, ensuring we continue to provide safe, high-quality homes and exceptional services to our customers.

Residential Personal Emergency Evacuation Plans (RPEEPs)



As of April 2026, there's new national fire safety legislation which applies to all in-scope buildings. This legislation introduces **Residential Personal Emergency Evacuation Plans (RPEEPs).**

An RPEEP is a personal evacuation plan for people who may need extra support to leave the building safely in an emergency. This is important because lifts cannot be used during a fire, so everyone must be able to evacuate using the stairs or have an agreed alternative plan in place.

RPEEPs are the latest in a raft of building safety improvements introduced since the Grenfell Tower tragedy in 2017.

As part of our ongoing commitment to building and fire safety, we already carry out Person Centred Fire Risk Assessments (PCFRAs). These are tailored assessments that look at potential fire risks for customers who may be more vulnerable, taking into account things like health, mobility and environmental factors.

RPEEPs take this a step further by creating a personalised plan for those who may need extra support to evacuate safely.

Who does this apply to?

This is not just about mobility issues. We want to understand anything that could affect someone's ability to evacuate quickly and safely in an emergency, including:

- Hearing or sight loss
- Long-term health conditions or mental health needs
- Medication that affects alertness or movement
- Alcohol or substance dependency
- Later stages of pregnancy
- Anything else that could affect how you respond in an emergency

Our approach is supportive and practical, not judgemental. The aim is to understand your situation and agree sensible measures to help keep you safe in your home - measures that could ultimately save lives.

Find out more

Scan the QR code or visit:
www.salixhomes.co.uk/rpeeps

What support could be put in place?

Support will depend on individual circumstances and may include measures such as:

- Specialist alarms, such as vibrating pillows for customers who are hard of hearing.
- Personal evacuation advice, tailored to you - for example, agreeing a safe place in the building to wait for help if you cannot use the stairs.
- Additional fire safety measures inside your home, such as installing extra fire doors.

Any plan would be created with you and with your agreement.

Working with the fire service

We work closely with Greater Manchester Fire and Rescue Service (GMFRS) to help keep our buildings and customers safe.

As part of creating an RPEEP, you will be asked to sign an Evacuation Statement. This confirms that you agree for relevant information about your evacuation needs to be shared with the fire service, so they understand how best to support you if there is ever an emergency.

Reassurance about safety

All our in-scope buildings across Salford already have a range of extensive fire safety measures in place.

These are regularly checked, managed and maintained, and form an important part of keeping people safe. RPEEPs build on these existing arrangements and provide extra support where it may be needed.



What are we doing to support and engage with customers?

Ahead of the law being introduced, we began contacting all customers who live in our blocks to check whether this applies to you and to discuss any support that may be helpful.

In many cases, we already hold this information about our customers. However, we know people's circumstances change, so we need to make sure our records are up-to-date and talk with you about what support could be put in place if needed.

We'll also check in with you every year to review your evacuation plan, make sure it still meets your needs, and update any information so you continue to have the right support in place.

Contact us

You do not need to wait for us to call you.

If you think you may have difficulty evacuating the building in an emergency, or if your circumstances have changed, please contact us as soon as possible. This will help us understand your needs and ensure the right arrangements are in place to support you.

Call our Building Safety Team on **0800 218 2000** or email **buildingsafety@salixhomes.co.uk**

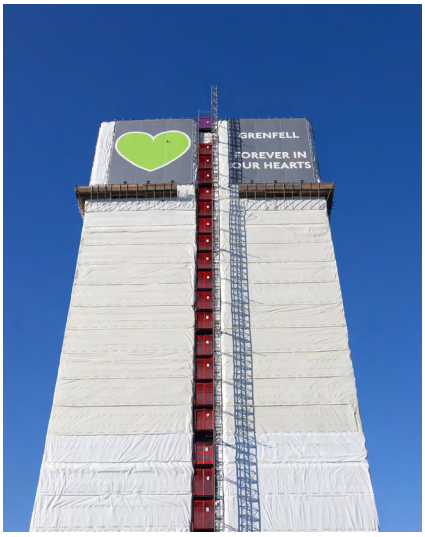
Learning from Grenfell

The final report into the Grenfell Tower Inquiry was published in September 2024 - marking a critical moment in the ongoing efforts to understand and learn from the tragic events of June 14, 2017, which saw 72 people lose their lives in the most horrendous circumstances.

The report examines the decisions and circumstances that led up to the fire, providing detailed findings and recommendations aimed at preventing such a tragedy from ever occurring again. It also reveals systemic failures from multiple organisations responsible for building safety, including the Government, the construction industry, manufacturers, policy makers and the landlord involved.

Following the publication of the report, we'd like to provide some reassurance that we are committed to ensuring the safety of all our customers and your homes - this will always be our top priority.

The findings of this report are a stark reminder of the critical importance of fire and building safety, emphasising the need for accountability, transparency, and for customers' voices to be heard, and listened to.



We have carefully reviewed the findings and recommendations of the report, and we're satisfied that our ongoing efforts and existing safety measures fully align with, and exceed, the actions recommended to keep people safe.

However, we also recognise that building safety is a continuous journey of improvement, and we remain committed to working with the fire service, our partners, the Government, fire safety experts, and of course you, our customers, to ensure you are safe and that you feel safe in your homes.

How customer views impact decision making

We're dedicated to delivering safe, high-quality homes and services that meet the evolving needs of our customers. To achieve this, we're committed to ongoing improvement - actively listening to customer feedback and using it to learn, adapt and grow.

We gather feedback in many forms - from our Apartment Living Forum, to informal drop-in sessions and door-knocking exercises.

All this information feeds directly into our neighbourhood planning processes, our building safety arrangements and our wider service delivery.

You Said, We Listened, We Improved

We always encourage feedback from our customers and value the chance that these views give us to improve our services. We have a dedicated area on our website, where you can find out more about how we've listened to what customers have told us in order to improve our services.

Scan the QR code or visit our website to find out more:
www.salixhomes.co.uk/about-us/performance/you-said-we-listened-we-improved/

Sharing key building safety information

It is now a legal requirement, as part of the Building Safety Act 2022, that all housing associations, like Salix Homes, share key safety and building information about your home with customers.

We also share this information with the Building Safety Regulator (BSR), which is a government body that oversees and ensures that buildings are safe for people to live in.

The information we share with the Regulator is known as a 'Building Safety Case Report'. This is a very detailed and technical document, so we will summarise all the key bits of information for you to make it as easy as possible for you to access and understand.

Salix Homes was one of the first housing associations in the country - and the first in Greater Manchester - to receive a Building Assessment Certificate (BAC) from the BSR. A BAC confirms a building meets the stringent requirements under the new legislation and is considered safe for occupation. It also provides further assurance to our customers, visitors and the wider public about the safety of the building.

We've created a dedicated area on our website, where you can access the individual Building Safety Case information for your block. This includes:

Building information: Key facts about your block such as what material it's made of, the year it was built, and how many flats it contains.

Safety checks: Regular safety checks and surveys are carried out in your building to ensure all the fire safety measures and systems we have in place are in working order, in case of a fire or emergency. These checks are carried out by independent experts or our team of Property Safety Officers.

Investment Work: We carry out a regular programme of investment and improvement work to ensure all our homes and communities are safe and pleasant places to live. We also ensure they meet the Government's 'Decent Homes' standard, as well as our own 'Salix Standard'.

We will let you know about all upcoming programmes of work that is planned. We are developing a dedicated area on our website, where you will be able to find out more about investment work at your home.

Fire Risk Assessments: A Fire Risk Assessment (FRA) is a report on the fire hazards within the communal areas of a building, as well as the external walls and materials used.
It's carried out by an independent fire safety expert. It explains the key safety measures in place and identifies any potential fire safety risks.
It also gives recommendations for Salix Homes if more safety measures are needed to prevent, control and reduce the effects of a fire.
Our FRAs are made available to the fire service should they be required.
An FRA is a very technical document, so we will summarise all the key bits of information for you, including any recommendations that have been made and where we are up to with making any changes or improvements.

Fire Risk Assessment for External Walls (FRAEW): We routinely commission independent experts to carry out a Fire Risk Assessment for External Walls (FRAEW).
A FRAEW looks specifically at the fire safety risks linked to the building's external walls, including the materials used. It identifies any risks and gives recommendations on how to reduce them. Based on this, the building is given a safety rating, and we will share this with you where applicable.

See page 17 to find out how to access this information for your block.

Major Works

For any major work planned for your building which will involve significant material alterations to the building, such as external wall remediation, structural strengthening or a roof replacement, we will consult customers at the following stages outlined in the table below:

Consultation Stage	What does this mean?	What information will be provided and why?
Alerting customers of any building safety risks or issues identified	A safety issue or risk has been identified at your building and we need to rectify it.	We will tell customers what the safety risk is that has been identified and explain what needs to be done to rectify it. We will summarise any reports or surveys that have been carried out which identified the issue, and we will ensure our communication with you is clear and concise and avoids technical jargon.
Procurement	A suitable contractor needs to be identified and appointed to carry out the remediation work.	We will explain the reasons for the work being carried out and the scope of the work. We will provide details about the contractors carrying out the work, the duration of work and any disruption anticipated. If you're a leaseholder and the work is rechargeable, you will be consulted on the costs and scope of work.
Design	The design stage is when we review plans and any proposed changes to the building's specification.	Consultation will be delivered in partnership with the appointed contractor and customers will be consulted on design solutions and proposed site activities, particularly if the plans involve significant disturbance or restrictions around the use of car parks or communal spaces. We will share the proposed design plans and delivery programme with you, including key milestones and engagement activities. Customers will be able to raise concerns or ask questions about the proposals.
Building work	This will be the start of work on site.	We will have a dedicated Customer Liaison Officer for both Salix Homes and the appointed contractor who will be your point of contact for any questions or issues you'd like to raise during the duration of the work. We will keep you informed of progress updates and any changes to the work schedules or dates.
Completion	This is after 'hand over' which means the contractor has completed all the work and it has been approved by Salix Homes and any other relevant bodies.	We are committed to listening to customer feedback and experiences so we can identify any lessons learnt for future work programmes. We will keep you informed if there are any ongoing issues or any other follow-up work that needs to be carried out.

Retaining and requesting further building safety information

We will retain information relating to building safety for as long as it remains relevant to help us to continually identify, assess and manage building safety risks. Information will also be retained in an accessible format for our customers, colleagues and any other interested parties.

If you would like to know about any building safety-related information in more detail, you can request it from us. All requests will be considered on a case-by-case basis.

Requests can be made to our Building Safety Team, and you can email them at: **buildingsafety@salixhomes.co.uk.** We aim to respond to all requests for further building safety information within 28 days.

Please refer to the tables on the next pages for the types of information we will and won't share.

We will share (available either on our website or upon request)	**We will consider sharing** (can be requested)	**We won't share**
Statutory Buildings Assessments This includes, but is not limited to: - Fire Risk Assessments summary - Fire Risk Assessments for External Walls (FRAEW) rating - Building Assessment Certificates (BAC)	**Surveys and inspection reports** This includes, but is not limited to: - Type 4 Risk Assessments and Structural Surveys We will decide on a case-by-case basis if the report can be shared in full or if a summary of findings can be provided.	**Personal Assessments** Personal Centred Fire Risk Assessments (PCFRAs) for individual customers or properties won't be shared unless requested by the Building Safety Regulator or required for judicial purposes. Relevant information from Resident Personal Emergency Evacuation Plans (RPEEPs) will be shared with the fire service.
Statutory Certificates and Safety Checks This includes, but is not limited to: - Regular checks of firefighting equipment, fire safety measures and equipment, fire alarms and systems, lift checks, fire doors and compartmentation.	**Procurement and Contractor information** This includes, but is not limited to: - Scope of works, quotations, costs, competencies and accreditations, selection evaluation criteria.	**Building development contracts and building plans**

Table continues on next page...

We will share (available either on our website or upon request)	We will consider sharing (can be requested)	We won't share
Mandatory Occurrence Reporting Performance We will share our targets and performance relating to dealing with reports of building safety concerns.	**EWS1 Reports** An EWS1 Report, or External Wall System Form 1, is a document that assesses the fire safety of the external walls of a building. **Fire Risk Assessment for External Walls (FRAEW):** This looks specifically at the fire safety risks linked to the building's external walls, including the materials used. It identifies any risks and gives recommendations on how to reduce them. Based on this, the building is given a safety rating. We will share the safety rating with you where applicable. You can contact us to request further information from the report.	**Personal information about Salix Homes colleagues and contractors**
Building Safety Complaints record This will only be shared if it is relevant to the building you live in.		**Customers' survey responses** All survey submissions are anonymous, unless otherwise stated, and won't be shared outside Salix Homes.
Landlord Certificate and prescribed supporting documentation. This will only be shared if it is relevant to the building you live in.		
Building Safety Customer Engagement Strategy.		

Knowing what to do in the event of a fire or emergency

Fire safety notices, including details of fire assembly points, information about the evacuation strategy for your building and what to do in the event of a fire, are displayed in the lobby areas of all our buildings. We would urge you to familiarise yourself with these.

You will also find more information in your **Home Safety Guide**, which includes specific information about your block. These will be updated and issued every year. They will be sent directly to you, and are also available in the lobby area of your building, and on our website.

Evacuation Strategies

Our in-scope buildings follow one of two evacuation strategies. Your building's strategy is based on independent fire safety assessments, and is agreed with the fire service.

These are the two types of evacuation strategy:

Stay Safe (Stay Put): This means that if there is a fire in your flat you should leave the flat and the building. If there is a fire somewhere else in the building, you can remain in your flat and do not need to leave the building.

Unless you see smoke or fire, or hear the communal alarm sounding, or you are told by the fire service to leave the building, then you are safer in your home.



Simultaneous Evacuation: This means that if a fire is detected anywhere in the building, everyone must evacuate, even if your flat does not seem to be affected. If you hear the alarm or are instructed to leave by a fire warden, the fire service, or another official, please evacuate the building immediately.

If we change the evacuation strategy for any of our buildings, this would be done on the advice of the fire service or other fire safety experts, and we would not necessarily consult with customers about this first.

We would however ensure customers are informed and understand any changes to the evacuation strategy through clear and accessible communications and discussions.

We've summarised all the key safety information for all our in-scope buildings on our website to make it as easy as possible to access and understand. If you'd like to know about any of this in more detail, you can contact us by emailing buildingsafety@salixhomes.co.uk or call 0800 218 2000.
Scan the QR code to access this information about your block or visit www.salixhomes.co.uk/building-safety-case-information/

Your commitment to building safety

Building safety is everyone's responsibility, and as a Salix Homes customer, you must live and behave in a way that does not increase the risk of fire or damage to your home or building.

Making alterations to your home

We expect customers not to make any unauthorised changes to your home, without speaking to us first to gain permission.

This includes anything that might affect the building's structural safety, or fire safety measures, such as removing or tampering with smoke and heat detectors, fire alarms or sprinklers, or drilling holes in walls or doors.

All our tower blocks have fire doors, this includes the front door to your home, and they are designed to help stop the spread of fire.

It is really important that you don't prop fire doors open, or make any alterations to them that could affect the protection they offer in the event of a fire. This includes things like drilling or knocking nails into your door to attach any signs or decoration.

All the fire doors in your building are self-closing, so in the event of a fire they will automatically close behind you and help stop the fire from spreading.

Please don't remove or tamper with the self-closing devices on your door. If you notice a fault or damage to any fire door, please report it to us as soon as possible.

If you are planning any home improvements, then it's really important that you let us know about your DIY plans. We will also need to check our records first to see if your home is likely to contain asbestos.

Communal areas

Salix Homes will maintain communal areas to ensure we achieve the highest levels of safety, and we carry out regular safety audits on communal spaces. However, customers have a responsibility to keep communal areas clear.

Please do not store anything in communal areas, even temporarily, that could block an escape route or cause an obstruction in an emergency. Keeping these areas clear helps ensure everyone can exit safely if there is an emergency.

Fire doors are fitted throughout communal areas - it is really important that these are not propped open or tampered with. If you do notice a fault or damage to a communal door, please report it to us as soon as possible.

Let us in, let us keep you safe

We will carry out regular checks, safety inspections and repairs in all our properties, some of which are a legal requirement. **This includes electrical inspections, which landlords must carry out every five years.**



These checks are vital in helping to keep you and your home safe, so it is really important that customers understand the significance of these inspections and allow us access to your homes when required.

We will aim to give you **48 hours' notice** if we need to access your home for any building safety related issues. If you don't let us in after **three attempts**, we may have to take legal action. If you have a tenancy with Salix Homes, then you will be in breach of your Tenancy Agreement, which could put you at risk of eviction from your home. If you are a leaseholder, then please refer to your individual lease agreement for details of your obligations regarding access and compliance with safety inspections

If there is an emergency situation and a significant building safety risk or risk to life has been identified, we may need to access your home without notice.

Reporting Building Safety concerns

We encourage anyone who becomes aware of a building safety concern to report it to us. This includes customers, visitors, contractors, employees and anyone else connected with the building. A building safety concern is something that could affect the safety of the building or the people in it.

This could include:

- Poor installation or workmanship affecting a safety feature
- Customers undertaking their own DIY or causing damage to the block
- Damage to safety features such as fire doors, alarms or other safety equipment
- Structural damage or concerns about the stability of the building
- Any other issue that could pose a significant risk to people or the building

A building safety concern is different from a routine repair. Routine repairs should continue to be reported through our normal repairs service. If you are unsure whether something is a building safety concern, please contact us and we can advise you.

You will find Building Safety letter boxes in the foyer of your building where you can post your safety concern. You can also report it using the contact details below, or scan the QR code.

Tel: 0800 218 2000
Email: buildingsafety@salixhomes.co.uk
Website: www.salixhomes.co.uk/fire-safety

Mandatory Occurrence Reporting (MOR)

Under building safety legislation, certain safety concerns must be formally recorded and investigated. This is known as a **Mandatory Occurrence Report (MOR).**

A MOR helps us identify, investigate and address issues that could affect the safety of the building and customers.

It is a requirement of the Building Safety Act. It helps ensure that significant safety risks in higher-risk residential buildings are identified, reported and investigated so that action can be taken where needed.

You can read the Government MOR guidance to find out more at: **www.gov.uk/guidance/operating-a-mandatory-occurrence-reporting-system**

Complaints process

As part of the new laws in the Building Safety Act, a complaint about building safety may relate to:

- A building safety risk to a specific building
- The performance of an Accountable Person (in our case Salix Homes) fulfilling our duties under the Building Safety Act. *(These duties are outlined on Page 5)*

All building safety-related complaints can be submitted through our formal complaints process, and we will make sure all customers know how to raise a complaint with us.

Customers can view our complaints process by scanning the QR code or visiting our website:
www.salixhomes.co.uk/contact-us/complaints-and-compliments/

If you are not happy with our response to your complaint or don't feel that Salix Homes has dealt with the issue, you can raise the complaint to the **Building Safety Regulator** by visiting:
www.gov.uk/guidance/contact-the-building-safety-regulator

You can also appeal to the **Housing Ombudsman** Service, which is a free, independent complaint resolution service, by visiting:
www.housing-ombudsman.org.uk/residents

Do you need help reading this?



Follow the QR code to link to our **Recite Me** tool.
You can translate into your preferred language and use other accessibility tools, including large text, screen reader and audio file.

Alternatively, call us on **0800 218 2000.**

Contact Us

Call: 0800 218 2000
Email: buildingsafety@salixhomes.co.uk
Website: www.salixhomes.co.uk

salix homes