

Marmion House Bespoke Engagement Plan



Customer
Voice

 **Riverside**
Your opinions count

Marmion House Engagement Plan

The aim of our customer engagement plan is to ensure you feel safe in your home but have a good understanding of the risks present and how to mitigate them. You have a clear understanding of what your responsibilities are around building safety, and what you can expect from us.

You are aware of how to raise concerns and provide feedback on our services, taking part in decisions around safety where we can involve you.

Resident Engagement Meetings

We will arrange Resident Engagement meetings for your building on a regular basis. The proposal is for these to be held every 6 months. The frequency between meetings will be agreed at each meeting depending upon current issues to be discussed or upon requests from customer group members.

The meeting will focus on:

Providing an opportunity for you to raise concerns.

Advise you what works we will be undertaking to your building and provide you with the opportunity to participate in joint decision making on future works.

Update you on the safety work completed in your building.

How we keep you updated

Emails

Texts

Resident Engagement Meetings

Noticeboards

Digital Notice Board

Letters

Leaflets

Riverside Website

Building Safety Decisions.

As part of our continued commitment to your safety, we have carried out many surveys and assessments on your building. The surveys we have undertaken so far have focused on fire safety within the building and we would like to update you on the outcome.

These surveys have given us a better understanding of works required to ensure that your property complies with The Building Safety Act 2022. There will also be further surveys required around communal doors and your property front door. This will be undertaken by your local Senior Building Safety Inspector, Christian Dunn and may result in actions being required to guarantee that these doors are compliant.

From the current surveys we have identified areas that require some remediation actions to ensure that the building is safe and fully conforming with the current legislation. Our contractor Axis are undertaking works from these surveys, including flat door replacements.

If you need communications in a different language or in alternative formats such as large text, easy read, braille, or audio, please contact Building Safety Manager on: hussain.goodwin@riverside.org.uk / 07816642947

Your opinion matters.

We offer a range of ways for you to get involved in decision making and influence the way we manage the safety of your building as follows:

You can attend Resident Engagement Meeting for your building – The next Resident Engagement Event is scheduled for June 2024.

You can elect to become a local safety advocate for your building – You can do this by contacting the Building Safety Manager on: hussain.goodwin@riverside.org.uk / 07816642947.

Customers Responsibilities around Building Safety.

You have a significant role to play in helping to support and, where needed, hold us to account on the fire and structural safety of their home and building.

You have 'obligations' defined in your tenancy, lease, or other contractual arrangements.

You need to look after the property, report any repair issues to us and always seek our permission before attempting repairs or improvements to your home.

You are required to co-operate with Riverside in discharging our duty to keep the building safe and specifically with the Accountable Person and Building Safety Manager.

You will need to provide information on works carried out to your property and providing access to their home to allow the Accountable Person or Building Safety Manager to inspect the property and, if required, carry out necessary works

We will also be clear on the action we will take when customers do not do what we ask of them, and therefore put other residents at risk. Managing expectations and providing clarity on what we will do should be a key principle of our engagement plan.

What Customers can expect from Riverside?

Our Staff - Dedicated qualified safety teams with industry expertise in managing building safety risks.

Our Supply chain - Competent industry accredited contractors with qualified staff, and safe systems of work.

Statutory Inspections we undertake - Building Safety risk assessment (Fire, water systems, Fire doors, Asbestos surveys, Fire, electrical and lifting safety equipment operational & compliance testing).

Building Safety surveys – CAM (Site Inspection) & functional testing Fire Alarm, Emergency Lighting

How we manage assets in the building - Servicing & Maintenance, Repairs, and Investments