



De Montfort House Building Safety Customer Engagement Strategy

Version 1 | October 2024

platform
housing group

Building Safety Customer Engagement Strategy

Our approach

Providing safe homes for our customers is our number one priority at Platform Housing Group. De Montfort House is classed as a higher risk building due to its height; however, this doesn't mean living in De Montfort House is risky. This document tells you everything you need to know.

To keep you safe, we carry out regular checks and inspections, risk assessments, servicing of safety equipment, have dedicated building safety and compliance teams and hold and manage key information daily.

Our dedicated building safety team includes qualified and experienced professionals from housing, compliance specialists and a former fire service officer.

Your building

De Montfort House was built in 1984 and is a 16 storey/40.5m tall building, with 272 rented general needs flats. The layout is two wings offset and linked by a central core with two lifts, one for odd and one for even floors. There are 2 protected staircases in the centre of each of the 2 wings.

High rise living co-ordinators on site.

Category: High risk building

Details of construction: The building is based on concrete compartmentation of each flat, floors and stairs. The external is original concrete panels with metal windows.

Heating type: A remote-sited central gas-fired boiler providing low-temperature hot water space heating throughout the building.

Parking: car parking facilities around the building with barrier for access.

Did you know?

We also work closely with Leicestershire Fire & Rescue Service who are our Primary Authority which enables Platform Housing Group to form a legal partnership with one local authority to check and enhance our approach, review risks, offering additional customer support and to keep customers safe.

Our responsibilities

Our approach ensures:

- A principle accountable and accountable person(s) is appointed.
- We have a bespoke customer engagement strategy for your building.
- We maintain digital records of information (known as the Golden Thread) related to your home and De Montfort House throughout the buildings lifecycle.
- Hold, update and maintain personal emergency evacuation plans.

How we engage with customers about building safety



Notice boards

Notice boards are located within communal areas containing fire safety information and up to date information on maintenance projects taking place.



Leaflets and newsletters

Watch out for fire safety leaflets, campaigns and regular features in newsletters.



Meetings

Quarterly resident meetings on site with the lead being the Building Safety Manager. Fire Service attendance is requested for each meeting.



Emails and letters

Used for matters about your home such as safety visits and appointments, investment plans and specific information.



Drop In sessions

Drop in sessions are offered to residents to meet the team and ask any questions relating to the works taking place within the building. In addition tenancy management surgeries will take place weekly for residents.



Digital

We have dedicated sections on our website, displaying fire safety information

<https://www.platformhg.com/fire-safety>



Communal Lobby Television Screen

Communal lobby has the latest news displayed for residents.



Your Platform – online customer portal

Allows customers to do the following on their own personal customer portal log in:

- Report non-emergency and routine repairs.
- Make general housing enquiries.
- Report Anti-Social Behaviour.
- Check your account balance and transactions.

Working with customers we commit to:

- Involving residents in decision making which affects your home and De Montfort House.
- Ensure that resident responsibilities as occupants of a higher risk building are clear and regularly communicated.
- Ensure all new customers are provided with a fire door safety inspection leaflet and that any support requirements are recorded during signup.
- Distributing clear and concise safety information regularly and in multiple ways including a fire door safety leaflet each year.
- Provide residents with access to the Fire Risk Assessment via QR code displayed within the communal notice board or email firesafetyteam@Platformhg.com for a copy.



Our teams will:

- Use noticeboards, newsletters and a range of other communication methods to share key building information with you.
- Display fire action notices clearly within the building. We will also provide you with information on fire door safety checks and the evacuation policy for your building.
- Respond quickly to any concerns relating to building safety raised by customers.
- Endeavour repairs are carried out on time.
- Undertake cyclical maintenance checks.
- Complete regular and random repair post-inspections to ensure fire safety measures have not been compromised, for example compartmentation.
- Write to you in advance to notify you of your flat front door inspection date which will be done annual.
- Monitor CCTV to identify any issues.

Your responsibilities:

Help us keep you safe. Provide us or our contractors and partner organisations access to your home to carry out safety checks, including electrical servicing, fire door inspections and property condition checks. We will always try and give you at least 24 hours' notice and provide alternative dates or arrangements to accommodate your requirements, although this may not be possible in the event of an emergency.

Please can you:

- Keep corridors and communal areas clear and free from clutter.
- Report any building safety concerns or repairs to us.
- Tell us about any changes in mobility or support needs, which may affect your ability to evacuate the building in the event of an emergency.
- Familiarise yourself with the building and fire safety guidance for the building, including the evacuation procedure.
- Ensure visitors and guests to your home are aware of the evacuation procedures.
- Test smoke alarms monthly.

To help keep you and other customers safe, please do not:

- Make any alterations to your property which affect the structural integrity of the building without consulting with us, and obtaining permission before work starts.
- Let telecommunications companies carry out any installations without ensuring they have obtained a permit to work from Platform first.
- Tamper with any building safety features, electrical or fire/life safety devices in your home such as fire alarms and smoke detectors.
- Paint or alter your flat entrance door in any way.
- Fix anything to your flat door, including wreaths, coat hooks, knockers or additional locks or bolts.
- Remove internal doors.
- Prop open communal fire doors.
- Overload sockets.
- Store or charge mobility scooters in communal areas, other than in designated storage areas only.
- Use faulty or damaged electrical items.
- Smoke or vape in communal areas.
- Overload bin chutes.

Have a question, want to give us feedback or report a concern?

We are always listening. There are a few ways you can contact us.

- If you have any concerns about building safety that could cause a building safety incident, you can contact us by email: **customerfeedback@platformhg.com**, call our customer contact centre on **0333 200 7304**, speak directly with your building safety manager or write to **Platform Housing Group, 1700 Solihull Parkway, Birmingham Business Park, Solihull B37 7YD** and your concerns will be investigated.
- If you need to report an accident, incident or near miss please contact **0333 200 7304** or a member of Platform Housing group staff to be investigated.
- Get in touch if you have a change in personal circumstances that you feel will impact your ability to hear or respond to an alarm. We can assist with further assessments to ensure that you remain safe in your home.
- Register/sign into our customer portal **www.platformhg.com** Live chat with our customer advisors or Chatbot (24/7).
- Call: **0333 200 7304** If you need this guide in a different format, please contact **diversity@platformhg.com**.