

# RESIDENT ENGAGEMENT STRATEGY

For

## Higher Risk Buildings\*

This Resident Engagement Strategy is intended for distribution to all residents and owners within buildings over 18m or 7 storeys, the buildings of which are defined as being High Risk Buildings by the Building Safety Act 2022.

Please acquaint yourself with information within this Resident Engagement Strategy, our commitment is to enhance the health & safety of the building by informing and inviting residents to collaborate with us on matters of health and safety.

Thank you in advance for your co-operation. Should you have any queries do not hesitate to contact our Health & Safety Coordination team.

\*As defined by the Building Safety Act 2022, being residential buildings of 18m or 7 storeys.

### Version

Version	Date	Description	Author
1.0	June 2024	Initial release	MM



**CONTENTS**

<b>Section</b>	<b>Title</b>	<b>Page</b>
1.0	MANAGING AGENT: AM SURVEYING & BLOCK MANAGEMENT	3
2.0	INTRODUCTION & PURPOSE	4
3.0	LEGAL DUTIES	4
4.0	STRATEGY OVERVIEW	5
	• PROVIDING INFORMATION	5
	• DECISIONS INVOLVING RESIDENTS	6
	• HOW RESIDENT FEEDBACK WILL BE OBTAINED	6
	• HOW MUCH TIME TO SUBMIT FEEDBACK	6
5.0	CONSULTATION ON RESIDENT ENGAGEMENT STRATEGY	7
6.0	REVIEW OF RESIDENT ENGAGEMENT	7
7.0	THE REGULATOR	7

## 1.0 MANAGING AGENT: AM SURVEYING & BLOCK MANAGEMENT

AM Surveying & Block Management ("AM") is Managing Agent for your building appointed by your Landlord/RMC/RTM Co "the Company". We arrange the collection of service charges, organise contractors to carry out routine maintenance, co-ordinate placing of insurances and assist the Company with matters of health & safety, among other things.

### Block & Estate Management Team

Our Block & Estate Management team are made up of Property Managers, Property Management Assistants, Building Surveyors, Property Inspectors, Accounts Assistants, Health & Safety Coordinators and others.

When you contact our office our team will be familiar with your development and the current status of issues and works planned or in hand.

Our aim is to provide all owners and residents with a professional Block & Estate Management service, to handle all matters as effectively and efficiently as possible and to treat you politely and in a friendly manner.

### Contact Us

Health & Safety for all residents is the focus of this Resident Engagement Strategy however and for reference; AM Surveying & Block Management assist owners of the building with a range of matters including:

- Service charge queries;
- Repairs and maintenance to communal areas;
- Communal insurance matters;
- Health & safety concerns;
- Sales Transfers/Consents;
- Lease/Transfer compliance matters.

Phone lines are open Monday-Friday 9am-5pm (excluding bank holidays): 01732 220 598  
Emergency out of hours: 0800 0353 326

[enquiries@amsbm.co.uk](mailto:enquiries@amsbm.co.uk)

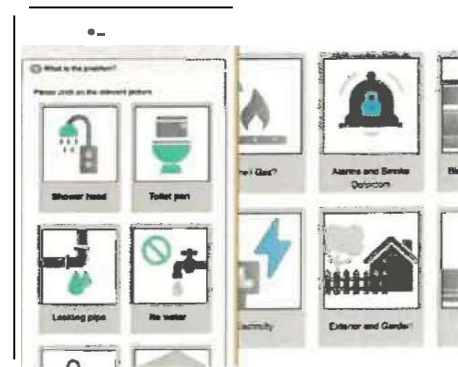
We've made it easy to report repairs and maintenance.

Our repair reporting system is available through smartphone, tablet and computer without download.

Report and track maintenance online: [www.amsbm.co.uk](http://www.amsbm.co.uk) click "Report Repair"

For guidance concerning how to report maintenance visit Residents Area:

[www.amsbm.co.uk/residents-area](http://www.amsbm.co.uk/residents-area)



### Health & Safety Coordination Team

AM Surveying & Block Management employ a team of Health & Safety Coordinators whom work closely with your building's Property Manager and together they deliver the health & safety needs of the building.

Matters including routine maintenance of life safety/fire alarm systems, fire door inspections, risk management, liaison with the Building Safety Regulator & other authorities and coordination of resident feedback in accordance with this document are lead by our Health & Safety Coordinators.

---

## 2.0 INTRODUCTION & PURPOSE

---

For purposes of The Building Safety Act 2022 “the BSA” the building is considered a High Risk Building, being one of 18m or 7 storeys and so a formal Resident Engagement Strategy is required to satisfy the BSA and to ensure the highest possible standards of health and safety are achieved for the building.

The BSA sets out that a specific duty-holder, known as the Principle Accountable Person, must lead on matters of health and safety including in the following areas:

- Registration of the building with the Building Safety Regulator “BSR”.
- Working and engaging with the BSR as necessary.
- Taking all reasonable steps to prevent building safety risks associated with fire or structural failure.
- Maintaining up to date H&S information of the building.
- Holding and operating a Resident Engagement Strategy to aid the gathering and consideration of resident feedback on matters of the building’s health & safety.

The Landlord/RMC/RTM Co “the Company” of your building is the Principle Accountable Person as defined by the BSA. The Company engage AM Surveying & Block Management to act on the matters mentioned on its behalf.

This Resident Engagement strategy sets out how the Company and AM Surveying & Block Management proactively consult, gather, review and act on resident (and non-resident owner) feedback concerning matters of the building’s safety.

The purpose of this strategy is to set out:

- what information is provided to residents.
- what decisions residents will be consulted on.
- how residents' views will be taken into consideration.
- how the appropriateness of any consultation to be undertaken will be measured.

A copy of this Resident Engagement Strategy is available to all owners, residents and stakeholders of the building.

### Where should I direct queries?

AM Surveying & Block Management are the Managing Agent acting on behalf of the Company and as such all queries should be directed to AM in the first instance. AM will consult with the Board of the Company as necessary.

Please contact us on 01732 220 598 or email [enquiries@amsbm.co.uk](mailto:enquiries@amsbm.co.uk).

---

## 3.0 LEGAL DUTIES

---

The Company, working alongside AM Surveying & Block Management, considers its duties as Principal Accountable Person to be one of vital importance and its legal duties to the Building Safety Act 2022 are handled accordingly.

Legal compliance is met in the following ways:

- By preparing and acting in accordance with this Resident Engagement Strategy.
- By regularly reviewing, revising if needed and maintaining a register of such reviews of this strategy.
- By providing the latest version of this Resident Engagement Strategy to all residents, owners and stakeholders of the building over 16 years of age.
- By consulting with residents and owners and by including their views where appropriate into future revisions of this strategy.



## 4.0 STRATEGY OVERVIEW

### PROVIDING INFORMATION

The Principle Accountable Person in conjunction with the office of AM Surveying & Block Management routinely make decisions relating to building safety. After such decisions are made, the following information will typically be provided to all residents aged 16 years and over and owners:

Ref	Item	Nature of How Information is Provided
1	Resident Responsibilities Notice A signage notice summarising useful information concerning fire doors, keeping the communal areas clear of obstruction and detailing who to contact for H&S related concerns.	The notices are erected to the noticeboard(s) and/or similar locations to walls in the communal areas at strategic locations so to be visible to passers by through communal areas.
2	Fire Action Notices Notices containing fire strategy information detailing what actions to take in event of fire.	The notices are erected to the noticeboard(s) and/or similar locations to walls in the communal areas at strategic locations so to be visible to passers by through communal areas.
3	Managing Agent Information Notice: We're Here to Help A signage notice containing general contact information of the Managing Agent – AM Surveying & Block Management including how to report a maintenance concern (as detailed at section 1 of this Strategy).	The notices are erected to the noticeboard(s) and/or similar locations to walls in the communal areas at strategic locations so to be visible to passers by through communal areas.
4	Useful information summarising tenant obligations concerning H&S within the private demise of property in the building.	To leaseholders: by letters in the post and via online portal Myblockman. To residents: by letter through the door/mailbox of flats.
5	Information about upcoming health & safety works.	To leaseholders: by letters in the post and via online portal Myblockman. To residents: by letter through the door/mailbox of flats.
6	Annual fire door inspection notifications and results of inspections.	To leaseholders: by letters in the post. To residents: available by request via AM Surveying & Block Management.
7	The date and time of resident meetings for discussion of building safety.	To leaseholders: by letters in the post and via online portal Myblockman. To residents: by letter through the door/mailbox of flats.

[Download Resident Responsibility Notice here](#)



## DECISIONS INVOLVING RESIDENTS

On occasion the Principle Accountable Person in conjunction with the office of AM Surveying & Block Management will obtain the views of residents so resident feedback can be considered before taking a building safety decision.

When considering if resident feedback shall be obtained prior to making a building safety decision, the following decision matrix shall be used:

Item	Example	Resident Feedback Usually Obtained (Y/N)
Routine matters not impacting residents	Routine maintenance to life safety systems via routine service engineers.	N
Publishing of routine H&S information	Content of information for signage, and/or sending H&S circular information to all owners/residents.	N
Matters impacting residents	Major building safety works that may cause a disruption to building services/facilities.	Y
A change of H&S policy in the building	Change of fire strategy (i.e. stay put or evacuate)	Y

## HOW RESIDENT FEEDBACK WILL BE OBTAINED

When the Principle Accountable Person is to obtain resident feedback before making a building safety decision, feedback will be obtained via AM Surveying & Block Management and this will usually be by either of the following methods:

By Survey:

AM Surveying & Block Management will publish details to all residents and owners detailing further on a case-by-case basis how feedback will be collected which will typically be by inviting feedback via the Contact Us form available via [www.amsbm.co.uk](http://www.amsbm.co.uk) or via a hard copy "Contact Reply Form" available on request where access to internet is not possible.

By Residents Meeting:

When a resident meeting is to be called, AM Surveying & Block Management will publish meeting invitations which will include details of venue, time of meeting and meeting agenda.

Meeting notices will usually be published by hard copy in the post.

## HOW MUCH TIME TO SUBMIT FEEDBACK

When the Principle Accountable Person is to obtain resident and/or owners feedback, these will be obtained either via a Survey or by a Residents Meeting.

This table shows the timescale that will be given to residents to allow feedback to be obtained:

Ref	Method of Feedback Obtained	Timescale Allowed for Feedback
1	Survey	30 days
2	Residents Meeting	Announced in the meeting

Resident feedback collected is held strictly in accordance with the GDPR policy of AM Surveying & Block Management and resident data is not shared with third parties for any marketing purposes.

---

## 5.0 CONSULTATION ON RESIDENT ENGAGEMENT STRATEGY

---

The first time this Resident Engagement Strategy is published all residents over the age of 16 and owners will be consulted.

In addition, if major changes are made to this Resident Engagement Strategy, a further consultation shall take place with all residents over the age of 16 and owners.

Consultations on Resident Engagement Strategy shall take place via post and a period of 30 days shall be allowed for each period of consultation.

The Principal Accountable Person and the office of AM Surveying & Block Management shall collect responses to consultation and updates to this strategy may occur as a result.

Where only minor changes are made to the Resident Engagement Strategy – a further 30 day consultation may not take place, but in cases of major change to the Strategy, a further 30 day consultation will take place.

Where opinions are received to the extent it is not deemed necessary to make changes to the Strategy, it may be such that no change to the strategy occurs.

---

## 6.0 REVIEW OF RESIDENT ENGAGEMENT

---

The Principle Accountable Person, via the office of AM Surveying & Block Management, review this Strategy every 2 years and after every resident consultation of the strategy as set out under heading “Consultation on Resident Engagement Strategy”.

The strategy review includes the following scope:

- The methods used to encourage resident engagement to consider if improvement or adjustment should be made.
- The levels of resident engagement to consider if improvement or adjustment should be made.

If after review, it is determined resident engagement has not been satisfactory, AM Surveying & Block Management shall work with the Principal Accountable Person on possible ways to improve engagement.

Details of the review are recorded in a Resident Engagement Strategy Review Log held by AM Surveying & Block Management – even where a review has not resulted in changes being necessary to the strategy.

A publication version history of this Resident Engagement Strategy is shown on the cover page.

---

## 7.0 THE REGULATOR

---

The Building Safety Act 2022 is enforced by the Building Safety Regulator, a department of the Health and Safety Executive who can be contacted using the details below.

Building Safety Regulator  
Telephone: 0300 790 6787 (Mon-Fri, 8:30am-5pm)  
[www.gov.uk/guidance/contact-the-building-safety-regulator](https://www.gov.uk/guidance/contact-the-building-safety-regulator)

Health & Safety Executive Head Office  
Canary Wharf  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

A copy of AM Surveying & Block Management’s Higher Risk Buildings Safety Concern Complaints Procedure is available on request.

