



**Resident Engagement Policy (Building Safety) Didsbury
Point**

COR-POL-34

Version 1.0

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Approved by: Chief Executive

1. Purpose and Context

- 1.1 This strategy sets out how Southway Housing will engage, inform and involve residents at Didsbury Point. It aligns with the requirements of the Building Safety Act 2022 and forms part of the building safety case.
- 1.2 Didsbury Point is a new-build, multi-storey development comprising a mix of social rent and shared ownership homes in a high-density setting. The strategy reflects the need to establish strong engagement practices from first lettings through to long-term management, supporting both building safety and community cohesion.
- 1.3 Early engagement is already being prioritised ahead of practical completion, recognising the importance of embedding resident voice from the outset.
- 1.4 The Resident Engagement Strategy aims to ensure we deliver safe homes for all our residents living in high-rise buildings (HRBs).
 - **Listen and communicate effectively** – ensuring residents are well-informed, confident and safe in their homes. We will do this in a way that meets our residents' needs, keeping them up to date and ensuring their voice is heard and acted upon.
 - **Engage residents** – empowering them to play a key role in maintaining their homes and keeping their buildings safe. We will ensure that residents are aware of their responsibilities under the Building Safety Act.
 - **Evaluate** – by continually monitoring the effectiveness of engagement and participation, we will maintain and strengthen relationships with our residents.
- 1.5 To deliver safe homes, we will engage with residents to ensure that:
 - We continuously improve the safety of their homes
 - We understand what is important to residents and what makes them feel safe
 - We keep residents informed about building safety matters from the first day in their new home
 - Residents understand how they can contribute to and influence the safety of their homes and the building as a whole

2. Key Principles

2.1 The policy is underpinned by the following principles:

- **Building Safety** – Residents have a bespoke mechanism for being communicated with in relation to Building Safety
- **Transparency** – Residents have easy access to relevant information, particularly on building safety
- **Accessibility** – Engagement methods are inclusive and tailored to residents' needs
- **Proactivity** – Communication is regular, planned and anticipates resident needs
- **Responsiveness** – Feedback is acted upon and outcomes are clearly communicated
- **Inclusivity** – All residents are supported to engage, including those with additional needs and regardless of tenure type
- **Co-production** – Residents are partners in shaping services and community priorities

3. Safety Information About Your Building

3.1 Home User Guides will be provided to all residents of Didsbury Point. These include:

- What you can do to enhance your own safety
- How you can be involved in building safety decisions
- How you can update your household building safety information and PEEP
- How to report any safety concerns

4. Engagement Approach

Communication Channels

4.1 Residents will be kept informed using a range of methods to ensure accessibility and consistency:

- Digital communication (email, SMS alerts for urgent issues)
- Intratone system / digital noticeboard within the building
- Resident portal / website for accessing safety information and reporting issues
- Face-to-face contact through the Building Safety Manager, housing officers, caretakers and scheme visits
- Printed communications where required

4.2 These channels will be used to share updates on building safety, maintenance, service changes and community activity.

Building Safety Engagement – Quarterly Building Safety Meetings

4.3 All residents of Didsbury Point will be invited to Quarterly Building Safety meetings chaired by the Building Safety Manager or a representative of them. Residents will be updated on current performance regarding Building Safety systems and will have chance to raise any safety concerns in person.

4.4 All residents shall be invited to the quarterly meetings unless they specifically request not to be. The timings/ frequency of meetings shall be reviewed once the building has an occupancy level of 75%.

4.5 Residents will be provided with:

- Clear information on how to access the “golden thread” safety information
- Regular updates on inspections, works and compliance performance
- Simple routes to report safety concerns, hazards or repairs
- Targeted communication in response to emerging risks or incidents

4.6 In addition to this, we will:

- Notify you when safety-related work is happening and its purpose
- Consult you on major changes, such as:
 - Changes to evacuation plans
 - Door access systems
 - Major works following fire risk assessments

- Policies affecting shared areas
- Changes to building management
- Consult you when safety works:
 - Take place over more than one week, and
 - May limit access or cause disruption

4.7 This consultation will include:

- The days and times work is taking place
- How disruption will be mitigated

4.8 By “consult,” we mean we will:

- Send letters to directly affected residents
- Display notices on digital boards
- Allow at least 3 weeks for feedback
- Keep records of feedback received
- Consider concerns raised

4.9 Residents will be supported to understand their role in maintaining a safe building.

Resident Voice and Influence

4.10 Residents will have multiple opportunities to shape the management of the scheme:

- A resident group established early in occupation
- Regular surveys on satisfaction and safety perception
- Opportunities to contribute to neighbourhood plans and service improvements

Community Development

4.11 Building a strong sense of community will be critical:

- Support to establish a resident association or informal network
- Community activities and events to reduce isolation

- Partnerships with local services and organisations
- Focus on shared spaces and communal living standards

4.12 This is particularly important during the initial letting phase but will remain a long-term priority.

Tailored Support and Inclusion

4.13 Engagement will reflect individual needs, including:

- Identification of residents requiring additional support at move-in
- Development of Personal Emergency Evacuation Plans (PEEPs) where required
- Adaptation of communication formats (e.g. language and accessibility)
- Ongoing review of resident needs through housing management

5. Roles and Responsibilities

- **Gecko Homes and Housing Management Teams** – Lead day-to-day engagement and communication
- **Building Safety / Compliance Leads** – Provide technical information, updates, and chair quarterly resident meeting
- **Facilities Team** – Support communication on communal areas and systems
- **Residents** – Engage with communications, report concerns and participate

6. Monitoring and Evaluation

6.1 The effectiveness of the strategy will be monitored through:

- Tenant Satisfaction Measures (TSMs), including safety and communal space satisfaction
- Engagement metrics (event attendance, survey response rates)
- Complaint and feedback trends

- Review of resident activity and outcomes

6.2 Learning will be used to continuously improve engagement approaches.

POLICY REVIEW HISTORY	
<i>To be completed during each review</i>	
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Main points or amendments made and reasons	
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Approval level:	Chief Executive