



Resident engagement strategy for building safety in high-rise council homes 2025 - 2026



Translations

If English is not your first language and you need a translation, we can get one for you.

Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

Gujarati

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

Hindi

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

Kurdish

Heke îngilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

Kosovan

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

Arabic

“إذا لم تكن اللغة الانجليزية هي لغتك الأم وتحتاج الحضور ل على خدمة الترجمة ، فإننا نستطيع توفير هذا الأمر لك”

Bulgarian

„Ако английският не е Ваш роден език и се нуждаете от превод, ние можем да Ви го подсигуриим.“

Pushto

“که انگلیسی ستاسې مورنۍ ژبه نه ده او تاسې ترجمې ته ضرورت لرئ، موږ کولای شو چې دا تاسې ته ترجمه کړو”

Polish

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

Portuguese

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਜ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Somali

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

Mandarin

“如果英语不是你的第一语言，而且你需要一份翻译件，我们可以给你提供一份。”

Cantonese

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

Documents available in other formats:

You can request alternative formats of this document by contacting: tpu@bristol.gov.uk



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Introduction

The Building Safety Act 2022 introduces new requirements to improve safety in high-rise residential buildings (those with 7 or more storeys, or over 18 metres tall), with a focus on fire risks and structural safety.

Bristol City Council is required to develop and maintain a plan to communicate and engage with residents (aged 16 and over) who live in these buildings about safety matters. This document outlines how we will share information, provide advice, and maintain open communication with tenants and leaseholders regarding building safety. It also explains how the council will ensure residents have opportunities to influence decisions about building safety. The plan has been developed in collaboration with residents and council housing staff, recognising the shared responsibility for keeping homes safe.

This document focuses specifically on building safety engagement. It does not cover the council's broader approach to resident involvement, which is addressed separately.

The aims of this strategy

The aim of the resident engagement strategy for building safety is to ensure all residents:

1. Keep safe in their homes and the building they live in and know what to do in the event of an emergency in the building where they live.
2. Know what we are doing to improve the safety of their home and how we will communicate and respond to their feedback.
3. Know where and how to get building safety information and how to report any concerns about the safety of their home or any part of the building they live in.
4. Have a clear understanding of our responsibilities as a landlord, and their responsibilities to ensure their homes remain safe.
5. Are aware of the ways in which they can get involved and influence decisions about the safety of their home or building, and the service we provide.
6. Know how to raise safety concerns or make a complaint.

Our Core Principles

In delivering this strategy we commit to:

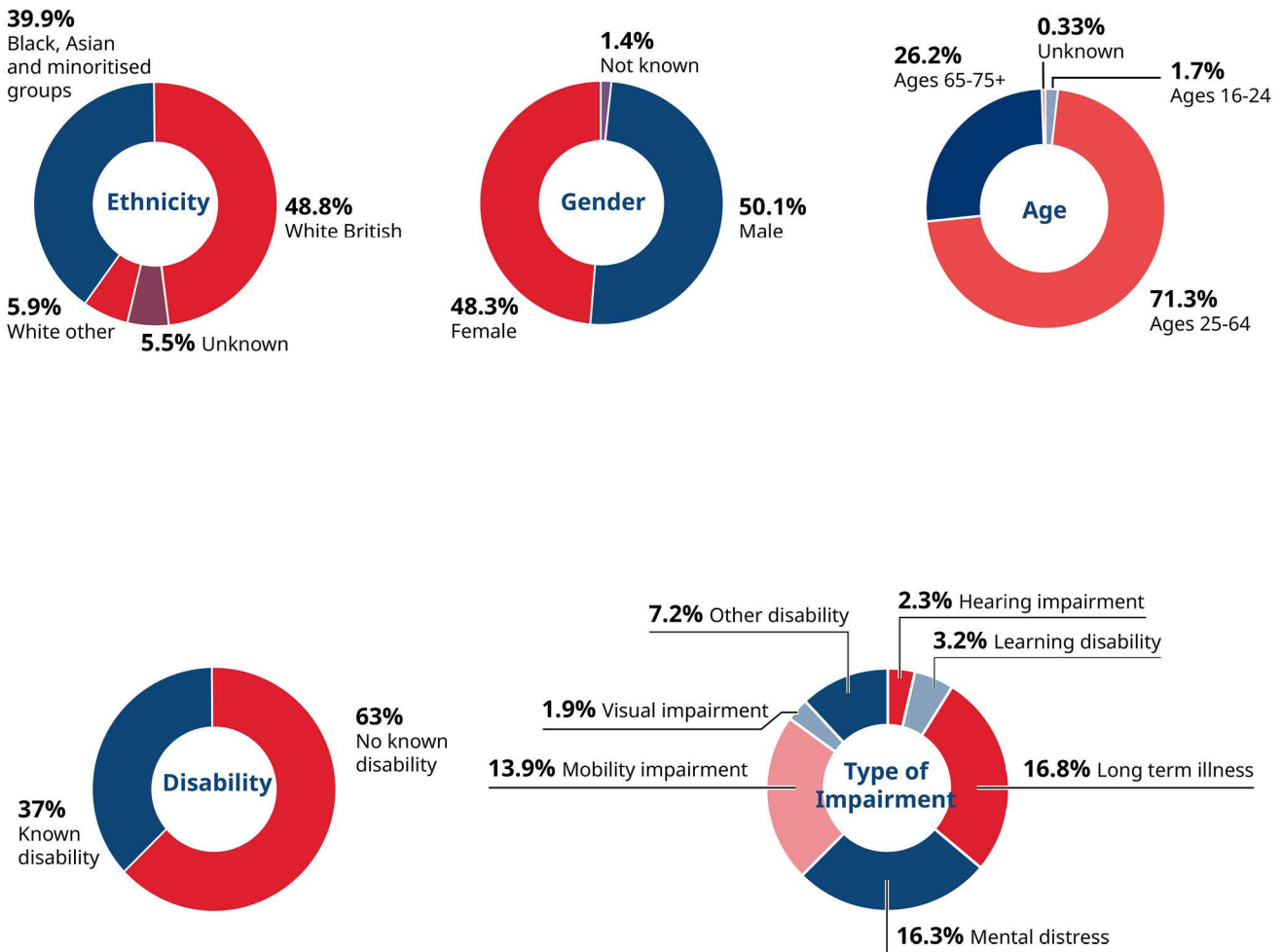
1. Being open, honest and transparent about building safety, in order to build residents' trust.
2. Understanding the communication needs and preferences of residents and communicating in a way that is clear, consistent, accessible and timely.
3. Listening to residents, responding to concerns and learning from resident feedback and complaints.
4. Undertaking meaningful engagement, locally and citywide, so that residents are clear how they can influence decisions about the safety of their home.

Background – who lives in high-rise council homes?

Across Bristol, we are responsible for managing and maintaining 56 residential highrise buildings, containing 4,406 homes.

- High-rise residential buildings are spread across a variety of communities and are of various construction types.
- A diverse range of residents live in these homes, ranging from single people or couples to families with children. Four of these buildings provide supported accommodation for older people.
- Approximately 176 residents living in high-rise homes are leaseholders.

The demographic profile of residents living in high-rise buildings is summarised below (as at June 2025):



Resident voice - what you have told us about the safety of your homes

In February and March 2024, we contacted residents living in high-rise residential buildings to ask them how they felt about the safety of their building and how they would like to be communicated with about building safety.

817 residents responded to the questionnaire. From the questionnaire we learnt that:

- 81% of respondents said they know how to report issues about building or fire safety.
- 85% of respondents said they would be able to leave their home and make their way to the ground floor unaided, if there was a fire in their home.
- 69% of residents are aware of what works are happening in their building to make them safer.
- Building maintenance was the most frequently mentioned comment relating to actions for Bristol City Council. 7% mentioned smoke and fire.
- The most preferred contact method is letter, email and text message. 14% have additional requirements for information in large print and alternative languages. The top 3 translated languages requested are Arabic, Somali and Polish.
- Residents feel most informed about fire safety (77%) and electrical safety (62%) and less informed about asbestos (35%) and water safety (29%).
- Around 50% of residents would like to receive more information about safety within their home and building.
- 8 out of 10 residents would like to receive information about the different aspects of building and fire safety in writing; half of all residents would prefer a letter (50%) and a further 30% by email.
- 35% said they would like to attend city-wide meetings about building safety in high-rise buildings.
- 27% residents would like a home fire safety visit from the local fire service.
- 35% of residents who responded were disabled.

When asked about safety improvements, 678 residents commented. The responses help us better understand building issues and how residents feel about their homes. Residents want more targeted maintenance, more smoke and fire alarms where needed and more visible safety checks to help them feel safer in their homes.

During 2024 - 2025, over 2,000 residents took part in our resident satisfaction survey. 70% of the residents who live in high-rise residential buildings said they were satisfied that Bristol City Council provides a home that is safe, compared with 70% of residents citywide.

Continuous learning - developing our approach

In November 2023, the council carried out an emergency evacuation of Barton House. Residents were moved into temporary accommodation to allow structural building surveys to be undertaken. This was a distressing time for residents of Barton House, who have since moved back into their building following confirmation that the building was safe. We have engaged with residents of Barton House on a regular basis and taken on board learning based on residents' feedback.

The learning from Barton House is:

- Communicate with residents first.
- Bring stakeholders (including from the local community) on board early.
- Provide information in a transparent way so that residents, staff and other stakeholders understand what is happening, why and when.

Safer Homes Consultation

In April 2025, we consulted with residents about the priorities for this strategy. From the consultation:

- 80.1% of residents agreed with how we propose to keep homes and buildings safe
- 69.1% of residents agreed with how we propose to communicate, share information with residents
- 65.9% of residents agreed with how we propose to listen, learn, and involve residents in improving building safety
- 82.5% of residents agreed with the proposed resident responsibilities
- 79.7% of residents agreed with how we propose to provide advice and support to residents with additional needs
- 19.3% of residents agreed with the proposed process for reporting repairs and safety concerns
- 19.6% agree with how we propose to measure success and review the strategy

Residents generally support the priorities set out in this strategy. However, they want better ways to report safety concerns and clearer ways to measure the success of this strategy. Additionally, the Bristol Disability Equality Forum and Bristol Older People's Forum want to see more collaboration with residents in creating engagement plans for each high-rise building. The full consultation survey report can be found on the council's website.

Responding to your needs

Overall, the resident engagement has shown that most residents want safe homes and are aware of the issues associated with living in high-rise blocks, however an increased focus on safety issues combined with better information and clear ways to raise safety concerns will help residents to feel assured about the safety of their home and to be more prepared if problems were to arise.

To address the areas residents want to see improved, we will work with residents via a new 'high-rise living' residents group, which will focus on what matters most to residents and what actions are needed to make impactful change.

Thank you to all residents who took part in our resident engagement and consultation surveys. Your feedback has helped us shape the priorities and actions set out in this strategy.

Building Safety Resident Engagement Plan on a page

This strategy outlines how Bristol City Council will engage with residents in high-rise council homes (buildings over 18 meters or 7 storeys tall) to ensure resident safety and comply with the Building Safety Act 2022.



Our aim is for residents living in high-rise council buildings to...

- Live safely in well-maintained high-rise residential buildings
- Understand safety measures in your home and how to report concerns
- Receive clear accessible information about building safety matters and know how to get involved in decisions that affect your home
- Be aware of your responsibilities and know what to do in emergencies
- Access safety information and how to make complaints if needed

Our core principles are to make sure we are...

- Open and transparent with residents
- Communicating clearly and accessibly
- Listening and acting on resident feedback
- Engaging meaningfully at a local and citywide level

1



Keeping Homes Safe

- Collaborate with residents to set and share Building Safety Standards
- Ensure fire exit signs and evacuation procedures are visible and accessible to everyone
- Keep residents informed about fire safety improvements in high-rise buildings
- Regular safety checks of communal areas to keep escape routes clear

2



Clear communication & information

- Provide clear, accessible information by letter, email, website and communal notice boards
- Launch dedicated webpages for each block
- Share safety updates and inspection results
- Respond to information requests within 20 working days

3



Listening & involving residents

- Attend local meetings and support resident groups
- Develop tailored engagement plans for each building
- Consult residents before major works and provide feedback
- Set up a high-rise living residents forum

4



Supporting residents with additional needs

- Use person-centred risk assessments to support residents in the event of evacuation
- Make reasonable adjustments and provide accessible alarms
- Refer residents to Avon Fire & Rescue for home safety checks Supporting residents with additional needs

5



Resident responsibilities are

- Keep communal areas clear
- Allow access for safety checks
- Follow fire safety guidance
- Report concerns and avoid altering safety features installed in your home
- If there is a fire in your home or your building, always call 999

6



Reporting concerns and complaints

- Report safety issues online, in person or contact the Building Safety Team by phone or email during office hours
- Make formal complaints if concerns are not addressed
- To report safety concerns outside office hours contact 0117 922 2050
- You can also contact the Building Safety Regulator where appropriate

Key Priorities

From here, we will describe our approach to resident engagement on building safety during 2025-2026 by explaining:

1. **How we will keep your homes and building safe**
2. **How we will communicate and share information**
3. **How we listen, learn and involve you in improving building safety**
4. **Residents' responsibilities**
5. **Advice and support for residents with additional needs**
6. **How residents can report safety concerns and make a complaint**

Priority 1: Keeping your homes and buildings safe

Our commitment: Your safety is our top priority. We will make sure you and your family live in a safe, well-maintained building and make sure you know how to stay safe in your home.

We will:

- Work with you to ensure we have clear service standards in relation to building and fire safety and publish these on our website and notice boards in your building..
- Provide clear fire and emergency exit signs and evacuation procedures in your building that are accessible to everyone.
- Keep you informed about our programme to deliver additional fire safety measures in high-rise buildings, including smoke/heat and carbon monoxide detectors, fire door checks and, cladding removal where needed.
- We will carry out regular building safety checks in communal areas and communicate clearly about the importance of keeping escape routes clear. We will also provide information about waste, recycling and repairs so you know how to access these services. Hazardous items left in communal areas will be removed.

Priority 2: How we will communicate and share information

Our commitment: We will provide you with the information you need to help you understand building safety. This will include alternative formats where needed for residents who are disabled or do not speak English. You will also have the right to ask for more information about safety measures in your home or building. This includes details of planned maintenance and the results of any building safety inspections.

We will communicate, share information and be transparent with residents by committing to the following actions:

Priority 2.1: Improving communication about building safety

We will:

- Engage with you to better understand your communication requirements, access needs and preferences.
- Use easy to read, jargon-free communication with simple and clear images to help explain the content.
- Communicate about safety inspections due at your home by letter, email and text message.
- Provide clear contact details for reporting issues of building safety on our website, communal noticeboards and in our publications.
- Share safety messages, news and updates about our investment and improvements to high-rise buildings and the support available to residents via our website, newsletters, social media and communal notice boards.
- Deliver a building safety roadshow across high-rise blocks to raise awareness.
- Launch a dedicated webpage for each high-rise block on the council's website.
- Provide leaflets with clear instructions on how to care for and respond to safety measures installed in your home, for example alarms, including how to report faults.
- Develop a new 'Fire Safety' booklet and annual fire safety newsletter for all existing tenants and leaseholders and include it in the sign-up pack for new tenants and new leaseholders.
- Continue with our programme of producing safety reports for your building and letting you know where you can find more information about the safety of your home.
- Publish the results of our fire risk assessments online and make sure you can openly access, or request, any safety information that you need about your home.
- Provide you with requested safety information, that is non-sensitive and possible to share, within 20 working days of your request.
- Provide mandatory fire safety and damp and mould training to all housing staff so that they can provide the right advice and information.

Priority 2.2 Sharing information about building safety and maintenance

We will:

- Update the new tenant information pack to include up-to-date safety information and signposting.
- Let you know about relevant statutory bodies and regulators and any notices issued to the council in relation to the safety of your building.

Priority 2.3: Informing you about works and inspections

We will:

- Write to you about inspections and works due to be completed in your home and explain the level of service you can expect during works and inspections.
- Make sure when undertaking any major works to your home, that all relevant health and safety aspects are prioritised, and that you are made aware of any safety issues that relate to the work concerned.
- Let you know about any safety work that we need to do in your building following a fire risk assessment, including how and when we will do it.
- Continue a programme of resident engagement in buildings that are due to have fire safety measures in place such as sprinklers and fire alarms.



Priority 3: How we will listen and involve you in improving building safety

Our commitment: We will make sure you always have a voice in decisions made about the safety of your home. All staff have a role to play to ensure we act on what residents are telling us. We support residents who wish to engage with us individually or collectively on building safety or any other issues about how we manage their building. We will provide opportunities for residents to influence decisions relating to safety and gather feedback to improve our services.

We will listen, learn, and involve you in improving building safety by committing to the following actions:

Priority 3.1: Improving local relationships

We will:

- Build local relationships and improve representation and voice of residents who live in high-rise residential buildings by attending local meetings where requested, making use of community rooms (if your building has one) for housing surgeries or other resident engagement activities when needed.
- Provide feedback following local meetings via newsletter or action plans, so that residents unable to attend can receive the key points from the meeting.
- Provide practical advice and support to local resident groups to come together around building safety matters.
- Explore how we can communicate better via local connections, for example local community groups, and engage positively with local ward councillors.
- Work with Avon Fire and Rescue Service and other local partners on community safety, environmental and other issues.

Priority 3.2: Improving resident engagement and consultation

We will:

- Engage early with you if there are any plans for significant refurbishment or plans where the works required could impact safety so that your views and concerns can be heard and taken into account.
- Provide feedback on final decisions and the reasons for it, as well as keep open communication channels during the works.
- Listen to issues raised at resident meetings, through community workers, local contacts, ward councillors and through social media channels and provide a timely response via newsletter, housing forums, social media and website to show how we've listened and responded to local concerns.
- Work with residents to agree service standards in relation to building safety and engage locally to develop a tailored engagement plan for your building which will be shared with you and all residents in the building.

Priority 3.3: To improve resident voice and representation

We will:

- Contact residents living in high-rise buildings every two years, to ask how effective we are at communicating about building safety and to check residents' understanding of safety issues.
- Publish resident satisfaction with the safety of their homes and ensure residents who live in high-rise buildings are represented on resident forums where residents have the opportunity to engage with decision makers about building safety.
- Develop a protocol for consultation with residents on building safety issues affecting their homes.
- Regularly report on issues relating to building safety to residents and the Homes and Housing Delivery Committee so residents can hold us accountable.

Priority 4: Residents' responsibilities

We have a responsibility as a landlord, but everyone living in our high-rise buildings (tenants, leaseholders, and other occupants) must also help keep your homes safe. Your responsibilities under the Building Safety Act and your tenancy agreement are listed below. This list isn't complete - there may be other ways you can help keep our homes safe.

You and everyone in your household can help keep your building safe by:

- **Keeping communal areas, landings and walkways clear.** Communal areas like hallways, staircases and fire exits must be kept clear at all times of anything that could catch fire or get in someone's way in an emergency, including rubbish, shoes and buggies. Items found in communal areas that could put people at risk will be removed and may be disposed of and we may need to be stricter in some buildings.
- **Letting us in.** You have a legal obligation to let us into your home to carry out safety checks and works. This is to keep everyone in your home safe. All of our staff and contractors will always carry photo ID.
- **Following health and safety advice** or instructions and reporting repairs or safety concerns to us.
- **Keeping fire doors closed** and following your building's procedure for fire evacuation.
- **Storing scooters, bicycles and other large items safely.**
- **Always asking the council first** if you want to carry out alterations to your home.
- **Never removing the door closer on your front door** and never removing or changing any door in your home. This includes your letterbox or fitting a cat flap. If you do, it can make your home less fire safe and put you, your family and your neighbours at risk.
- **Not damaging, removing or interfering with relevant safety items**, such as fire doors, signage, sprinklers, smoke alarms or fire extinguishers and keeping your balcony free of clutter (if you have one).
- **Telling us if you or someone you live with would need help to get out in emergency**, so that we can give any advice and support you if needed.
- **Thinking about the safety of your neighbours and the people living in your building.** If you see anyone behaving in a way that could make your building less fire safe – for example storing things in communal areas or changing fire doors – report it immediately.

Priority 5: Support for residents with additional needs

Our research shows that approximately 15% of residents living in high-rise blocks in Bristol said they would need help to evacuate in case of a fire emergency.

5.1: Our commitment: We will work with you to support your needs by committing to the following actions:

- Using a person-centred, risk-based approach to assess residents' needs in case of emergency and speaking to residents who have high-level needs. We will then share information with the fire service to make sure there is a personal plan for emergency evacuation.
- Providing practical advice and support if you have additional support needs in an emergency situation and ensure that homes where residents have high level and complex needs are flagged on our central systems.
- Making reasonable adjustments as needed when communicating or visiting your home.
- Ensuring alarm systems are accessible for residents with hearing or other sensory impairment.
- Carrying out tenancy visits on a priority basis and making a referral to Avon Fire and Rescue Service for home safety checks where residents request one.
- Regularly checking how we are doing by continuing to engage with disabled residents, older people and representative groups.

5.2: How we store and use your data and information

Bristol City Council works in accordance with the Data Protection Act. We take the collection, processing and storage of information seriously and have policies and procedures in place to safeguard resident information. In accordance with the Building Safety Act we will record, store and take action to update personal information on a regular basis.

Priority 6: Reporting safety concerns

Priority 6.1: Reporting repairs and safety concerns

If you or someone you live with would need help to safely leave the building in an emergency, please let your housing officer know.

If you have concerns about communal areas or notice behaviour that could pose a safety risk, please let your housing officer know.

You can contact your housing officer by calling **0117 922 2200** (option 3) or email estates.management@bristol.gov.uk

If you are a leaseholder, please email leaseholderenquiries@bristol.gov.uk

You can also report a building safety issue to any member of staff.

Priority 6.2: Contacting the Building Safety Team

If you have any questions or concerns about fire safety or the structural safety of your building, you can also contact our dedicated Building Safety Team by

email buildingsafety@bristol.gov.uk or telephone **0117 922 2200**.

Your concern will be assigned to a member of the Building Safety team, who will contact you within five working days to acknowledge receipt. We may also ask you to clarify or request further information to aid an initial investigation.

We are committed to providing a response within ten working days. If we're unable to do so, we will agree a feasible timeline with you.

Urgent concerns posing risks to health and safety will be promptly addressed, ensuring swift investigation, response, and necessary actions are taken.

Priority 6.3: Making a complaint about building safety

The Building Safety Act 2022 says a "relevant complaint" about building safety may relate to:

- A building safety risk to a specific building
- The performance of Bristol City Council in fulfilling our duties under the Building Safety Act

If we are not doing our part for safety in your building, let us know so we can make changes as soon as possible. If you feel we haven't listened and responded to your service request or feedback, you can make a complaint about our service by:

- Completing the online form www.bristol.gov.uk/housingcomplaints
- emailing complaints.feedback@bristol.gov.uk or
- visiting our **Citizen Service Point** at 100 Temple Street
- writing to Customer Relations (100 TS), PO Box 3399, Bristol, BS1 9NE

For assistance with making a complaint or giving feedback in another language, braille, larger print or on audio tape, email complaints.feedback@bristol.gov.uk or use the above methods to get in touch.

We will treat all complaints fairly, impartially and in line with Bristol City Council's [corporate complaints policy](#) and procedures and standards set by the [Housing Ombudsman](#). Your complaint will be given to an officer who will contact you to understand your complaint fully.

There are different complaint stages:

Complaint stage	Length of time to respond
Triage	5 working days
Stage 1	10 working days
Escalation to Stage 2 Triage	5 working days
Stage 2	20 working days

At the triage stage, you'll get a written confirmation that we've received your case and a summary of the situation. At Stage 1, you'll receive a written outcome with details of your complaint, investigations, conclusions, remedies, and how to escalate to Stage 2 if you're still unhappy. At Stage 2, your case will be investigated, and you'll get a written outcome. If you're still dissatisfied, you'll be given information on how to contact the Housing Ombudsman.

6.4: Accountable and responsible persons

The Building Safety Act has created a new role called the Accountable Person for residential buildings at higher risk of safety issues. The Accountable Person ensures that all requirements of the Act are met and must take reasonable steps to prevent safety risks like fires or structural problems.

If there's more than one Accountable Person, the one responsible for the building's structure and exterior is called the Principal Accountable Person.

The Principle Accountable Person for building safety at Bristol City Council is the Executive Director of Housing and Landlord Services.

The responsible person for fire safety and health and safety in council homes is the Director of Housing and Landlord Services.

6.5: Building Safety Regulator

If you have raised concerns about building safety or made a complaint and remain concerned about the safety of your home, you can contact the Building Safety Regulator. Information about how to contact the [Building Safety Regulator is provided on their website](#) or telephone: **0300 790 6787**

6.7: Actions to improve the ways residents report safety concerns to us

In response to resident consultation feedback, we will review what currently happens when a resident raises a concern about building safety so that we can fully understand the resident experience and take action to improve.

How we will measure success and review this strategy

Bristol City Council will work together with residents and staff to monitor and review this strategy in 2026 and then every two years after that. With each review we will take into account resident experience and feedback, best practice and safety standards set by the Regulator. We will monitor and evaluate resident feedback and complaints across the city, including building safety concerns raised by residents and take action to improve the issues that are identified during the evaluation process.

We aim for year-on-year improvements to resident satisfaction, and will monitor the following tenant satisfaction measures:

- provide a home that is safe and well maintained.
- listen to your views and act on them.
- keep residents informed about the things that matter to them.
- treat residents fairly and with respect.

We will publish and share this strategy with all residents and work with residents panels to prioritise actions.

We will also review building safety engagement plans for each high-rise block every two years following any structural or fire safety incident and/or after significant material alterations to a building.

