

Plenary 2 KEYNOTE

Change your Culture - Residents AND Homes

Speakers:

Joolz Masters | DLUHC

Laurence Hodgson | HSE

Annemarie Fenlon | Peabody

Chair: Mike Turner | Ian Williams





Department for Levelling Up,
Housing & Communities

The Code of Practice for the Remediation of Residential Buildings

Residents Voice



Complying with the Code of Practice

Making residents a key stakeholder

Know the Code

The Code centres on making sure that residents are a key stakeholder in remediation

Know your residents

Every remediation project will be different and so will the residents

Know your homes and buildings

Remediation projects will be building dependent, and therefore their impacts will be too

Know your remediation

Understanding the works required and what steps can be taken to mitigate the impact on residents



Understanding how to comply and applying it consistently

- ❖ Clear roles and responsibilities
- ❖ Keeping residents informed and residents know how to get in contact
- ❖ Giving residents the opportunity to be involved when reasonable to do so
- ❖ Giving residents the chance to meet those responsible for the project
- ❖ Mitigating impacts on residents' lives and homes
- ❖ Assuring that projects are compliant



Remediation projects are significant construction works that will have an impact on residents' lives!

The Code is about putting the resident as a key stakeholder and firmly into the frame of project design and delivery. It will not always be possible to put every mitigation in place or get everything right.

- ❖ Ask - your residents how they want to be a stakeholder and about their experiences throughout the process
- ❖ Tell - ensure everybody who is part of the project knows that residents are a key stakeholder and your expectations on this
- ❖ Explain - to residents what you are doing and what you are not able to do and why, you must make decisions, being appropriate, reasonable and proportionate
- ❖ Review - remediation projects, talk to the people delivering them about your residents and learn what worked well, what didn't and why

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The Building Safety Regulator

Laurence Hodgson

Senior Policy Advisor, Building Safety Programme



Overview of Part 4 of the Building Safety Act 2022

- Introduces new dutyholders – Accountable Persons and Principal Accountable Persons – APs and PAPs
- Defines building safety risks for the purposes of the Act
 - Spread of fire
 - Structural failure
- Sets out the buildings in scope
 - At least 18 metres in height or have at least 7 storeys
 - Contains at least 2 residential units
- **Requires APs to take all reasonable steps to prevent building safety risks and reduce the severity of an incident should it occur**



Building Safety Act 2022

CHAPTER 30

Explanatory Notes have been produced to assist in the understanding of this Act and are available separately

Key Messages

- Although Act imposes new duties (such as registration and safety case report), in practical terms:

If you are managing these risks effectively in your building(s) you will likely already be doing most of what you need to do to satisfy the Act's requirements

- Overarching duty in the Act requires APs to:

Take all reasonable steps to prevent building safety risks and reduce the severity of an incident should it occur

- Proportionality is important:

The measures in place, and the demonstration to BSR, should be proportionate to the risks in that particular building

Residents' Engagement Strategies

- It relates to Building Safety Decisions which are:
 - About the management of the building; and
 - Relate to complying with duties under part 4 of the Act
- The Act sets out four things the strategy needs to contain:
 - The information you'll provide residents with
 - What you'll ask residents about
 - How you'll collect and use opinions
 - How you'll measure and review participation

Key Messages

- The residents' engagement strategy needs to be specific to each building – it needs to take account of the resident profile, including those who may have additional needs
- Building trust with residents takes time and effort – but the result is worth it
- BSR recognises that it can be a challenge knowing exactly who is living in your building
 - You need to take reasonable steps to identify residents, their needs and to distribute the strategy, but the Act acknowledges this will not always be possible
 - For example – if a flat is used for short-term rental, you may not know the occupier, but you are likely to know who the owner is
- There is lots of good work going on engaging with residents and building their trust

Building Assessment Certificate

- BSR expects to start assessing BAC applications from April 2024
- BSR plans to assess existing buildings over a period of 5 years
 - Timing will be based on height / number of dwellings and information from registration
- When invited, the PAP will have 28 days to submit the BAC application
- Application must include: A copy of the latest safety case report
 - A copy of the residents' engagement strategy
 - Information on how the mandatory occurrence reporting system operates
 - A statement confirming all APs have supplied relevant information and documents to all appropriate persons (BSR, residents, other APs etc.)

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Annemarie Fenlon
Managing Director,
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Peabody

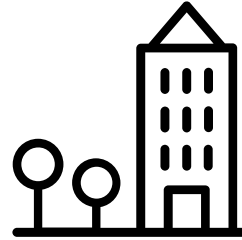
National Housing Maintenance Forum
Maintenance Conference



About Peabody



**More than 160 years
old**



**107,000 homes
across London and
the home counties**



**Social rent
subsidy £621m**



**380 High Rise
Buildings**

**232 – Principle
Accountable Person
(PAP)**



**More than a quarter
of a million repairs
last year**



**£356m on
improvements,
fire safety and
maintenance**

Local Peabody

North Counties

20,388

South Counties

13,376

North East London

23,710

North and West London

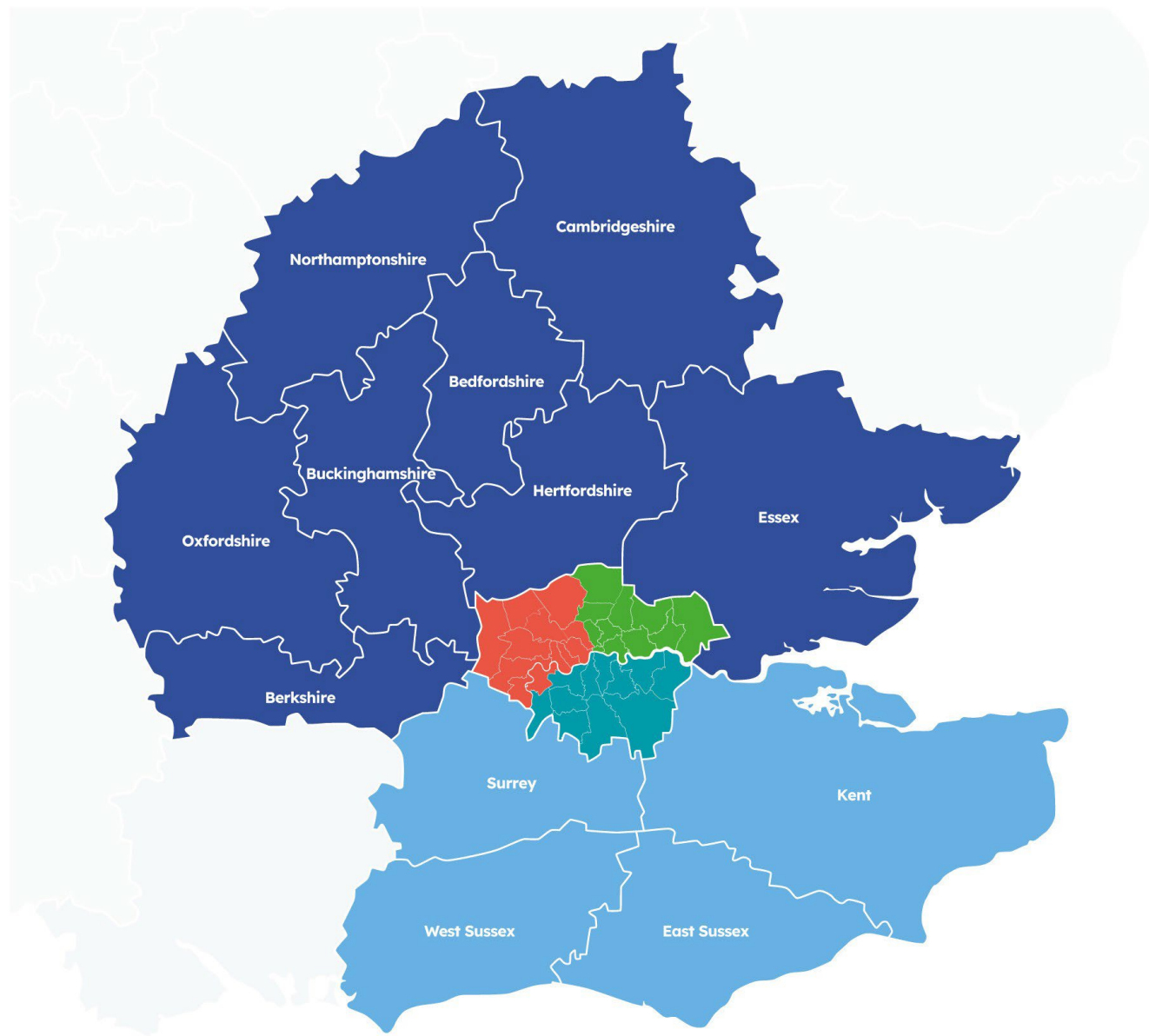
26,507

South London

23,468

Total

107,449



Getting closer to our residents



Local neighbourhood and repair teams



Voice of the Resident



Data



Locally focused teams including Contractors



Specialist centralised teams



The future



Lessons learned



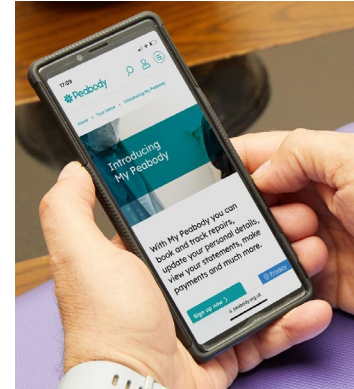
What we need to do differently



Language



Work together to know our Residents and their homes.....





Thank you for

listening



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