

Workshop 3A

Practical Solutions for Resident Engagement

Speaker: Andrew Saunders, HSE

Chaired by: Neil Watts

Room: Blenheim



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Practical solutions for resident engagement

- Why it matters
- Reminder of the requirements
- Things to keep in mind
- Some key steps
- Practical examples
- More information
- Questions

Why it matters

- Everyone should be safe and feel safe in their own homes.
- Poor resident engagement directly impacted the Grenfell tragedy
- The Hackett enquiry identified that:
 - Residents often did not feel listened to or involved in safety decision making
 - Residents often did not feel they had access to the relevant safety information
- Our own research has shown that residents often do not report fire safety or structural issues, and when they do, they often feel their issues were not resolved

Reminder of the requirements

- PAP must prepare a residents' engagement strategy as soon as reasonably practicable
- Required content set out in the [Act](#) and [Regulations](#)
- PAPs must:
 - Consult on the strategy
 - Engage with residents aged 16 and over / owners of residential units on building safety decisions
 - Review the strategy at least every 2 years (or in other defined circumstances)
 - **Act in accordance with the strategy**
- APs must give a copy of the strategy to residents aged 16 and over / owners of residential units

Things to keep in mind

- High-rise residents are a diverse population
- Almost half a million high-rise residents have additional needs
- Those additional needs are diverse – one size does not fit all
- Challenges may include mobility, sensory impairment, language / literacy, neurodiversity
- Be aware of different communication preferences and different cultures
- Engagement / consultation is a 2-way process – it is not simply telling people what you are going to do

Some key steps



Practical examples

- Real life examples of
 - Understanding who lives in the building
 - Being inclusive
 - Using multiple channels to engage with residents
 - Communicating effectively
 - Listening to residents

More information

- [Preparing a resident engagement strategy - GOV.UK](#)
- [Residents Engagement Strategy Case Studies](#)
- [Principles for engaging with residents](#)

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Q&A



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Thank you.

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next conference!



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