



Building Safety at East Village

Resident Engagement Strategy

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1. INTRODUCTION

Here at East Village, the most important thing we do is look out for the safety of residents. It's our job to ensure your building is safe, working in partnership with you. Everyone at East Village Management Limited (EVML) is focused on your safety and we work hard to ensure we act with transparency and accountability when managing your building.

This document sets out our resident engagement strategy. It includes important information about how, what, why and when we communicate with you about the safety of your building. You can also find this document and other useful information on our website here.

www.evml.co.uk

We value your thoughts about how we manage the safety of your building. Listening to your views and ideas will enable us to constantly improve our service and East Village. Together we'll make a positive impact on our neighbourhood.





2. BACKGROUND

Following the Grenfell Tower fire in June 2017 and subsequent government inquiry, the [Building Safety Act 2022](#) was introduced. This is new legislation that sets out how high-rise residential buildings must be managed.

The Building Safety Act 2022 introduced new legal duties related to high-rise buildings and residents' safety. One of them is the implementation of a Resident Engagement Strategy by which [Principle Accountable Persons](#) must give residents specific information and involve residents in certain building safety decisions.

All occupied high-rise residential buildings must have one clearly identifiable Accountable Person, known as the Principal Accountable Person ("PAP") who is responsible for ensuring that fire and structural safety is being properly managed for the whole building. For the blocks comprising the Olympic Plots at East Village, East Village Management Limited is the Principal Accountable Person. The Estate Director of EVML is Vicki Costello. For buildings in plot N08 (Laurel Point, Insignia Point, Asteria House) the PAP is EV N08 (995) Ltd.

A Resident Engagement Strategy is a legal requirement. It must set out how we communicate, inform and consult with you about building safety. All of the tall buildings here at East Village are defined as Higher-Risk Residential Buildings (HRBs) in government safety legislation. Most of the townhouses are part of an HRB and this strategy and our complaints policy applies to you. If you live in one of the townhouses in Oriens Mews or Champions Walk please contact your landlord if you have any safety concerns.

A Higher-Risk Building is defined as one with at least two residential units which is at least 18 metres in height or has at least seven storeys.

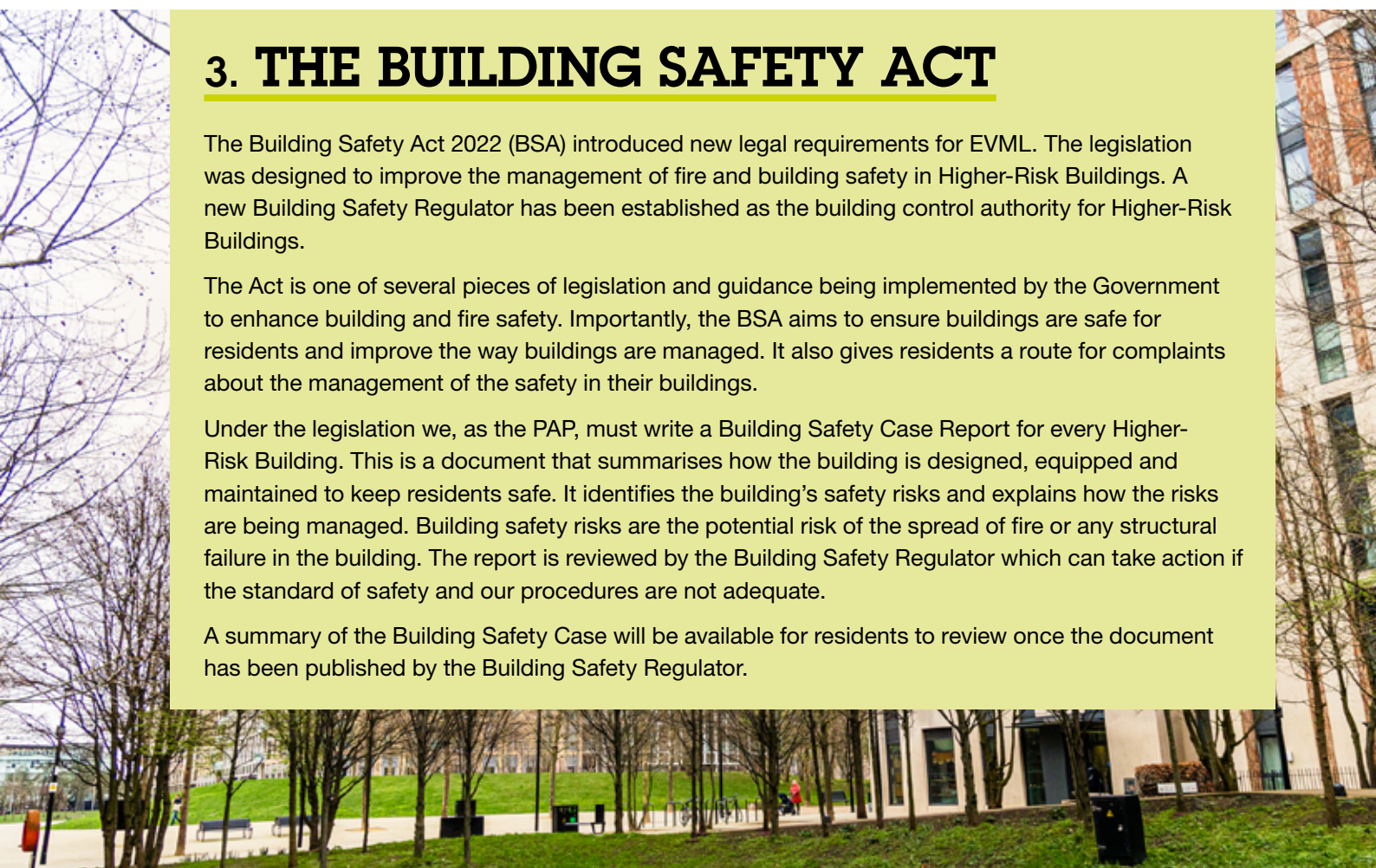
3. THE BUILDING SAFETY ACT

The Building Safety Act 2022 (BSA) introduced new legal requirements for EVML. The legislation was designed to improve the management of fire and building safety in Higher-Risk Buildings. A new Building Safety Regulator has been established as the building control authority for Higher-Risk Buildings.

The Act is one of several pieces of legislation and guidance being implemented by the Government to enhance building and fire safety. Importantly, the BSA aims to ensure buildings are safe for residents and improve the way buildings are managed. It also gives residents a route for complaints about the management of the safety in their buildings.

Under the legislation we, as the PAP, must write a Building Safety Case Report for every Higher-Risk Building. This is a document that summarises how the building is designed, equipped and maintained to keep residents safe. It identifies the building's safety risks and explains how the risks are being managed. Building safety risks are the potential risk of the spread of fire or any structural failure in the building. The report is reviewed by the Building Safety Regulator which can take action if the standard of safety and our procedures are not adequate.

A summary of the Building Safety Case will be available for residents to review once the document has been published by the Building Safety Regulator.





4. RESIDENT ENGAGEMENT STRATEGY

It's our job to ensure you:

- Live in a safe building,
- Are informed and understand our decision making about things that affect your safety,
- Know what to do if there's a fire.

We'll always:

- Listen to you and take your views into account,
- Give you the information you need.

Our strategy will achieve this by:

- Building a strong working relationship with you,
- Ensuring your feedback leads to continued service improvement,
- Continuously improving the communication between us,
- Supporting you to engage in a way that is easy and beneficial for you,
- Keeping you updated about the safety of your building.



We'll always communicate any building safety related decisions about your building with you. Initially, we'll do this through your landlord either Get Living or Triathlon Homes. We also have a website that you can view anytime. We recommend you check the website regularly.

www.evml.co.uk





5. MANAGING SIGNIFICANT SAFETY WORK IN YOUR BUILDING

We'll publish details of major building safety works on our website. Some examples of these works are:

1. Structural Repairs and Maintenance:

- Includes fixing issues such as cracks in walls, damaged foundations, or compromised load-bearing elements.

2. Fire Safety Measures:

- Fire alarm systems, sprinklers, emergency lighting, fire escape routes and fire doors. Regular maintenance, upgrades, and compliance with fire safety regulations are mandatory.

3. Security Enhancements:

- Door entry security systems such as access control and surveillance cameras.
- Properly functioning locks, especially in communal areas.

4. Planned Improvements and Refurbishment:

- Energy-efficient upgrades, facade improvements, and communal area refurbishments.

These works are essential for residents' safety and the longevity of the building.



6. COMMUNICATING WITH US AND HOW WE WILL KEEP YOU INFORMED

We will also communicate:

- The reason for works to be carried out
- The schedule of works to be completed
- How we'll minimise any impact on you, such as noise or whether contractors need access to your home
- Any costs associated with the works (if you are a leaseholder, we'll let you know about the cost of the work), and how this will be paid for
- How long we expect works to take, including the reasons for any delays to work schedules
- We'll invite your questions and/or comments and will respond in 5 working days

When we are undertaking significant safety works we may hold virtual town halls, in person meetings or drop in sessions. We'll always tell you about these in advance.

Servicing Equipment

We maintain and service the critical fire safety equipment in your building ensuring we meet the statutory regulations. We'll let you know if anything significant is reported in any service visit.

Keeping others informed

There will be times when we have to let the London Fire Brigade or the BSR know if any life safety systems fail. We always do this promptly.

Communicating with us

If you contact us we'll respond in a way that suits you best. This could be by email or letter (email: residents@eastvillagemanagement.co.uk or letter: 80 Celebration Avenue, London, E20 1DB). We'll ask you what you'd prefer and ask your permission before we contact your landlord.





How we'll involve you in decision making

We will only ask you about the aspects of a decision that impacts you. For example, if work is needed to repair a faulty fire door in the communal area of a building, asking you about the work will not be necessary because we are able to remediate it quickly. However, we may ask you when would be the best time to do some essential repairs to keep disruption to a minimum. We may also consult with you regarding the types of works that will need to take place. We will do this by writing to you, and documenting it on our RES website.

We will ensure that we have an appropriate number of EVML team members to answer any questions you may have.

Sometimes we'll ask you to contribute to a decision about your building. We'll write to you and let you

know what we are proposing to do and the decision we are seeking to make, and we'd welcome your comments. For example, sometimes after a service, the contractor might recommend we take some action, or we might consider if the work can be delayed until a more appropriate time. You can provide feedback via our website or review any relevant documentation and speak to our team in person at the EVML office. We will track feedback and issue our responses to residents via the website on a frequent basis.

The reviews we carry out will be documented and retained by EVML and will be available to residents and the Building Safety Regulator.

7. Should you have any concerns about building safety risks you can email us on:

residents@eastvillagemanagement.co.uk





8. COMPLAINTS ABOUT BUILDING SAFETY:

Our aim is to ensure we meet our safety obligations and keep you informed about building safety here at East Village. We take complaints very seriously. If you make a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible.

We have an effective complaints system in place to ensure responding to any comments, observations, concerns or complaints take place within a strict timetable. Complaints should be submitted in writing at our reception, via our website or by email.

We will respond with an acknowledgement, via your preferred method of communication, to all complaints within 5 working days (Monday-Friday). If we are unable to rectify the complaint within this time frame we will advise on the potential time frame for a response unless there is an urgent issue.

All residents should feel confident they will be listened to and responded to without fear of discrimination or recrimination. We aim to ensure that any complainant is treated sensitively.

In situations where a resident may lack confidence to express their views, or require help to do so, they can be supported by a third party of their choosing. All residents' complaints are fully documented and investigated and are dealt with fairly.

At EVML we view complaints as an opportunity to improve our service delivery and to learn lessons that will help us make changes with the intention of avoiding a repetition of any similar complaint.

To help us learn lessons from complaints, we track and analyse all our complaints to identify trends that will help us improve our service and communication.

The Complaints Policy and Procedures as documented above are displayed on our resident engagement strategy website. If you are unhappy with the outcome of a complaint, we will review your original response and consider if there are further concerns that need addressing.

The PAP may consult your landlord and work with you to reach an outcome where all are satisfied.

An issue relating to structural failure and spread of fire (building safety risks) or the performance of the PAP can be referred to the BSR with the complainant's consent, only when:

- an agreement cannot be reached,
- there is no satisfactory outcome after a final response is given,
- the complainant is not satisfied with the outcome

If you are not happy with our response and remain concerned about the safety of the structure of the building or the current fire safety measures, you have the right to complain to the Building Safety Regulator. The website is detailed below:

[Contact the Building Safety Regulator](#)





9. PROVIDING YOU THE INFORMATION YOU NEED

You'll find the following on our website:

- Fire strategy for your building
- Evacuation details if required
- Essential updates about any work we need to do

You can access other building safety information upon request this will include the following:

- Fire Risk Assessments (FRA) (including historic)
- Outcome of Building Safety inspection checks
- Structural assessments including but not limited to external wall surveys
- Bespoke FRA or external wall surveys
- Fire door inspections

ALL FIRE SAFETY RISKS TO YOUR BUILDING WILL BE COMMUNICATED TO YOU IN WRITING AND PUT ON THE RESIDENT ENGAGEMENT WEBSITE.

You can ask us for other relevant documents too.

We'll give you access upon request within 5 working days. However, some documentation may require longer depending on the content.

If we're unable to send you some documents and you'd like to see them you are able to book an appointment to view them at the East Village Management office at 80 Celebration Avenue, E20 1DB.



10. KEEPING YOU AND YOUR NEIGHBOURS SAFE

Residents have an important role to play in co-operating with the PAP to ensure safety checks can be carried out and ensuring that the safety of the building is not compromised. You must ensure you regularly check your smoke alarm and ensure it has batteries, and help your landlord service equipment, or if you are a leaseholder, undertake this yourself.

Please ensure you report any observed deficiencies with fire doors, and make sure these are always closed behind you, as this will support the compartmentation of the building.

You must not smoke tobacco, electronic cigarettes, or any other substance, or allow any person in your household or your guests to smoke, in the block or neighbourhood shared areas including, but not limited to, entrances, lifts, corridors, stairs, internal courtyards, courtyards and roof gardens and car parking areas. In addition, your tenancy agreement with your landlord may state that you are not allowed to smoke in your apartment or on your balcony, terrace or winter garden.



USE OF BALCONIES:

We want you to be able to enjoy your outside space, and at the same time help us ensure your safety, as this is our highest priority.

The East Village Security Team monitor the use of the balconies to check for stored materials or activity which could increase the risk of fire. Fire hazards on balconies can range from smoking and carelessly discarded cigarettes, to using patio heaters, barbecues and/or storing combustible items.

Please follow these instructions to keep you and your neighbours safe:

- No barbecues or cooking equipment of any type should be stored or used.
- Do not smoke on balconies, in terraced areas, on winter gardens or in internal communal areas.
- Do not use gas or electrical patio heaters or a firepit.
- Do not store gas cylinders or any item containing flammable liquid.
- Do not use fireworks, including indoor fireworks.
- Do not use candles, lanterns, garden torches or any other form of naked flame
- Any additional timber, plastic, or other types of materials or screening must not be fixed to balconies, winter gardens or external walls.
- Do not install electric lights, e.g., fairy lights, whether they be mains, battery or solar powered.
- Indoor furniture, e.g., sofas, floor coverings or rugs made of combustible material, are not permitted.
- White/electrical goods such as fridges and tumble dryers should not be stored. They are not suitable for outdoor use.
- Do not store or charge disability scooters.
- Do not store bicycles on balconies
- Do not store combustible materials including paper, cardboard or wood; keep items to a minimum by removing any rubbish and combustible items like furniture, timber, decorating materials, children's plastic toys and other clutter.



What furniture is permitted on my balcony?

Furniture should be made of hardwood, metal or a combination of these materials only.

We also recommend the following:

- Ensure any plants are kept well-watered and not allowed to dry out.
- Ensure any plants pots/planters are ceramic or terracotta only.
- Live plants should be used rather than artificial ones.
- Ensure all blankets, cushions and other fabrics are removed when not in use.

We understand that this is a long list of rules, but these will help to keep everyone safe. Our security team carry out quarterly inspections of balconies and feed back any issues to your landlord to contact you.

Thank you for helping us keep you and your neighbours safe.



Your responsibilities:

According to the Building Safety Act, residents and owners have a duty to do the following:

- Not act in a way that creates a significant risk of a building safety risk materialising;
- Not interfere with a relevant safety item;
- A person “interferes” with a relevant safety item if they, without reasonable excuse:
 - (a) damage it,
 - (b) remove it, or
 - (c) do anything to, or in relation to, it that interferes with its intended function.

Should residents tamper with any fire safety equipment, we will consult with your landlord who will take appropriate action.

Contravention notices:

The BSA makes provision for The Principal Accountable Person and Accountable Person to issue Contravention Notices, where they feel a relevant person (in this case occupiers of buildings at East Village) has contravened or is contravening their duty under the Act.

For this reason and for the safety of all residents we ask that you follow the guidance and if any of our building staff make any requests in relation to building safety, they are complied with.

If you have any questions or would like to speak to us further about these please do get in touch.

Further information can be found: [Building Safety Act 2022](#)



11. EQUALITY, DIVERSITY AND ACCESSIBILITY

Equality Diversity Inclusion Strategy (EDI)

We are committed to equality and inclusivity. Should you have any questions about our approach to EDI, please contact us on the following email.

residents@eastvillagemanagement.co.uk

Accessibility:

If you would like this document or other information in another format, please let us know. We can provide documents in:

- Braille
- Large text
- Other languages

Any residents requesting this can do so via their landlord or via the email address above.

Residents must ensure they request these alternative formats ahead of any meetings or at the point of raising the issue. Prior to a meeting, alternative formats of text must be requested at least 5 working days (Monday – Friday) in advance.

All emails will go directly to our Compliance and Health and Safety Manager. From here they will be logged and discussed with the relevant team members, this could be our estate and building managers or security.

All emails raised will be acknowledged within 5 working days (Monday – Friday) if we need more time to provide an answer, we will communicate this and give a rough estimate on timeframe for a response.

All feedback and questions raised will be logged on our internal tracker and all relevant information recorded and shared appropriately.

Feedback can be provided via the reception, or via email.





12. INFORMATION ABOUT SERVICE CHARGES AND FOR LEASEHOLDERS

Some Triathlon Homes residents at East Village own their own homes and /or pay a service charge. This means we'll provide additional information to these residents about the cost of services. We'll also ensure we follow any statutory consultation when we appoint new contractors or undertake work.



13. GDPR

We will collect and store information in line with General Data Protection Regulations (GDPR). This is clearly documented on our website.

These regulations state that all data we store and use at EVML must be:

- used fairly, lawfully, and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant, and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction, or damage

Where available, all resident communication will be anonymised.



14. REVIEWING THE EFFECTIVENESS OF OUR RESIDENT ENGAGEMENT STRATEGY

We are committed to making sure our Resident Engagement Strategy is relevant and effective. We also want your feedback about whether we are meeting our aims.

We will review our strategy:

- At least every year
- After every consultation of the strategy
- After a Mandatory Occurrence Report
- After the completion of significant material alterations to the building

We will record each review, and whether or not we have made changes to the strategy. This will then be published on our website for resident engagement.

We will ensure that we assess and review all the methods we use to encourage resident involvement in building safety decisions by recording the frequency of methods used.

To measure and review participation, we will:

- Record how many responses we get when we ask about a building safety decision.
- Use surveys and focus groups.

If our results show a lack of satisfaction or participation from residents, we will review how we communicate with you. This could include re-distributing our email address and ensuring our contact details are available. It could involve a Village meeting and drop-in sessions to enable our residents to meet the team and feel more involved in the process.





15. HELPING RESIDENTS WITH MOBILITY OR SENSORY NEEDS

Personal Emergency Evacuation Plan (PEEP)

A PEEP is a personal emergency evacuation plan for residents.

Residents need to make their landlord aware of any conditions that they think may impact their ability to evacuate the building urgently. Once you have notified your landlord, they will complete a Person-Centred Fire Risk Assessment (“PCFRA”) with you. These findings (with your approval) will be shared with us by your landlord and together we will create a PEEP document. This is then stored in our SIB boxes (secure information box) which are accessible by the London Fire Brigade and are there to help support your safe evacuation in the event this is required.

Carers

The role of a carer is crucial in the event of a fire evacuation. During the implementation of a PEEP, we will consider what if any role you can play in the assistance of evacuation.

We can also provide further in-house training and guidance to ensure carers are comfortable with the evacuation process. Even if this is just going around the premises for further clarification with our Health and Safety Manager, or one of the EVML Fire Marshals.

EVML is here to help.



16. FIRE STRATEGY

What is a fire strategy?

Each individual building at East Village has its own fire instructions. Please refer to the fire evacuation notices located around your building for full information on your building's current fire strategy and escape routes. You can also find this information on our website or via your landlord.

Evacuation process

Here at East Village, all of our buildings are built with a STAY PUT strategy.

However, we may need to change this as an interim measure, depending on factors of your building.

There are two main types of fire evacuation strategies:

- Stay put
- Simultaneous Evacuation

The objective of a fire strategy is to keep people safely away from an outbreak of fire when they are not close to an active area. For example, if someone's flat is not affected by the fire, the 'Stay Put' strategy recommends that they remain inside their residence, closing all doors and windows. This is to ensure that each individual flat/apartment would help contain the fire for a period of time.

When a Stay Put strategy cannot be used, a Fire Risk Assessor may recommend moving to a Simultaneous Evacuation strategy. If a Simultaneous Evacuation strategy is in place and residents are alerted to a fire then all residents MUST evacuate their dwelling. Residents may be alerted to a fire by a "waking watch", people walking around the building wearing High Vis vests and carrying loud hailer. These will alert all residents of the situation so they can evacuate to safety. All residents MUST evacuate their dwelling.

The fire action notices displayed around your residence will clearly identify your instructions.

Should your fire evacuation strategy be changed, this will be clearly communicated to residents via EVML's website, and direct communication in the form of an email or letter.

Stay put: fire alarm activation instruction

If your building has a Stay Put strategy only if the fire is in your dwelling or you are requested to evacuate will you leave your residence. The advice is to stay put where safe to do so.

Simultaneous evacuation: fire alarm activation instruction

For buildings with a Simultaneous Evacuation strategy, the following will happen as soon as a fire alarm activation occurs on the fire alarm panel:

1. The EVML Security Team will review the panel for any further information while dispatching the Security Patrol Team to attend the location of the activation.
2. En-route to the alarm activation, the EVML Security Patrol Team will assign and confirm roles and responsibilities.
3. The fire evacuation officers will issue instructions to residents to evacuate the building.
4. One EVML officer will attend the fire panel(s) and confirm location of alarm. Where safe to do so, investigation of the potential location of the fire will be conducted, and if required the London Fire Brigade (LFB) will be promptly called.
5. Security will also wait outside of the building to meet and liaise with the LFB. Officers are aware of all PEEPs and will provide assistance evacuating for those that need it. They will also attend the stairwell to manage this where needed.
6. All residents are to immediately evacuate their dwelling and meet at the appointed fire evacuation point as documented on their Fire Evacuation Notice. Only when advised by the LFB that it is safe to return can they return to their residence.

Sweeps

During the evacuation of residents, the EVML Fire Marshal team will conduct a "sweep" of the building. The purpose of the sweep is to help assist any residents with a PEEP who may struggle to evacuate by themselves. Please be aware that it is the London Fire Brigade's role to rescue, the EVML team is here to assist. They sweep from the top of a building down to the bottom, and therefore will not be with a resident with a PEEP immediately. If you are able to evacuate safely on your own then it is recommended to do so. All details of PEEPs are stored in our SIB boxes, located at the entrance and in the car park of all High-Rise Buildings. In the event of a fire alarm, the LFB have access to this information and will assist in the evacuation and rescue of any persons requiring PEEPs.





17. GETTING IN TOUCH

It's important to us that you feel listened to and informed about building safety at East Village.

To ensure you feel part of the process, we want to ensure you have a direct route of communication with your building safety team.

You can contact us on:

E: residents@eastvillagemanagement.co.uk

W: www.evml.co.uk

Your enquiry will be reviewed by our team who will contact you within 5 working days.

Please ensure all fire or building safety issues are reported to EVML via the contact details above; this includes anything from a damaged fire door to holes in the walls. If you have an issue out of hours (outside 8am to 5pm) please report it to the security team.

If there is an active fire, this must be reported immediately to the London Fire Brigade on 999, and reported to the security team via telephone.

18. FIND OUT MORE ABOUT BUILDING SAFETY

Building Safety Act:

<https://www.gov.uk/guidance/the-building-safety-act>

Building Safety Regulator

<https://www.hse.gov.uk/building-safety/regulator.htm>



Team
east village
london E20