

Heaton Towers

Building Safety

Resident Engagement

Strategy





Heaton Towers

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Please keep this booklet safe so you know who to contact when you need advice, support or who to report an issue to in relation to building safety

Introduction

“Your safety is our priority. Stockport Homes Group (SHG) want you to feel safe in your home and feel confident to report any building safety concerns you might have.”

The Building Safety Act 2022

Following the Grenfell Tower fire in June 2017, a government inquiry found that the construction industry was not fit for purpose in terms of safety. The recommendations formed the basis for the Building Safety Act 2022.

The act currently applies to **residential Higher-Risk Buildings (HRB's)** which are buildings that: **Contain at least two residential dwellings and are over 18m or seven storeys in height.**

The act defines two major risks: **The spread of fire and structural failure.**

What this means for customers

SHG are responsible for managing 24 higher-risk buildings on behalf of Stockport MBC. Customers living in these buildings have more say in the management of their buildings. They can raise building safety concerns directly to the owners and managers of these buildings who have a duty to listen to them.

If customers feel their concerns are being ignored, they can raise them with the Building Safety Regulator.

Legally, we must also provide customers with an engagement strategy specifically for building safety.

Contact

The named accountable person for Stockport MBC's 24 higher-risk buildings* is:

SHG's single point of contact for Building Safety is:

Stockport Homes
Cornerstone
2 Edward Street
Stockport
SK1 3NQ

James Hood – Building Safety Manager
Cornerstone
2 Edward Street
Stockport
SK1 3NQ

Building Safety Regulator
0300 790 6787

Monday to Friday 8:30am to 5pm
Except Wednesday 10am to 5pm

buildingsafety@stockporthomes.org

Use the [online form](#) on their website

*For the purposes of being customer focused; for the remainder of this strategy, high-rise buildings will be used instead of higher-risk buildings

Aims

This Customer Engagement Strategy is specific to Heaton Towers and considers all the customers in the building and their specific needs.

The aims of this strategy are:

- ▶ To ensure all customers feel safe in their building and home
- ▶ Give customers a voice on how building safety is managed in their building
- ▶ Ensures SHG are accountable for building safety decisions

 <p>Promote customer engagement in building safety matters</p>	 <p>Ensure customers are aware of the building safety information that they can request</p>
 <p>Consult with customers on building safety decisions that affect their building</p>	 <p>Listen to customers feedback following engagement</p>
 <p>Ensure customers understand their responsibilities in making sure their homes remain safe</p>	 <p>Empower customers to raise building safety concerns or a complaint if they feel they are not being listened to</p>

To ensure this strategy remains effective, SHG will review:

- ▶ At least every two years
- ▶ After every consultation period held on the strategy
- ▶ After a report is submitted to the Building Safety Regulator
- ▶ After the completion of significant material alterations to the building

Records of reviews carried out will be detailed within the version control at the end of the strategy until the full strategy review date.

About Heaton Towers

Heaton Towers, owned by Stockport MBC and managed by Stockport Homes, is home to a diverse community that includes single individuals, couples and families residing in 1 and 2 bedroom flats. There are 5 flats owned by a leaseholder.


Here is some key information about your building:	
Address	Wilkinson Road, Heaton Norris, Stockport, SK4 1ST
Number of storeys (incl. Ground Floor)	12
Number of flats	68
Number of staircases	2
Year built	1965
Construction materials	Reinforced concrete frame with brick infill panels
External wall system	Stone wool insulation with smooth finish render

Currently the age range with the highest percentage of customers is 65-74 with the average age of customers being 51. 16.67% of customers are known to have a disability or impairment of some kind and three different languages are known to be spoken.



Objectives

Any time SHG communicate with customers about building safety, our objectives are to:

 Inform Understand the specific needs of customers that live in the block and provide tailored information	 Communicate Ensure that customers have sight of the strategy in various formats and receive regular safety updates
 Educate Ensure that customers know what their responsibilities are to keep themselves and other customers safe	 Support Ensure that customers know where to go for help or guidance in fire and building safety matters

SHG Roles and responsibilities



SHG have many teams responsible for the different elements of building safety:

- Compliance and Building Safety Team**
Responsible for this strategy and ensuring all 24 high-rise buildings are safe. This includes overseeing servicing and maintenance of items such as sprinkler systems, lifts and emergency lighting.
- Assets Team**
Responsible for planning and programming all planned works to ensure all buildings are maintained to a good standard.
- Investment Team**
Responsible for delivering all Planned Works.

- Repairs**
Responsible for day to day repairs in flats and communal areas.
- Neighbourhoods**
Responsible for managing all aspects of tenancy and estate management.
- Caretaking**
Responsible for ensuring the building is cleaned to a good standard and checking communal areas are clear of obstructions.
- Control Room**
Responsible for monitoring alarm systems and CCTV.

Customer responsibilities

Whilst SHG will keep your building safe, **you** can support SHG by:

 <ul style="list-style-type: none">Being careful in your flat around fire safety and keeping escape routes clearChecking your smoke and heat detectors are working once a weekAvoid tampering with safety features in your flat and communal areas	<ul style="list-style-type: none">Not leaving any rubbish or items outside of your flat and using the bin chute to safely dispose of rubbishReporting any issues to SHG – particularly around fire safetyAllowing access for fire door and sprinkler inspections
 <p>Annually, we will ask you to complete our Evacuating in an Emergency Survey. This enables SHG to understand what support you would need if you had to leave your home in an emergency.</p> <p>If your evacuation circumstances change, even temporarily, you can update the details we hold for you by completing our Evacuation Survey</p>	

Building Safety Regulator

The Building Safety Regulator (BSR) is responsible for ensuring the safety of Higher-Risk Buildings and ensuring building owners meet their responsibilities. The BSR is part of the Health and Safety Executive (HSE).

Ways to get involved

There are several ways for you to get involved.


<ul style="list-style-type: none">Join the Building Safety Residents PanelAttend Local Area Forums to have your sayAttend a walkabout where you liveSign up to the Customer Newsletter	<ul style="list-style-type: none">Sign up to Customer Voice Membership GroupAttend customer eventsLook at the electronic noticeboard in your building
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Join the Building Safety Residents Panel (BSRP)

The Panel look at fire and building safety information and customer feedback about the high-rise blocks on a quarterly basis. They are an advisory group to SHG and can challenge any areas of concern about building safety in high rise blocks. The Panel link with other customer panels at SHG.

The panel are always looking for **new members** who receive a **small remuneration** in recognition of their time.

Contact the Customer Engagement Team to find out more information about getting involved:

 customer.engagement@stockporthomes.org

 www.stockporthomes.org/my-home/high-rise-living/



How will SHG understand customer engagement and communication needs

SHG will ensure engagement is effective and communication is clear. We will work with customers to understand their needs and respect their preferences to ensure this happens.

SHG are committed to increasing customer engagement and to look at innovative ways of doing so. Forms of communication will include in person visits, emails, text messaging, SHG website and social media channels and electronic noticeboards.

SHG will adopt the following standards for consultation and survey activities:



Undertake customer consultation and surveys digitally and by post to ensure all customers are included



Be clear on timescales and easy to contact if queries arise



If known, use the communication method each customer prefers



Hold drop-in sessions about any proposed changes or works



Use clear, concise and jargon free language



Use customer responses to inform decision making and where feasible include in any amendments to documents or major work plans



Provide communications in varied formats on request such as braille, translation and coloured paper



Use the Building Safety Residents Panel to talk about major decisions affecting building safety

Customer views will be held in a database at SHG and stored in line with GDPR.

 Please see SHG's privacy notice here: www.stockporthomes.org/privacy-notice/

How will SHG engage and communicate with customers

SHG will ensure customers are consulted on both the Customer Engagement Strategy and on building safety decisions.

All information will be presented in an easy-to-read format, and customers will be asked for their feedback. SHG value customers' views as part the decision-making process around building safety.

Customer Engagement Strategy

Heaton Towers and the other 23 high-rise buildings each have their own Customer Engagement Strategy.

Where a full review of the Customer Engagement Strategy is required, SHG will consult with all relevant people including any accountable persons. Any feedback provided as part of the consultation process will be taken into account. The consultation process will use varied methods which may include digital, postal or in-person events. The consultation period will be for a 'reasonable period' and in the case of the Customer Engagement Strategy will be a period of no less than 3 weeks.

Building safety decisions

At the start of the process, SHG will look at the issue and this will determine the length of the consultation period. If there is a short consultation period, we will explain why. If works are of an emergency nature or there is a new legal requirement to carry out work, we will inform you as soon as is reasonably practicable.

SHG will consider which customers need informing on building safety decisions. If the works are confined to one floor, we will only consult with customers on that floor. If the works are to the whole building, we will consult with all customers.

SHG will tell customers when:

- ✔ Works are due to take place following a building safety decision and the purpose of these works
- ✔ The works taking place will last more than one day and may limit access to any part of the building or cause a nuisance – e.g. noise, dust etc.
- ✔ The works are due to start and finish – this will include dates and working hours



The consultation process will be carried out using various methods which may include digital, postal or in-person events.

SHG will collate and record responses to any consultations carried out. This will primarily depend on how the consultation is carried out.

SHG will give due consideration to the responses received and following the consultation, SHG will notify customers on the key points of the consultation and how they have responded to any specific points raised.

New customers

SHG will provide a copy of this Resident Engagement Strategy to all new customers when they move into a SHG managed high-rise building. This will provide customers with all the details they require to feel safe in their new home and to make sure they know how to raise any building safety concerns.

How will SHG measure engagement and communication with customers


To ensure customer engagement and communication remains effective, SHG will:


- ✔ Monitor customer feedback about high-rise buildings and share results of any surveys or consultations.
- ✔ Listen and act upon the feedback and challenge of the Building Safety Customers Panel.
- ✔ Act on customer feedback where practicably possible.
- ✔ Where we get limited feedback, review our methods of engagement and communication.





Keeping you safe


Heaton Towers has a number of features to ensure it and you are safe. These include:


 **Lightning protection** – Located on roof. This is inspected annually.


 **Manual smoke vents** – Located on stairwells and would be used by fire service in the event of an emergency to clear smoke. These are checked monthly.


 **Emergency lighting** – Located in communal areas and in place to ensure escape routes are lit in the event of a loss of power to your building. These are tested monthly and serviced annually.

 **Dry risers** – Located on every floor and would be used by the fire service to get water up to your floor in an emergency. These are checked monthly and serviced annually.

 **Bin suppression system / fire slide** – Located in the bin room on the ground floor. If a fire is detected in the bin at the bottom of the bin chute, a water-based bin suppression system activates to put the fire out. A heat activated fire slide stops fire and smoke travelling up the bin chute. These are checked monthly and serviced annually.

 **Sprinkler system** – Located in flats and secured landlords' areas. The cover plate detaches at 57°C and the sprinkler head activates at 74°C. This only happens where the fire is. The system self-tests weekly, is checked monthly and serviced annually.

 **Fire doors** – Located to every flat entrance door and doors opening into the communal staircases or communal corridors. Flat doors are checked yearly, and communal doors are checked quarterly.

 **Compartmentation** – Your building is constructed with compartments which in the event of an emergency, prevents the spread of fire and smoke. We ensure anyone carrying out work in your building does not breach compartmentation or alternatively reinstates it to the required standard.

Evacuation



Heaton Towers has a Stay Put / Stay Safe Policy, developed in line with Greater Manchester Fire and Rescue Service.

If there is a fire or smoke in your flat, get out and stay out. Close all doors behind you and only use the stairs.

Once outside, call 999 and ask for the fire service. Do not go back into the building until the fire service says it is safe to do so.

A Stay Put / Stay Safe Policy means that if there is a fire in another part of the building, you should stay within your flat if you feel safe to do so. If you feel unsafe at any time, then get out and call 999. If a member of the fire service tells you to leave the building, you should do so immediately.

In the event of a major incident, SHG and Stockport MBC will implement their emergency response plan.

Providing information to customers

SHG will make sure they provide customers living in their high-rise buildings with information that details how their building is kept safe. This will be provided in an easy-to-understand format and reasonable adjustments will be made to ensure all customers understand.

Customers are also entitled to request further and more detailed information about their building.





Customers can request:

- ✓ Fire strategy for the building
- ✓ Fire risk assessment for the building
- ✓ The fire risk appraisal of the external walls of the building
- ✓ Structural assessments
- ✓ Details around the management of building safety measures
- ✓ Details around the management, inspection and servicing of fire safety systems
- ✓ Relevant planned and historical changes to the building

However, there may be occasions where we are not able to share information. This might be we don't have permission or sharing it could compromise the safety of the building, the safety of other customers or customers privacy.

Questions / Concerns about Building Safety

SHG are here to investigate, resolve and feedback. If you have a question / concern about building safety, please contact the Building Safety Team:






-  0161 217 6016
-  buildingsafety@stockporthomes.org
-  Send a letter to the team:
Building Safety Team
Stockport Homes
Cornerstone
2 Edward Street
Stockport
SK1 3NQ
-  Use the [online form](#) our on website

How to make a building safety complaint

The Building Safety Act 2022 states that building safety complaints can be made about a risk to a specific building and / or the way a high-rise building is being managed by the Accountable Person.



SHG have a Customer Feedback Policy. This document outlines how we manage our complaints process.

If you have already contacted the Building Safety Team about an issue and it is unresolved, you can contact the Customer Feedback Team:

-  0161 474 2600
-  feedback@stockporthomes.org
-  Send a letter to the team:
Customer Feedback Team
Stockport Homes
Cornerstone
2 Edward Street
Stockport
SK1 3NQ
-  Use the [online form](#) on our website
-  Visit in person:
Stockport Homes
Cornerstone
2 Edward Street
Stockport
SK1 3NQ

How to escalate your complaint

If you are not satisfied with how your complaint has been handled, you can escalate it to the Building Safety Regulator:

-  0300 790 6787
-  Use the [online form](#) on their website
- Monday to Friday 8:30am to 5pm,
except on Wednesday when they are
open from 10am to 5pm

Version Control

Version Number	Date	Author/s	Change/s and reasons for change
1.0	Mar 2025	JH / HA	Draft
2.0	Aug 2025	HA / LB	Minor amendments following Customer Consultation. Published - valid until Aug 2027

Translation

A translated version of this document is available. Please contact 0161 477 9000 or email sui.bookings@stockport.gov.uk

