

Making It Happen Strategy



Building Safety Customer Engagement

October 2023 to October 2025



Following the terrible fire at Grenfell Tower in 2017, the Government commissioned Dame Judith Hackitt to examine building and fire safety regulations, and related compliance and enforcement. Her final report 'Independent Review of the Building Regulations and Fire Safety' set out over 50 recommendations to deliver a more robust regulatory system in the future.

Thank you

To all customers and colleagues who've helped us to develop this strategy. This is just the beginning. We want to be a Customer Pioneer, genuinely working with customers to drive building safety services and standards.

The Building Safety Act was introduced in 2022 to provide a new framework for the design, construction, maintenance and occupation of higher risk buildings. A 'Higher Risk' block is defined as 18+ metres or seven storeys in height and contains at least two domestic homes.

A key requirement of the Act is for landlords to produce a Customer Engagement Strategy for the higher-rise buildings they manage.

There is also a clear, legal requirement within the Act for landlords to nominate an Accountable Person for their buildings. This person is responsible for ensuring that the organisation has a strong, joined up approach towards building safety. They also oversee clear lines of responsibility across all internal teams during the design, construction, ongoing management and disposal of homes.

Moat's Principal Accountable Person is our Executive Director of Growth.



Steve Nunn
Executive Director
of Growth



About us

We are a housing association in the South-East of England. We provide high quality, affordable homes for those in housing need with over 20,000 homes across London, Essex, Kent and Sussex.

Our homes provide affordable housing, independent living for older people and supported housing for people with learning and physical disabilities and people who are homeless or fleeing domestic abuse. We help customers towards home ownership through shared ownership and our homes for private sale which help to fund the delivery of more affordable homes. Building Safety is a top priority for us and our Corporate Strategy, The Customer Pioneer, sets an ambition to have zero failure in all safety areas from April 2023.

What does it mean for our customers?

Our Building Safety Customer Engagement Strategy builds on our focus of being a Customer Pioneer. It sets out how we will listen to and involve our customers in how we keep their homes safe. And it makes sure our customers know how to raise safety concerns so we can resolve them. This strategy sits under our wider Pride in Homes and Places Strategy, which sets out our approach to Asset Management and includes our ambition to be a sector leader in Building Safety.

We're never complacent about building safety and we'll continually strive to deliver better. We'll remain focussed on being a Customer Pioneer by genuinely working with our customers. Together we'll continue to create homes in which our customers are not only safe, but are truly proud to call 'home'.

Our higher-rise buildings

Purpose of our strategy

This strategy describes how we'll include customers in building safety decisions in line with the Building Safety Act 2022. This includes the management of building safety risks or any works being delivered that might affect the safety of the building or home.

This strategy is for all customers over the age of 16 living in one of our higher-rise buildings over 18m or seven storeys. We currently have three buildings which are higher rise with general needs, shared ownership and leasehold customers. Moat is the sole Accountable Person for each of the three buildings.

Building	Height	Storeys	No of homes	General needs	Leasehold or shared ownership
Leamington Court, Greenwich	25.73m	11	59	34	25
Beulah Hill, Croydon	25.19m	9	30	-	30
Bourne Court, Brighton	19.8m	8	48	22	26

Our vision is to be a **Customer Pioneer** in the delivery of building safety

We are committed to making sure our customers feel confident and assured about our approach to keeping them safe and can hold us to account.

We want every customer to feel listened to and empowered to influence the way we deliver our safety services.

We'll ensure our customers receive safety-critical information in ways that work for them and takes their diverse needs into account. They'll also have direct access to the right people to report any safety concerns or raise queries. Our strategy will make sure our customers have a real voice in how we deliver safety. This builds on our ambition in our Corporate Strategy to embed a safety culture across Moat that is supported by clear responsibilities.

Our strategy covers:



The information we'll provide customers with:

- The safety information that our customers want to receive, produced in a way that meets their needs
- A clear understanding of their own safety responsibilities.



What we'll ask customers:

- How they would like to receive building safety information and the frequency
- Any accessibility or communication needs they have
- Their suggestions for improving the safety of their home and building
- How Moat can support them to feel safe and assured.



How we'll prioritise safety concerns:

- We'll monitor levels of feedback from each block and use this to focus our approach onto the methods our customers want.



How we'll measure and review participation:

- We'll monitor levels of feedback from each block and use this to focus our approach onto the methods our customers want.

Being a Customer Pioneer

Customers have already helped shape our approach towards building safety.

In August 2023 we visited every customer living in the 137 homes in our higher rise buildings to hear their views on building safety. This has helped us understand their concerns and see where we can do better. The overall results show:



We know from speaking with our customers that we need to improve the information we provide. It must be given in a way that suits them and takes account of their diverse needs. This is particularly true for new customers. We also need to make sure our customers know how to contact us with any safety concerns. And what they should do in the event of an urgent safety incident.

Our customers at Beulah Hill told us that we need to do far better with the information we give to our new customers. We'll review all welcome information we provide to new customers to make sure it's fit for purpose and reflects what they want to receive.

Our customers also told us that their awareness of the measures that keep them safe in their homes and buildings is low. We'll make sure we provide this information in the methods and formats that our customers want to receive it, so we can ensure it's right for them.

What our customers told us:

Happy with fire safety...
very happy with my property
and Moat as a landlord.

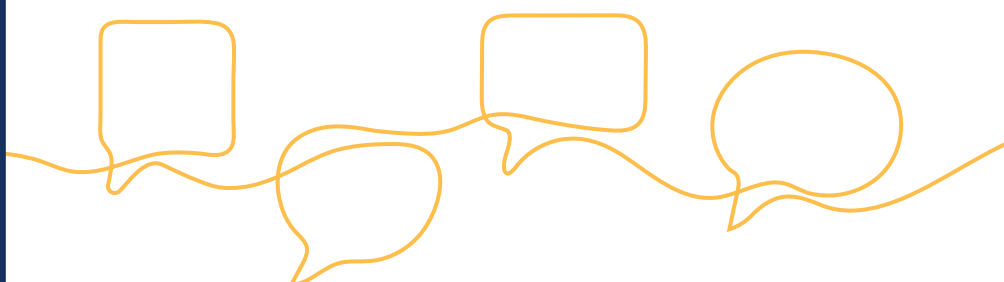
**Customer living in
a high rise building**

Would be good to have
more information about
building safety.

**Customer living in
a high rise building**

I wouldn't feel
confident to stay
put in a fire. I have
felt unsafe when
trapped in the lift.
The bin store is
a problem as it
isn't safe and the
locks don't work.

**Customer living in
a high rise building**



Every customer will know their home

Typical information we'll provide to our customers will include:

- Non-technical customer friendly specification documents
- Latest Fire Risk Assessment (FRA)
- Latest Electrical Installation Condition Report (EICR)
- Latest Landlord Gas Safety Record (LGSR)
- Servicing records
- Clear and accessible safety documentation
- Information about their own safety responsibilities and how these will be managed.



We'll identify the safety information that our customers want to receive and we'll share it in ways that meet their requirements. All new customers will know how we make sure they're safe in their home from the day they move in.



Our customers will feel informed and have direct assurance about how we're keeping them safe. They will be empowered to query, challenge and highlight any concerns they have. They will have accessible safety information that is specific to their own homes and building through our web-based system called Twinnedit.



How we'll provide the information

We'll contact each individual customer to seek their individual preference for receiving information and we'll produce it in this format. This might include visiting them in their homes, sending information via e-mail and post, and text messaging. We'll also provide our customers with a clear understanding of their own safety responsibilities

We'll provide customers with up to date information on any planned and emergency works taking place in their home or building. We'll give advance notice of any works relating to building safety and we'll advise who will be undertaking the works

- For any major building safety works, customers will be informed at least 4 weeks in advance of the start date
- In the event of urgent building safety work, customers will be informed at least 24 hours in advance
- If major emergency works are required immediately to ensure the safety of our customers, we'll notify customers while the works are happening.



What we'll ask our customers about

All of our customers will have the opportunity to influence the decisions being made about the safety of their building in a range of ways:

- We'll invite them to take part in the procurement of any building safety contract from April 2024. This will be at both the specification stage and during the tender evaluation process
- We'll minimise inconvenience to our customers when we complete any building safety works. We'll work with them to find a convenient date for the works and we'll take account of their individual needs
- We'll consult on the option of creating customer-led Building Safety Champions in each of our three higher-rise buildings who will represent the other customers and help share building safety information
- We'll explore new ways of providing information to our customers, including the use of our 'Twinned It' system by January 2024.





How we'll collect and use customer opinion

We'll use our customers' feedback to shape our building safety services and make sure the information we provide is useful and easy to understand. Customers will know how they have influenced decision-making because we will feed back all comments and opinions transparently. We'll also provide clear responses to each one. We'll use different methods to engage with our customers, including:

- Sending annual surveys
- Following up surveys with additional contact to discuss concerns or queries raised
- Meeting customers at home, or at a venue of their choice
- Hosting drop-in sessions at each of our higher risk buildings
- Using social media
- Liaising with Customer Building Safety Champions for each building.

We'll continue to improve how we collect our customers' opinions and ensure we take account of their diverse needs:

- We'll help to prevent potential barriers to communication for our customers. All of our customers will be able to request necessary adjustments to any of our collection methods
- We'll provide communications in different languages or in alternative formats that are requested
- We'll explore the level of interest in the introduction of Customer Building Safety meetings every three or six months. The meetings could alternate between online (webinar) and in person

- We'll investigate how we collect informal feedback from customers during their doorstep chats with Neighbourhoods colleagues and contractors. We'll ensure these comments are recorded and fed back to customers with clear responses provided.

We are committed to protecting and respecting any personal data customers share with us as per our Privacy Statement on our website. We will ensure our approach reflects the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act. This ensures that we, and others, use all information appropriately.



We will never send unsolicited 'junk' email or communications, or share data with anyone who might. We do not sell data to third parties. But we do work closely with contractors and partner organisations to provide and improve our services. And to help us to meet our legal obligations and provide a fair and equitable service for all of our customers.



How we'll measure and review participation

We'll measure and review participation to increase involvement from our customers:

- We'll record and analyse response rates to every formal consultation to identify potential barriers to participation and agree measures to improve
- We'll review the feedback we receive to see where we need to change our approach and improve our performance
- We'll publish transparent information about the response rates, the comments received and any actions we're taking within 8 weeks of a consultation being completed
- We'll use our Building Safety Champions or regular Customer Building Safety Meetings to gather views about how we're consulting and whether these are the most effective methods.



How we'll prioritise safety concerns

We'll focus on our customers being well-informed, listened to, and know how to raise safety concerns. We want them to feel assured that their concerns are prioritised and that they'll receive confirmation of the actions we've taken to address their concerns:

- We'll introduce dedicated building safety communication channels so our customers can easily request information, raise queries or challenge our performance.
- We'll respond to all requests for general building safety information within 48 hours. All urgent queries will be responded to immediately
- We'll introduce a separate complaints procedure that our customers and others can use to raise safety concerns. This will clearly set out our approach and have shorter timescales for us to respond.



How we'll issue and share this strategy

Our Principal Accountable Person will issue our strategy to all customers over the age of 16 in our higher rise buildings. We'll provide copies of the strategy in a way that considers the needs of our customers and their communication preferences.

When a new customer moves into the building, we'll ask them their communication needs upfront and provide them with a copy of the strategy in their preferred format.

Reviewing and updating the strategy

We'll consult on the strategy when we make any changes to it. The consultation period will last for 3 weeks. We'll consult with all:

- Customers over the age of 16
- Customer Champions for each building.

Our Principal Accountable Person will provide a new version of the strategy to all customers every time it is updated.

Action after consultation

We'll consider any opinions received during the consultation and update our strategy where necessary. We'll get back in touch with all of our customers to advise them of the changes we've made following their comments when we reissue the strategy.

Review

We'll review our strategy:

- At least every 2 years, in line with the requirement under the Building Safety Act
- After every consultation on the strategy
- After any mandatory occurrence report which changes the risk profile of the building
- After the completion of any significant alterations to the building.

We'll record each review and whether or not we made any changes to the strategy.

Disputes

If any customer is not satisfied with the strategy, they can make a complaint to our Principal Accountable Person through our dedicated communications point or by contacting us in a way that meets their needs. If they remain dissatisfied with the outcomes of their complaint, they can escalate the complaint to the Building Safety Regulator.

Governance, scrutiny and assurance

Our Chief Executive holds overall responsibility for our health and safety performance.

They also have duties under health and safety legislation and our Health and Safety Management Policy. They delegate the performance of these duties to Moat's Executive Team, with landlord health and safety compliance (Fire, Legionella, Asbestos, Gas, Electric and Lifts) delegated to the Executive Director of Growth.

Fire safety: This covers the measures in place to prevent fires, detect them early, and safely evacuate in the event of a fire.

Legionella: Legionella bacteria can be found in almost any source of fresh water, and harmful bacteria can build up in your taps and shower heads. Legionnaire's disease is quite uncommon but can be very serious. We undertake procedures at all our homes before our customers move in to minimise the risk, and we assess our procedures regularly.

Asbestos: This focuses on managing risk associated with asbestos, a potentially hazardous material found in older buildings.

Gas safety: This ensures gas appliances and fittings are safe and properly maintained to prevent a leak of gas, or of poisonous gases, such as carbon monoxide.

Electrical safety: This involves inspecting and maintaining electrical installations to prevent electrical faults, fires and injuries.

Lift Maintenance and Repair: This ensures lifts are regularly maintained, inspected and repaired to ensure their safe and reliable operation.

Our performance against these landlord health and safety areas is published weekly by our Building Safety Information Manager via e-mail. This goes to our Executive Directors of Growth, Governance and Compliance, our Directors of Property Services, Neighbourhoods and Customer Operations, our Heads of Building Safety, Health and Safety, Neighbourhoods and Asset Management, and our Building Safety Managers.



All building safety areas are reviewed and monitored at our monthly **Keeping Our Customers Safe Operational Meetings**. Membership of this group includes our Directors of Property Services, Neighbourhoods and Customer Operations, our Heads of Building Safety, Health and Safety, Neighbourhoods and Asset Management, our Risk Assurance Manager and our Building Safety Managers. The meetings are Chaired by our Director of Property Services and responsibilities include reviewing compliance performance and agreeing actions or service improvements for areas of risk or non-compliance.



The strategic direction of building safety is overseen at our monthly **Keeping Our Customers Safe Strategic Meetings**. Membership include our Executive Directors of Growth and Governance and Compliance, Directors of Property Services, Neighbourhoods, Customer Operations, our Heads of Building Safety, Health and Safety, Neighbourhoods and Asset Management, and our Risk Assurance Manager. The meetings are Chaired by our Executive Director of Growth, who reports formally to our Executive Team after each meeting.



Our Director of Property Services attends our **Customer and Communities Committee** to provide updates on building safety.



Our Executive Team monitor all compliance and building safety areas. All building safety performance is reported to our Board via a Health and Safety report that is compiled by our Head of Health and Safety.



How will we know if we've been successful?

Our customers will feel engaged, assured and safe and have a good knowledge of the measures that keep them safe.

They'll understand the manner and frequency that we inspect and test safety measures, along with the responsibilities that both we and they have to ensure the safety of their block. We'll test the strength of our success via ongoing surveys that we'll compare with previous results.

Through our visits to customers in August 2023, we've established a baseline of key measures to understand how we're delivering against this strategy.

For customers, these are:

Measures	Baseline	Target Year 1	Target Year 2
Customer response	54%	65%	70%
Adequate information about how Moat manages building safety	52%	70%	80%
Aware of the components in their home that keep them safe	77%	85%	90%
Aware of the components in their block that keep them safe	46%	85%	90%
Know what to do in the event of an urgent safety incident	58%	90%	100%
Know how to contact Moat with concerns or queries about building safety	77%	100%	100%
Know what their responsibilities are to keep their neighbours safe	79%	85%	90%

We'll conduct surveys annually to measure our progress and report back to our customers.