

Building Safety

Resident Engagement Strategy

Policy effective from: September 2025

Version: 4

Policy to be reviewed by: September 2027

Overview

Newcastle City Council manages 39 high-rise buildings in the city which are 18 metres or 7 floors or above and resident safety is our top priority.

Buildings with at least two homes that are at least 18 metres in height or have at least seven storeys are known as **Higher Risk Residential Buildings** under the Building safety Act 2022.

Newcastle City Council (NCC) is the principal accountable person (PAP), responsible for assessing and managing the risk of fire spread and structural collapse in these buildings.

If you think NCC isn't handling safety concerns properly, you can escalate issues to the Building Safety Regulator.

The information we provide to residents

We want to make sure residents are aware of building safety so that they feel included in our work and decision-making and have all the information they need to live safely in their homes.

We provide information about:

- the safety measures in place in the building
- what to do if there is an emergency
- what residents need to know about specific safety features including fire doors and smoke alarms
- how and when residents should isolate their gas or electrical supply
- how to report a repair or problem with a safety feature
- the safe use, storage and charging of mobility scooters and e-bikes/e-scooters within the building
- our overall building safety resident engagement strategy and each building's individual strategy and how to access these
- how they can contact us to ask questions, raise concerns or make a complaint
- how to contact the Building Safety Regulator for independent advice.

What we ask residents about

We send out regular surveys and questionnaires asking for feedback.

Any feedback received is reviewed and acted upon accordingly with any changes that are implemented as a result fed back to residents.

We also carry out surveys and consultations to involve residents in how improvement works to their building will be carried out so that residents have a role in decision-making for their building.

buildingsafety@newcastle.gov.uk
0191 278 8600

To develop our understanding of who lives in our buildings we also carry out regular engagement to ensure we have an up-to-date picture of any specific needs that may impact on a resident's ability to live safely in their building.

We use our engagement sessions to ask residents about their ability to self-evacuate in the event of an emergency and also carry out planned Person-Centred Fire Risk Assessment (PCFRA) campaigns to keep our data up to date.

Channels we use to inform and consult

At the centre of our resident engagement approach is our A4 safety card that is bespoke for each building and contains information about the safety features of that building, the emergency evacuation procedure and information about how residents can contact us with queries.

We also use:

- text message
- email
- online via our website and social media
- hand-delivered newsletters, leaflets and flyers
- posters and large format signage
- digital noticeboards
- door knocking
- tenants' meetings
- planned engagement sessions and presentations
- surveys and questionnaires
- meetings of our high-rise residents' building safety resident group.

Alternative languages and formats

We can provide materials in alternative languages, braille, audio, and easy read versions and arrange British Sign Language interpreters where needed. We also have animations located on our website which share our key messages in clear, accessible language with subtitles.

What we do with your feedback

When we consult with residents we also:

- collect and store data safely using our IT systems
- keep track of what residents have told us
- tell residents what we have done as a result of their feedback
- share regular insight with our housing governance groups to evaluate participation methods and feed into decision-making.

Any personal information we receive is collected and stored in line with the General Data Protection Regulation. There is more information about how we do this on our website at www.newcastle.gov.uk.

Building Safety complaints

If you want to make a complaint, you can do this on our website (<https://new.newcastle.gov.uk/complaints-compliments/housing-complaints-compliments>), by phone on 0191 278 8600 or in person to a member of staff.

Further Information



For more information about building safety or this strategy, or to request another copy for someone else that lives with you, visit www.newcastle.gov.uk/news/building-safety-resident-engagement-strategy or contact us by emailing buildingsafety@newcastle.gov.uk or calling 0191 278 8600.

Contact the Building Safety Regulator

Telephone: 0300 790 6787

- Monday, Tuesday, Thursday and Friday, 8:30am to 5pm
- Wednesday, 10am to 5pm
- Saturday, Sunday and UK bank holidays, closed

If you would prefer to speak on the phone in a language other than English, a translation service is available.

How you can contact the Principle Accountable Person

Principle Accountable Person

Newcastle City Council

Named person for high-rise buildings

Vicky McDermott

Director Housing & Communities

Responsible Officer

Alan Robson

Building Safety Manager

buildingsafety@newcastle.gov.uk

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