

Kestrel House

resident engagement strategy



Building: Kestrel House

Principal accountable person: Ealing Council

Date: 21 October 2025

Review date: 21 October 2026

Kestrel House, Gurnell Grove, West Ealing, W13 0AD

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Introduction

Your safety, our responsibility

As the principal accountable persons under the Building Safety Act 2022, we have an important responsibility to keep you safe in your home. One of the most important ways we do this is by working closely with you, our residents, and listening to your views.

Everyone has a role to play in building safety. While we're here to manage risks and make sure the building stays safe, we also need your cooperation and support. The law gives residents certain rights but also asks that you work with us when it comes to safety matters.

When we talk about a “building safety risk,” we are referring to serious dangers that could put people at risk, such as the spread of fire, any structural problems or failures. Things like broken lifts, issues with asbestos, antisocial behaviour, or security concerns are important – and we will continue to address these – but they are not covered under the specific definition of a “building safety risk” in the Building Safety Act. Together, by staying informed and involved, we can make sure your home remains a safe and secure place to live.

Who's responsible for building safety at Kestrel House?

Ealing Council is legally responsible for making sure Kestrel House is a safe place to live. This responsibility comes under a law called the Building Safety Act 2022.

We look after every part of the building that could affect safety from the structure and all floors to the outside walls, balconies, and safety systems like fire alarms and sprinklers. We also make sure that any repairs or maintenance work that could impact safety are properly managed.

Our goal is to reduce risks from things like fire or structural problems, and we're committed to being open with you about what we're doing. We also want to make sure your voice is heard as we work to keep Kestrel House safe.

Ealing Council is the principal accountable person (PAP) for Kestrel House. The responsible person leading on these responsibilities is the strategic director for housing and environment.

The head of building safety and compliance is responsible for day-to-day building safety. We're committed to being open with residents about what we do and involving you in how we manage building safety at Kestrel House.

Review

As the PAP, we will review this resident engagement strategy every year to make sure it continues to support and enable meaningful and effective engagement with residents. We'll also carry out a review sooner if certain events take place for example, if a mandatory occurrence report (MOR) is submitted to the Building Safety Regulator following a serious safety incident or near miss, if there are major changes to the building such as refurbishment or remediation works, or if the regulator upholds a complaint about the content or approach of this strategy. These reviews help us ensure the strategy stays relevant, up to date, and responsive to any changes that affect the safety of your building.

Sharing information

As part of this resident engagement strategy, Ealing Council will make sure you have access to key information and documents that help you understand how we're managing building safety at Kestrel House. This includes easy to read summaries about how we prevent and reduce building safety risks such as key points from the safety case report, fire risk assessments (FRAs), and other safety related reviews. You'll also be given information about the different people and organisations involved in keeping the building safe including who the duty holders are, the role of the Building Safety Regulator, and your own rights and responsibilities as a resident or leaseholder.

If you'd like to see more detailed information, you can request up to date versions of the FRA, the safety case report and supporting evidence, as well as any changes made to this resident engagement strategy. We aim to provide information digitally wherever possible, but if you have a preferred way of receiving documents, we'll do our best to accommodate it. We'll also make sure the information is clear and accessible and if you prefer, you can nominate a representative, family member, or advocate to receive and discuss the information on your behalf.

Co-production approach

We're committed to taking a co-production approach to this resident engagement strategy. This means we will actively consult with residents and involve you directly in shaping how the strategy develops and evolves over time. We want to make sure the strategy isn't something done for residents, but with you, reflecting your views, concerns, and suggestions. We'll focus on areas where your input can help shape the way we communicate, share information, and make decisions about building safety. By working together in this way, we aim to create a strategy that truly works for everyone living in Kestrel House and supports a culture of shared responsibility and open, ongoing engagement.

We will strive to:

- help residents feel confident and supported to actively contribute to keeping their building safe, both now and in the future
- encourage residents to take part in building safety matters and work together to remove any barriers that might prevent meaningful involvement
- clearly explain the roles and responsibilities of both the council and residents in keeping their homes safe
- give a clear overview of the rights you have as a resident
- find out what building safety information residents need and want and how you prefer to receive it
- share contact details for all accountable persons (APs) in your building, alongside a summary of what each person is responsible for

Aims and objectives

The aim of this resident engagement strategy is to continue to ensure the safety of everyone living in Kestrel House through open, clear, and consistent communication between residents and Ealing Council. Our primary objective is to reduce the risk of fire and prevent structural failure, as required by the Building Safety Act 2022. Each time we communicate with residents, we aim to:

- **inform** by sharing clear and timely information about your building, including any planned works or safety measures
- **educate** by helping residents understand how building safety is managed, why certain actions are necessary, and what's expected from all of us
- **engage** by encouraging residents to take an active role in building safety and raising awareness of how we can all contribute to a safer environment
- **support** by giving residents confidence in the safety measures in place and making sure everyone knows what to do in the event of a fire or emergency

This strategy sets out the reasons behind existing safety measures, explains how they work, and outlines how we will continue improving our communication and involvement with residents moving forward.

Rights and responsibilities

Resident's rights

We believe that building safety is something we should work on together as a community. While we, as the PAP, along with other accountable persons are responsible for carrying out key inspections, safety checks and assessments, residents also play an important part in helping keep homes and communal areas safe.

As a resident of Kestrel House, you have important rights when it comes to building safety including:

- the right to be informed about the safety of your building, including what we're doing to manage any risks
- the right to be consulted on building safety matters, unless urgent action is needed to protect people or the building
- the right to request key safety information and documents in a way that's easy to understand and accessible, where reasonably possible
- should you ever feel that your building safety concerns or complaints aren't being taken seriously, you have the right to raise those concerns with the Building Safety Regulator

We're here to work with you, keep you informed, and make sure your voice is heard when it comes to the safety of your home.

Resident's responsibilities

Keeping Kestrel House safe is a shared responsibility. While the council is responsible for managing building safety risks, residents also play a key role in helping to maintain a safe living environment for themselves, their families, and their neighbours.

As a resident, you are expected to:

- report any concerns or issues that could affect the safety of your home or the building
- provide important safety-related information when asked. This is sometimes known as “prescribed information”
- allow Ealing Council staff or appointed contractors access to your home for essential safety checks, inspections, or remedial works, in line with agreed timescales
- avoid doing anything that could create or worsen a safety risk, this includes following building rules and behaving in ways that support everyone’s safety
- keep your contact details up to date and let us know about any changes that could affect how you manage in an emergency especially if you may need additional support
- never tamper with or remove safety features in your home or the building, this includes things like fire doors, smoke detectors, door closers, and ventilation systems
- always seek permission before making any changes to your home, particularly where works could affect building safety, you may need what’s called a ‘licence to alter’

By working together and understanding these responsibilities, we can help make sure Kestrel House remains a safe place to live for everyone.

PAP's responsibilities

As the PAP for Kestrel House, the council has a legal duty to make sure the building remains safe for everyone living there. This includes identifying and managing the key building safety risks particularly those relating to fire and structural safety.

Our responsibilities include:

- applying for the Building Assessment Certificate for Kestrel House
- regularly assessing the safety of the building and making sure it remains safe to live in at all times
- taking all reasonable steps to reduce the risk of a major safety incident
- preparing and keeping up to date a full safety case and safety case report, which outlines how building safety risks are identified, monitored, and controlled
- responding to safety-related enquiries and reporting any serious issues to the Building Safety Regulator through the MOR process
- handling all building safety complaints within agreed timescales
- making important safety information available to residents in a way that is accessible and easy to understand

These responsibilities reflect our commitment to being transparent, proactive, and accountable in managing building safety at Kestrel House

Kestrel House demographics

Kestrel House is a stand-alone building that consists of 65 flats as follows:

21 bedsit (0 bedroom) flats

44 2- bedroom flats

45 tenanted flats

20 leasehold flats

The council will be carrying out a resident demographic survey in 2025/6 to capture the following information:

- number of occupied properties and occupation number of residents. This will be further split into the following categories –
 - number of children aged 0-16 years
 - number of adults aged 17-65 years
 - number of older adults aged 65+ years

Carrying out a resident demographic survey at Kestrel House will help us better understand the needs of everyone living in the building. This survey will ask for information about your household, including things like communication preferences such as preferred language, any barriers you may face when engaging with us, and whether you or anyone in your home may need extra support in an emergency.

We will also ask how safe you feel in the building, how confident you are about what to do if there's an emergency, and how often and in what format you would prefer to receive safety information. To make sure everyone can take part, we'll use a range of ways to share the survey, including paper copies, online forms, and support for those who may need help filling it out. Your responses will help us shape our safety communications and support to make sure they work for all residents.

When the resident demographic survey has been completed, we will publish the response rate and present a summary of the findings including:

- the total number of occupants in the block
- the number of elderly residents
- children under 16
- family units
- disabled or vulnerable individuals
- hard to reach residents

All information collected will be stored securely in line with Ealing Council's GDPR policy.

Kestrel House resident engagement strategy

This resident engagement strategy is built around 7 key areas, all focused on making sure residents of Kestrel House are fully informed, involved, and supported when it comes to building safety. This includes:

- how we share safety information with residents and encourage you to take part in conversations and decisions that affect the safety of your building
- how we listen to and consider the views, concerns, and suggestions of residents and others living in the building when making safety decisions
- safety matters we will consult you on, how we will carry out consultations, evaluation of consultations, and the timeframes we'll follow to ensure transparency and fairness

- where works are due to take place for a period of more than 1 day arising from a building safety decision that will limit access to any part of a building, or otherwise cause a nuisance to residents, we will consult with relevant persons about the days and times when works are due to take place and how to mitigate disruption. Where works are required to commence on an emergency basis, and it would be impracticable for Ealing Council to consult with relevant persons these could be excluded
- how we'll track and review how well our engagement is working, including collecting feedback from residents about what's working and what can be improved
- the process you can use to ask for additional safety information, and how we will make sure it's provided in a way that's easy to understand
- how to raise a complaint if you have any concerns about building safety, and the steps we will take to respond
- how you can report any building safety concerns or observations, and how we use the MOR process to escalate serious issues

These elements reflect our ongoing commitment to working in partnership with residents to keep Kestrel House safe.

Sharing information and supporting residents to stay safe

At Kestrel House, we're committed to keeping residents informed, involved, and empowered when it comes to building safety. We use a range of communication methods to share important updates and help residents understand how safety is being managed, whilst also encouraging you to take an active role in keeping the building safe.

We understand that residents have different needs, and we do our best to make our information accessible, whether that's through different formats, translations, or tailored support. While we may not always be able to meet every individual request, our focus is on making sure everyone receives the information they need in a clear and accessible way.

Our goal is to support all residents to play an active part in maintaining a safe and well-managed building.

You'll receive the following key safety information:

- a summary of the most up-to-date fire and structural risk assessments
- an overview of safety case reports, including the building safety risks identified, how we're managing those risks, and how effective those measures are
- guidance on the actions you can take to help reduce safety risks, and how to report a concern if you notice something that may pose a risk
- information about the building's fire escape routes and safety features, such as your own flat entrance door, smoke alarms in your home, fire alarms if installed, emergency lighting, and smoke ventilation systems
- clear instructions on what to do in an emergency, how to evacuate, what equipment is in place to support evacuation, and how residents can contribute to overall building safety
- a summary of the roles and responsibilities of all relevant building safety staff, including how to contact them
- a copy of this resident engagement strategy, which also sets out how you can request further documents and information

Residents are also encouraged to report any safety concerns or observations using our established reporting channels. Where a concern may relate to a serious safety issue, it will be reviewed in line with our MOR process and, if necessary, escalated to the Building Safety Regulator.

Together, by staying informed and involved, we can help make sure Kestrel House remains a safe place to live.

Communicating information and empowering residents

At Kestrel House, we're committed to making sure every resident has access to the information they need to understand and support building safety. We use a mix of communication methods like letters, emails, noticeboards, in-person conversations, and online updates to keep residents informed, engaged, and involved in the safety of their homes.

We know our community is diverse, and we're doing everything we can to make sure our messages reach everyone. This includes providing support for residents with visual or physical impairments, hidden disabilities, or language needs. While we may not be able to meet every individual preference, our aim is always to communicate in a way that is clear, inclusive, and easy to understand.

Above all, we want you as residents to feel confident and supported in playing an active part in keeping Kestrel House safe. That means being able to access key information, ask questions, raise concerns, and know what to do in an emergency.

Here's what you can expect in terms of the safety information we provide:

- summaries of the most up-to-date fire and structural risk assessments, when available

- a clear overview of the safety case report, including the key risks identified, how they're being managed, and how well those measures are working
- guidance on what steps you can take to help reduce risks and who to contact if you spot something unsafe
- details about fire escape routes and safety equipment in the building like alarms, emergency lighting, and smoke control systems
- clear advice on what to do if there's an emergency, how to evacuate safely, what safety equipment is in place, and how you can help keep the building safe
- contact details and responsibilities for the key people involved in building safety
- a copy of this resident engagement strategy, which also explains how to request other documents or safety information

If you do have a concern or notice something that does not feel right, you can report it directly to us. Any serious safety issues will be reviewed and, if necessary, escalated through our MOR system to the Building Safety Regulator. We're here to listen and take action where needed because your safety matters.

When the resident demographic survey for Kestrel House is completed in 2025/6 we will use the findings to determine the most effective ways to communicate with residents and share important building safety information. This may include a combination of methods such as letters, emails, text messages, noticeboards, phone calls, WhatsApp messages, updates on the council website, or other preferred channels identified by residents. Our aim is to ensure that everyone receives information in a way that works best for them.

For any building safety matters, residents have a single point of contact and should reach out directly to your housing officer. Your housing officer is there to support you, answer any questions, and make sure your concerns are directed to the right team.

Housing officer email: Fducasse001@ealing.gov.uk

Housing officer phone: 0208 825 5895

Listening to residents' views on building safety

We're committed to listening to what residents have to say about building safety, and we gather your views in a variety of ways including face-to-face conversations, formal consultations, resident engagement events, the complaints process, safety concern reporting, and through the resident demographic survey.

Your feedback plays a vital role in shaping how we manage safety at Kestrel House. We use a "You said, we did" approach to show how your input leads to real action.

This helps us to:

- improve and tailor the way we manage building safety
- make sure resident views influence safety-related decisions
- support residents to feel informed, confident, and involved in keeping the building safe
- better understand your day-to-day experiences and use that insight to strengthen how we engage with you

We'll share updates and outcomes from consultations based on your feedback through your preferred communication method whether that's by letter, email, noticeboard, text, or other agreed formats.

Measuring and improving resident engagement

We want to make sure our resident engagement strategy is making a real difference, so we'll be keeping track of how well it's working by looking at a range of measures, including:

- how many residents respond to the resident demographic surveys
- levels of engagement with consultations, based on your preferred ways of communicating
- the number of building safety concerns raised through our safety observations process
- how often residents request more information about building safety
- increased access and cooperation for safety inspections and maintenance appointments
- the number and nature of building safety-related complaints we receive
- the results from the resident demographic survey will act as a baseline to help us monitor and review how effective this strategy is once it's in place.

We'll repeat the survey in the future to check our progress and make sure the approach continues to meet residents' needs

This strategy is a living document, and it will be regularly reviewed and updated to reflect any important changes, such as:

- a change in the resident population or demographics
- the need to update or improve a communication method
- submission of a MOR

- receipt of a formal building safety complaint
- following conclusion of a consultation under section 91(1)(c) of the 2022 Act
- after the completion of significant material alterations to the building

Review of this resident engagement strategy will take place at least every 2 years.

If we notice a drop in satisfaction or reduced engagement, we'll consult residents to understand what could be improved and look at new ways to make our communications and engagement more effective. Any revised version of the strategy will be shared with you for feedback before it's finalised.

Involving residents in building safety decisions

At Kestrel House, we want residents to have a real say in how building safety is managed. We know that lived experience matters, and your input helps shape the decisions we make. We'll consult with residents on a range of building safety topics, including but not limited to:

- the development and review of this resident engagement strategy
- any time a formal complaint related to building safety is raised
- when a MOR is submitted
- how we can minimise disruption from routine maintenance or safety-related appointments
- the scope of non-urgent remedial works and how they are planned
- design choices on certain elements of safety works for example, colour schemes or finishes that impact shared areas

We will ask residents how much notice they feel is reasonable before a consultation begins, and we will agree a suitable notice period that allows enough time to prepare and take part. We will also ask how long consultation periods should last to give everyone a fair opportunity to share their views, and we will adopt a consultation window based on residents' preferences.

When it comes to sharing information and carrying out consultations, we will ensure that:

- information is provided via residents preferred methods
- consultations take place through residents preferred methods
- residents can respond using residents preferred methods

We will put in place a clear process for responding to general enquiries and building safety questions, which will be set out in our resident enquiries policy and process. We will also commit to providing regular updates to residents on the feedback we receive including complaints and safety observations. These updates will be shared through methods as agreed by residents, on a regular basis.

Your voice will continue to be at the heart of our approach, and we are committed to ensuring residents help shape how building safety is managed at Kestrel House.

Measuring and improving resident engagement

To make sure this resident engagement strategy is working as it should, we'll regularly review how well it's performing by looking at a range of indicators. This will help to support us to understand what's working and where we need to improve.

We'll monitor:

- how many residents complete the resident demographic surveys
- the number of responses we receive during consultations, especially when using your preferred ways of engaging
- increased participation in building safety conversations, particularly through our 'safety observations' processes
- the number of requests for additional safety information
- how often residents give access for safety checks, inspections, or works
- the volume and nature of building safety-related complaints

The results of the resident demographic survey will act as our starting point helping us measure how effective the strategy is over time. We'll repeat the survey at regular intervals to keep track of progress and make sure our approach continues to reflect your needs

This strategy is a live document that is regularly updated when there are changes that could affect how we engage with residents. This could include:

- a large number of new residents moving in or changes in the building's demographic makeup
- the need to adjust or improve a communication method
- if a MOR is submitted
- if a formal building safety complaint is raised

If we see a drop in satisfaction or less engagement, we will speak with residents to find out what's not working and explore better ways of reaching you. Any updated version of the strategy will then be shared with you for feedback before it's finalised. Our goal is to keep the conversation going and make sure everyone at Kestrel House feels informed, heard, and involved.

Requesting additional building safety information

We understand that some residents may want more detailed information about how building safety is being managed at Kestrel House. Wherever possible, we'll provide this information in your preferred format—whether that's by email, post, or another method that works best for you.

If you'd like to know more about the safety features of your building, you can request the following:

- the current safety case report, along with previous versions where relevant
- any documents or evidence referred to in the safety case report
- the latest FRAs
- results of any available building safety inspection checks
- information on how safety is managed day-to-day within the building
- a schedule of planned works relating to building and fire safety
- details of the preventative safety measures in place at Kestrel House
- a summary of the feedback received from residents during the most recent consultation

We're committed to being transparent and making safety information accessible.

However, in some cases, we may not be able to share certain documents if doing so would:

- compromise the safety of the building or its systems
- put the safety or security of other residents at risk
- breach data protection or residents' privacy
- If you request additional safety information, we will aim to provide the information within 20 working days
- If there is a delay, we will let you know along with the timescale on when you can expect to receive more information
- We will provide an explanation if we're unable to provide the information and why.

If you haven't received a response within 20 working days, you can escalate the request using our complaints process.

To request building safety information, you can contact us in the following ways:

- email: buildingsafety@Ealing.gov.uk
- website: www.ealing.gov.uk/fire-safety
- post: Building Safety Team, Ealing Council, Perceval House, London, W5 2HL

We'll always do our best to respond promptly and keep you informed every step of the way.

Raising a building safety complaint

If You are a resident or visitor at Kestrel House and have concerns about building safety, you can make a complaint using our building safety complaints process. This includes anything related to fire safety, structural issues, or how safety responsibilities are being managed under the Building Safety Act 2022.

You'll be able to make a complaint in a way that suits you, using the following options:

- **email:** customers@ealing.gov.uk
- **web:** fill out complaints form on our website:
www.ealing.gov.uk/info/100004/council_and_democracy/516/complaints
- talk to someone call us on 020 8825 5000
- **by post:** write to us at London Borough of Ealing, 14 Uxbridge Rd, London W5 2HL

As the PAP, Ealing Council will make sure our building safety complaints procedure is fair, accessible, and clearly explained. We will ensure that everyone understands:

- a relevant complaint is a complaint relating to a building safety risk as regards the building, or the performance by an accountable person for the building of any duty under the Building Safety Act 2022.

We will make our complaints policy available to residents and other relevant parties to ensure that everyone understands the following:

- how to raise a complaint
- how we'll handle and respond to it
- how you can comment or challenge any decision that we make
- the expected timeframes for investigation and response
- how to escalate a complaint to the Building Safety Regulator if needed
- how we comply with the Equality Act 2010 and support residents who may need adjustments
- how your personal data will be used and protected

What to expect once you submit a complaint:

- we'll acknowledge your complaint as soon as possible
- if it qualifies as a relevant complaint, we'll let you know. If not, we'll explain why and tell you how to escalate it if you disagree
- we'll treat every complaint seriously, and handle it in a fair, impartial, and timely manner
- we'll keep you updated if timelines change and give reasons if there are any delays
- if you've already made a similar complaint that's been reviewed or is still being considered, we may not investigate the same issue again
- you can ask someone to help you make a complaint or respond to the outcome
- all responses will be provided in writing and, where needed, explained in plain English to make sure the information is clear

We also have a process for reviewing decisions if You are not happy with the outcome. This includes:

- asking for your complaint to be looked at again by us
- escalating your complaint to the Building Safety Regulator if You are still not satisfied

You can also contact the Building Safety Regulator directly if needed:

- online: www.gov.uk/guidance/contact-the-building-safety-regulator
- phone: 0300 790 6787

Finally, we will make sure the building's complaints process is visible and accessible to all, with information clearly displayed in shared areas of Kestrel House. Our goal is to make it as easy as possible for residents and visitors to raise concerns and feel confident that those concerns will be taken seriously.

Raising a relevant safety observation

The building has an effective single MOR system. This is accessed in the following ways:

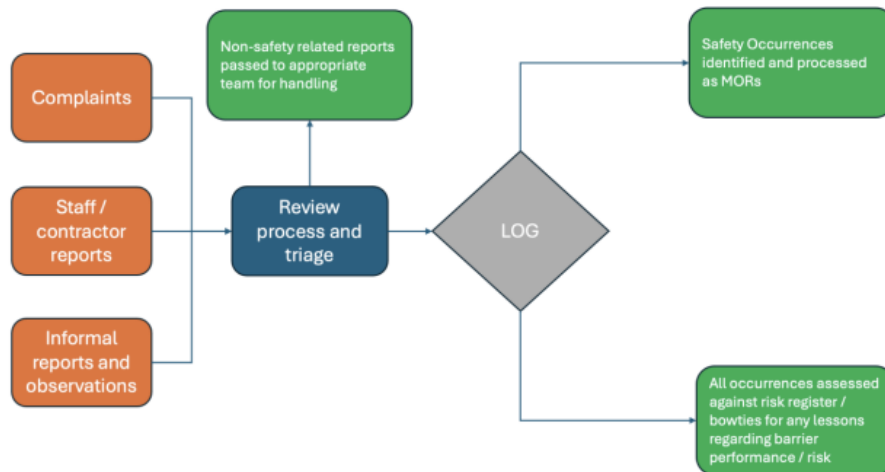
- emails to buildingsafety@ealing.gov.uk
- www.ealing.gov.uk/info/201033/council_and_local_decisions/516/complaints/2
- telephone call direct to Ealing Council
- direct observations by Ealing Council's staff

Residents and other persons may report incidents to the PAP or the AP(s) which may transpire to be “reportable” mandatory occurrences. These will need to be reported by the PAP or the AP through the MOR system to the Building Safety Regulator.

Mandatory Occurrence Reporting System Details

Serial number	Date	Source	Title	Description	Safety concern?	Mandatory Occurrence Report Needed?	Defect requiring action?	Action taken	Date of closure	Comments
1	20 July 2023	Call to hotline	Short title	Description of the report	Yes	No	No	Describe any actions taken here	26 July 2023	Any management comments here

The report handling workflow is shown in the diagram below:



As the PAP, we shall ensure that:

A single mandatory occurrence reporting system (MORS) is provided for the relevant persons to report safety occurrences and details of this are made available to the residents and others

- the MORS system enables:
 - a) the reporting and recording of incidents and situations by individuals to the accountable person
 - b) the recording of incidents and situations identified by the accountable person
 - c) the timely assessment of reports or records of incidents and situations to determine whether they constitute a safety occurrence
 - d) the notification and reporting of safety occurrences to the regulator within the required periods
- the system is accessible to all residents and other users of the building
- there are regular reviews of the system to ensure that it remains effective – as a minimum on an annual basis

In the event of a MOR being made:

- a) a notice that a safety occurrence has taken place, containing a brief description of the nature of the safety occurrence and the address of the building is provided to the Building Safety Regulator as soon as reasonably practicable after the occurrence has taken place
- b) a report containing the following information is submitted to the Building Safety Regulator within the period of 10 days beginning with the day on which the safety occurrence came to the PAP's attention.
 - i. the date and time of the safety occurrence
 - ii. the date and time the safety occurrence was first notified to the regulator
 - iii. the date of submission of the report to the regulator
 - iv. the address of the building
 - v. the name, address, telephone number and email address of the PAP/AP making the report
 - vi. the details of the safety occurrence, including:
 - whether any persons were injured or killed because of the safety occurrence
 - details of any recent building work
 - details of how the safety occurrence was discovered
 - vii. a description of the measures taken to mitigate or remedy the safety occurrence
 - viii. details of any wider impact or other considerations
- a review of the safety case report and where necessary this Resident Engagement Strategy is instigated
- information regarding any MOR is kept in accordance with our procedures, is kept in an electronic format and is secure from unauthorised access

The Building Safety Regulator can be contacted on 0300 790 6787.