

# Resident engagement strategy

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**1 - 100 Rufford Tower, Lexden Road**

**London, W3 9NE**



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## Statement of intent

Ealing Council is committed to the highest standards of building safety. We will listen to and work with you, to ensure that our properties and your homes are safe for you, your visitors, our staff, and our contractors.

This strategy outlines how we can work together to keep everyone safe.

## Purpose

This resident engagement strategy covers how you as a resident of Rufford Tower will be included in building safety decisions.

A building safety decision is defined as a decision made by the accountable person – the head of building safety - about the management of the building, the management of building safety risks or any other decision connected to their duties.

As owner and landlord of the building, Ealing Council is the principal accountable person for Rufford Tower.

As the principal accountable person, Ealing Council, has created a team of building safety managers and building safety officers that deliver on all aspects of building safety within the scope of the Building Safety Act. Further details can be found on our website.

This strategy is for the attention of residents over the age of 16 and anyone who owns a residential unit in the building.

## Legal duties

As the principal accountable person for Rufford Tower, Ealing Council will:

- prepare a resident engagement strategy
- consult with residents and owners of residential units about the strategy to take opinions into account
- review and revise the strategy in accordance with consultations and keep a record of the reviews
- provide the latest version of the strategy to all residents over the age of 16 and anyone who owns a residential unit in the building
- act in accordance with the strategy
- inform residents over the age of 16 and anyone who owns a residential unit in the building about building safety works and who will carry out the work

## Future consultation

This strategy was agreed through engagement with residents.

Ealing Council will consult with you in writing or through in-person meetings when any changes are made to this strategy.

## Consultation requirements about the building

As part of the consultation requirements about the building, we will seek your opinions on:

- the management of the building
- decisions relating to the management of the building, including works that impact the safety of the building
- information that will be provided to residents and flat owners about the decisions relating to safety and management of the building

- methods for promoting participation of residents in the decision-making process

## Collecting and using opinions

Ealing Council will implement and use the following methods to collect your opinions about building safety decisions:

- letters
- surveys – by post and email
- meetings – in person and online
- site surgeries

We will check if you have a different communication need and seek ways to provide information in a different format in accordance with your needs.

Opinions shared with us will be processed in line with GDPR and Ealing Council internal policies and procedures.

Your opinions will be used to inform how we engage with you regarding future management of Rufford Tower. We will provide residents with feedback on opinions and any changes made as a result. Changes will be made at the earliest opportunity but no later than 2 calendar months. We will inform residents of any changes.

When we seek your opinion, we will allow for 1 calendar month to receive replies before we consider feedback received.

## Measuring and reviewing participation

We will conduct quarterly reviews of the methods we use to involve you in building safety decisions and record the results of these reviews.

We will record the following information regarding participation:

- number of attendees
- number of responses to surveys
- outcomes of focus groups
- feedback received in meetings and visits

If our results show a lack of satisfaction or participation, we will make changes to this strategy.

## After consultation

After any consultation we will consider all opinions received and will update this strategy accordingly. We will inform you of any changes.

## Review

This strategy will be reviewed and amended where necessary in the following instances:

- every 6 months initially and then yearly
- after every consultation of the strategy
- after a mandatory occurrence report
- after the completion of significant material alterations to the building

Reviews will not in every circumstance result in a change to this strategy.

Each review will be recorded and shared with residents over the age of 16 and anyone who owns a residential unit in the building.

## Disputes

If you have any comments or concerns about this strategy, please email us at [buildingsafety@ealing.gov.uk](mailto:buildingsafety@ealing.gov.uk).

We will review and consider all opinions we receive from residents and owners of residential units. We will change the strategy if it benefits all residents in the building.

If you feel we have not effectively resolved a comment or concern you have raised, you can make a complaint following our formal complaints process. You can raise a complaint through My Account. Find out more about our [complaints process](#).

If you are not satisfied with the outcome of your complaint following this process, you can escalate the complaint to the [Building Safety Regulator](#).