

thirteen

Homes. Communities. Support.

Building safety customer engagement strategy

January 2026



What this strategy is all about

We're here to:

- Help you feel safe in your home
- Make sure you understand our responsibilities under the Building Safety Act 2022
- Let you know what to do if there's ever an incident in your building
- Show you how you can get involved and influence building safety decisions
- Make it easy to report issues or make a complaint.

Listening to you

Before updating this strategy, we carried out a building safety survey with residents in your building. We asked about your experiences and how we can improve the way we communicate with you.

We've also developed a customer profile for your building. This helps us understand who lives there. It shows us things like age, gender, disabilities, ethnicity and contact preferences, so we can communicate in the best way possible. We'll review this every year, or sooner if there's a change in 20% of the building's residents.

What the Building Safety Act means for you

The Building Safety Act 2022 says that the Principal Accountable Person (that's us, Thirteen) must share important safety and building information with you.

The Building Safety Regulator is the government body that oversees this and makes sure buildings like yours are safe to live in.

What we'll keep you informed about

We're committed to keeping you updated with what's going on. Here's what we'll share with you:

- How to report a building safety issue
- What to do in an emergency, including your evacuation strategy
- How to raise a concern or make a complaint
- Safe use and storage of mobility scooters
- Fire door and smoke alarm safety advice
- Updates on maintenance and safety improvements
- What we're doing to reduce building safety risks
- How to contact the Building Safety Regulator.

Who to contact

Your named contacts for high-rise buildings at Thirteen are:

- Nick Bishop – Building Safety Engagement Lead
- John Waines – Building Safety Strategic Manager

If you'd like to speak to us or request a visit, just email

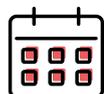
buildingcompliance@thirteengroup.co.uk
or call 0300 111 1000.

How we communicate with you about building safety

We want to make sure you get building safety information in a way that works for you.

By using the customer profile for your building, along with feedback from our latest survey, we can tailor how we communicate with you. This helps us understand things like preferred language, accessibility needs, and the best way to contact you.

Here are some of the ways that we'll keep in touch with you:



Regular residents' meetings

We'll advertise the date and time of the next meeting on the noticeboard near your building entrance. It's a great chance to ask questions and hear updates.



Noticeboards

We keep these updated with useful information, like key contacts, meeting dates, fire evacuation plans and maintenance schedules.



Leaflets and newsletters

Look out for safety leaflets, campaign updates and regular features in our magazine.



Texts, emails, phone calls and letters

We'll use these to share important updates, like safety visits, appointments, investment plans and key messages. We'll always send them in your preferred language.



Your local Thirteen store and mobile touchpoint van

You can visit us at one of our stores in Hartlepool, Hull, Middlesbrough or Stockton. Alternatively, check our website to see when our mobile touchpoint van will be in your area.

Want to meet us?

If you'd like to speak to someone from the team, just get in touch, we're happy to arrange a visit.

Online and digital

We've got dedicated building safety sections on our website, on My Thirteen, and we use social media to share safety campaigns and updates.

You can find our building safety calendar on our website.

We also have an accessibility tool on our website, so you can translate pages into your preferred language, increase text size, use a screen reader, or listen to audio versions.

What's next?

In 2026, we'll carry out a full census to make sure we've got the most up-to-date information for all our high-rise customers.

Building safety decisions - how we'll keep you involved

We want to make sure you're involved wherever possible when it comes to building safety decisions, and that you have the chance to share your views.

How we decide what to share

We'll always try to consult with you before making building safety decisions. The length of the consultation depends on the type of work, but for life safety systems, we may only be able to inform you, rather than consult with you, due to legal requirements that mean the work must go ahead.

We'll also consider who needs to be consulted:

- If the work only affects one floor, we'll speak to the customers living there
- If it affects the whole building, we'll speak to everyone

If you're a leaseholder and the work is rechargeable, we'll consult with you about the costs and scope of the work.

We'll also let you know about any planned building safety work, even if it's only for a day. You'll be told when it's happening and whether it's likely to be disruptive.

Major work

If the decision involves large investment work, we'll:

- Hold a consultation event with the contractor
- Share the programme of work, including key dates, times and areas affected
- Ask for your thoughts on how we can minimise disruption and address any concerns

You'll also have a dedicated resident liaison staff member on site, and they'll be your main point of contact throughout the work. We'll also run weekly coffee mornings and set up dedicated noticeboards to keep you updated on progress.

After the work

Once the work's complete, we'll send out a survey to gather your feedback so we can learn from what went well and how we can improve things next time.

Emergency work

Sometimes we won't have time to consult with you, for example, if emergency work needs to be completed within 24 hours. In those cases, we'll still try to get information to you through different channels, but your safety will always come first.

Who to contact

Different colleagues will be involved depending on the work, and you'll be given contact details at the construction stage.

But our building safety engagement lead will stay involved throughout, and you can contact them at any time.

Your views count

We know that the people living in our buildings are best placed to tell us what's working, and what's not. Engagement isn't just about sending out information; it's about building relationships, listening and making sure you feel heard.

Whether it's filling in a survey or becoming one of our involved customers, your feedback helps shape how we do things.

Here's what happens when you share a question or opinion about building safety:

1. We receive your question or feedback
2. We log it
3. We discuss it with the building safety team
4. We make a decision
5. We let you know the outcome
6. We review and record it for future learning

New customers

We want every new customer to feel safe. When you move in, you'll receive:

- A chat with your housing services coordinator about what to do in the event of a fire and your building's evacuation procedure
- A check to make sure everyone in your home can evacuate safely and if not, we'll carry out a person-centred fire risk assessment
- An A4 building safety guide specific to your building
- A hard copy of this engagement strategy
- A leaflet explaining how to raise a building safety concern
- Fire safety guidance, including what to do in an emergency and how to look after your fire doors.

Within your first six months, a member of our building safety team will visit to talk through safety advice and make sure you feel confident and supported.

Measuring and reviewing participation

We keep track of all the ways customers engage with us - from surveys and meetings to recurring questions and concerns. This helps us understand what's working and where we need to improve.

We also monitor building safety incidents, like false alarms, and work with customers to reduce them.

If we feel something's not working, or if participation is low, we'll review and update this strategy.

We know not everyone wants to get involved, and that's okay. But we want to make sure everyone knows how to get involved if they want to.

In our latest survey, we asked:

"Do you feel like we communicate effectively about fire/building safety?"

93% of customers said yes - and we're using feedback from those who said no to improve our building-specific strategies.

Your responsibilities

We're working hard to keep you safe, and we need your help too.

Please:

- Keep your home free from excessive fire risks (like clutter or flammable materials)
- Allow access for safety checks, including electrical servicing, fire door inspections and property condition checks - we'll always try to give at least 24 hours' notice and offer alternative dates where possible
- Let us know if anything changes that might affect how you respond in an emergency, especially if you're unable to self-evacuate from the building.

Help us keep communal areas safe by:

- Keeping corridors and shared spaces clear
- Reporting any building safety concerns or repairs
- Knowing your building's fire safety guidance and evacuation procedure
- Making sure visitors know what to do in an emergency
- Telling us if you have any flammable cylinders in your home (e.g. oxygen)

Please don't:

- Make changes to your home that affect the building's structure without speaking to us first
- Let telecoms companies carry out installations without a permit from us
- Tamper with fire safety features like alarms or smoke detectors
- Paint or alter your flat entrance door
- Fix anything to your flat door because this could damage it and may mean it needs replacing
- Paint over sprinkler outlets
- Prop open communal fire doors
- Overload electrical sockets
- Store or charge mobility scooters in communal areas (unless it's a designated space, and we'll give you guidance for safe storage inside your flat)
- Use faulty or damaged electrical items
- Smoke or vape in communal areas
- Use alternative cooking methods like portable gas stoves or hot plates

What can you request?

If you'd like more detail about anything related to building safety, just send us an email at buildingcompliance@thirteengroup.co.uk. We'll aim to get back to you within 30 days.

Here are some of the things you can ask for:

- A copy of your fire risk assessment (also available on our website)
- Structural assessments
- Details about how we service fire safety systems
- Information about alterations to your flat

Reporting building safety concerns

In our last building safety survey, we asked:

"Do you know how to raise a fire/building safety concern?" **97% of customers said yes** which is great to hear.

If you spot something that isn't working properly, please let us know. This is called a mandatory occurrence report, and it helps us act quickly to keep everyone safe.

Here are a few examples of things to report:

- A smoke extraction system or automatic opening window not closing properly
- A fire alarm panel or detector beeping or not working

- A fire door that doesn't close correctly
- Broken or faulty lighting in communal areas.

You can report this by speaking to anyone from Thirteen, or by contacting our customer relations team by emailing customer.relations@thirteengroup.co.uk or calling **0300 111 1000**.

Making a complaint

If you'd like to make a complaint about anything building safety related, you can:

- Fill in the online form www.thirteengroup.co.uk/compliments-and-complaints
- Email us at customer.relations@thirteengroup.co.uk
- Speak to us in person at one of our touchpoint stores
- Call us on **0300 111 1000** Monday to Friday: 8am–7pm or Saturday: 9am–3pm

If you're not happy with our response

If you don't feel your complaint has been resolved, you can contact the Building Safety Regulator.

Visit: www.gov.uk/guidance/contact-the-building-safety-regulator

Call: **0300 790 6787** Monday to Friday: 8.30am–5pm or Wednesdays: 10am–5pm.

Updating our strategy

We'll review this strategy:

- At least every two years
- If there's been an incident that needs to be reported to the Building Safety Regulator
- After any major changes to the building's structure.

When we do a review, we'll give you at least three weeks to share your feedback. We'll make any necessary changes based on what you tell us, and we'll also share the updated strategy with our involved customers during this time.

| Version | Amended by | Date | Changes |
|---------|------------------|-------|---------------------------|
| 0.1 | Stephanie Kelley | Jan24 | First version |
| 0.2 | Nick Bishop | Jan26 | Full overhaul of strategy |

Get this information in a different format

We realise some customers may need this information in a different format.

We can provide information in:

- a larger size
- braille
- a different language

Albanian

Ju lutemi të na kontaktoni nëse e dëshironi këtë revistë të përkthyer në një gjuhë tjetër.

Dërgoni email në customer.engagement@thirteengroup.co.uk ose telefononi në 0300 111 1000. Faleminderit.

Arabic

إن كانت لديكم الرغبة في ترجمة هذه المجلة إلى لغة أخرى، فيرجى التواصل معنا.
البريد الإلكتروني: customer.engagement@thirteengroup.co.uk أو رقم الهاتف: 0300 111 1000. شكرًا لكم.

Bengali

অন্য কোনো ভাষায় অনুবাদ করা এই ম্যাগাজিনটির একটি কপি পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। ইমেইল করুন customer.engagement@thirteengroup.co.uk ঠিকানায় অথবা 0300 111 1000 নম্বরে টেলিফোন করুন। আপনাকে ধন্যবাদ।

Traditional Chinese

如您想將此雜誌翻譯成其他語言，請聯絡我們。

請電郵：customer.engagement@thirteengroup.co.uk 或致電：0300 111 1000。多謝合作。

Polish

Aby otrzymać to czasopismo w tłumaczeniu na inny język, prosimy o kontakt.

Mail: customer.engagement@thirteengroup.co.uk Nr tel.: 0300 111 1000. Dziękujemy.

Russian

Если вам нужен перевод этого журнала на другой язык, то обращайтесь к нам.

Свяжитесь по электронной почте customer.engagement@thirteengroup.co.uk или телефонному номеру 0300 111 1000.

Спасибо.

Contact us

We're here to help. If you've got any questions or need more information, just get in touch with us.

✉ buildingcompliance@thirteengroup.co.uk

☎ 0300 111 1000

🌐 www.thirteengroup.co.uk

📘 ThirteenGroup