

# thirteen

Managing and building homes

## Mascot House Building Safety Customer Engagement Strategy





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## Our approach

Providing safe homes for our customers is our number one priority at Thirteen. Mascot House is classed as a higher risk building (HRB) due to its height; however, this doesn't mean living in Mascot House is risky. This document tells you everything you need to know.

To keep you safe, we carry out regular checks and inspections, risk assessments, servicing of safety equipment, have dedicated building safety and compliance teams and hold and manage key information daily.

## Your building

Mascot House was built in 1990, and the block is on the site that was previously the Newcastle Picture Theatre. It is an eight story / 26m tall building, with 31 residential flats. It has two staircases, and four clearly signed fire exits. The total floor area is 2500m<sup>2</sup>. Mascot House has a number of systems and further information can be seen within the service schedule. There is a designated member of staff within Mascot House from Monday to Friday.

**Category:** Higher risk building – 2.

**Details of construction:** Steel frame construction with a masonry envelope. Floors are a combination of beam and block and precast concrete slabs.

**Heating type:** Electric.

**Parking:** Rear of the building, with gated access.

Our dedicated building safety team includes qualified and experienced professionals from housing, compliance specialists and former fire brigade officers. More information about the maintenance and safety checks on your building can be found within document 3 'Building Safety – Service Schedule' available on request.

## How we engage with customers about building safety



### Regular residents' meetings

The date and time of the next meeting is advertised on the notice board in the building entrance.



### Notice boards

Information is regularly updated to include key contacts, meeting dates, fire evacuation plans and maintenance programmes.



### Leaflets and newsletters

Watch out for safety leaflets, campaigns and regular features in newsletters.



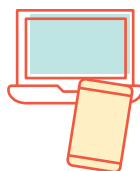
### Text messaging, emails, phone calls and letters

Used for matters about your home such as safety visits and appointments, investment plans and specific information.



### Meetings

If you'd like to meet a member of the team, please just get in touch.



### Digital

We have dedicated sections on our website, on My Thirteen and we use social media to promote safety campaigns and information. You can find the building safety calendar at [www.thirteengroup.co.uk/page/building-safety](http://www.thirteengroup.co.uk/page/building-safety).

## Have a question, want to give us feedback or report a concern?

We are always listening. There are a few ways you can contact us. If you see a Thirteen colleague and you have a question, they'll be happy to find the answer. Alternatively:

- Speak directly to your Living Well Coordinator, Building Safety Manager or one of our building safety and compliance colleagues. More information on responsible person(s) can be found on the service schedule which accompanies this document
- You can also email our customer relations team on **customer.relations@thirteengroup.co.uk** or call them on **0300 111 1000**
- Finally you can contact our whistleblowing team anonymously on **whistle.blowing@thirteengroup.co.uk**.



## Our responsibilities

Our approach ensures:

- A principle accountable and accountable person(s) is appointed
- We have a bespoke customer engagement strategy for your building
- We maintain a golden thread of information related to your home and Mascot House
- Hold, update and maintain personal emergency evacuation plans
- Provide home safety visits with our partner organisations.

## Working with customers we commit to:

- Involve residents in decision making at Mascot House
- Ensure that tenant and resident responsibilities as occupants of a higher risk building are clear and regularly communicated
- Ensure all new customers are provided with information on fire door safety and evacuation, and that any support requirements are recorded during signup
- Distributing clear and concise safety information regularly and in multiple ways including a fire door safety inspection leaflet each year.







### Our teams will:

- Carry out regular “feeling of safety” questionnaires to ensure we are responsive and addressing the needs of the residents
- Use electronic noticeboards, newsletters, text messages and a range of other communication methods to share key building information with you
- Display fire action notices clearly within the building and on flat entrance doors. We will also provide you with information on fire door safety checks and the evacuation policy for your building
- Respond quickly to any concerns relating to building safety raised by customers including, a whistleblowing procedure, available by contacting **[whistle.blowing@thirteengroup.co.uk](mailto:whistle.blowing@thirteengroup.co.uk)**.
- Ensure repairs are carried out on time, and should you not be satisfied with anything, follow Thirteens complaints process.
- Undertake necessary maintenance checks – schedule available upon request
- Complete regular and random repair post-inspections to ensure fire safety measures have not been compromised
- Write to you in advance to notify you of your fire door inspection date.

### Your responsibilities

Help us keep you safe. No overcrowding. Remove any unnecessary fire loading from within your flat not letting anything build up to excessive levels.

Provide us or our contractors and partner organisations access to your home to carry out safety checks, including electrical servicing, fire door inspections and property condition checks. We will always try and give you at least 24 hours’ notice and provide alternative dates or arrangements to accommodate your requirements, although this may not be possible in the event of an emergency.

Please tell your Living Well Coordinator about any changes about yourself that might impact how you respond in an emergency. We need to know you can safely leave the building without any help if there was an emergency. If you need assistance, please let us know so we can store this information in the building’s information box.

### Please can you:

- Keep corridors and communal areas clear and free from clutter
- Report any building safety concerns or repairs to us
- Tell us about any changes in mobility or support needs, which may affect your ability to evacuate the building in the event of an emergency
- Familiarise yourself with the building and fire safety guidance for the building, including the evacuation procedure
- Ensure visitors and guests to your home are aware of the evacuation procedures.

### To help keep you and other customers safe, please do not:

- Make any alterations to your property which affect the structural integrity of the building without consulting with us, and obtaining permission before work starts
- Let telecommunications companies carry out any installations without ensuring they have obtained a permit to work from Thirteen first
- Tamper with any building safety features, electrical or fire / life safety devices in your home such as fire alarms and smoke detectors
- Paint or alter your flat entrance door in any way
- Fix anything to your flat door, including wreaths, coat hooks or knockers etc
- Paint over sprinkler outlets
- Prop open communal fire doors
- Overload sockets
- Store or charge mobility scooters in communal areas, other than in designated storage areas only
- Use faulty or damaged electrical items
- Smoke or vape in communal areas.