



# Resident Engagement Strategy

Grayson Heights,  
LS4 2UD



# Grayson Heights, Eden Mount, Leeds, LS4 2UD

HRB10811N5H8



This strategy should be read in conjunction with the documents listed below, which together provide the information residents will use to meaningfully engage in building safety decisions.

- Complaints Procedure
- PBSA Your Unipol Home Poster
- Evacuation Policy Sandhills
- MOR Guidance Document
- Safety Case Report
- Fire Folder
  - Fire Risk Assessment
  - Fire Door Inspection(s)
  - Fire Strategy
  - FRAEW
- Personal Emergency Evacuation Plans (PEEPs) (where applicable)

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# Introduction

The Building Safety Act 2022 introduces a new regulatory system for the management of building safety in “higher risk buildings”, meaning buildings of 18 metres or more in height, or seven or more storeys, containing at least two apartments. For the first time, it is a statutory requirement for a Resident Engagement Strategy to be produced for each higher risk building. The key purpose of this strategy is for residents aged 16 and over (and non-resident owners) to be encouraged to participate in the making of building safety decisions. This strategy sets out:

- What information will be provided to residents.
- What decisions residents will be consulted on.
- How residents’ views will be taken into account; and
- How the appropriateness of consultation undertaken will be measured.

Every resident living in higher risk and complex buildings will be provided with an accessible copy of this strategy document. Accessible information is promoted through digital signage as part of Unipol’s #happyliving campaign, helping ensure residents can easily find safety information in formats suited to them.

This Resident Engagement Strategy has been specifically written to align with relevant UK legislation and guidance, including:

- Building Safety Act 2022 (BSA 2022)
- The Higher-Risk Buildings (Management of Safety Risks etc.) (England) Regulations 2023
- Fire Safety (England) Regulations 2022 (FSER 2022), including Emergency Evacuation Information Sharing
- Fire Safety Act 2021
- Building Safety Regulator (BSR) Guidance (2023–2025)
- PAS 8673:2022 (Competence framework for Principal Accountable Persons)

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# Existing Building Safety Overview

## Evacuation Plans & Procedures

Resident safety is a central part of Unipol’s engagement approach at Grayson Heights. The building’s evacuation policy is designed to ensure every resident understands what to do in an emergency and feels confident that robust systems, trained staff, and clear information are in place to protect them. The policy fully complies with the Building Safety Act 2022 and Fire Safety (England) Regulations 2022, reflecting Unipol’s commitment to legal compliance and best practice.

Grayson Heights operates a simultaneous evacuation strategy for its residential accommodation. This means that in the event of a fire alarm activation anywhere in the building, everyone leaves the building.

Residents are given clear, practical guidance on what to do if a fire occurs. If the alarm sounds within a flat, residents are advised to check for signs of fire safely, evacuate if necessary, by using the nearest escape route, and never use lifts during an evacuation. Once outside, all residents should gather at the designated assembly point, leave the site by the car park entrance and go to the grass verge in front of the building, just below the car park area and await further instructions from staff or the attending Fire and Rescue Service. Re-entry to the building is only permitted once the Fire Service has confirmed it is safe to do so.

Fire safety at Grayson Heights is supported by a combination of trained personnel and technical systems. The Building Manager oversees all fire safety procedures and coordinates the response during an evacuation. A team of trained Fire Wardens assist in guiding residents, checking communal areas, and reporting to the assembly point. The building is equipped with comprehensive fire protection systems, including smoke detectors, fire doors, emergency lighting, and clear wayfinding signage. Residents are reminded to keep fire doors closed at all times, report any damage promptly, and avoid actions that might compromise safety, such as wedging doors open or tampering with equipment.

Engagement and communication are key to maintaining awareness. Residents receive fire safety information at move-in, supported by clear signage in bedrooms, kitchens, and communal areas, and digital resources through the Unipol Tenant Portal. All materials use plain language, visual aids where appropriate, and translation tools can be made available to ensure accessibility for all residents, including those for whom English is an additional language.

Unipol also maintains a Mandatory Occurrence Reporting (MOR) process, enabling residents, staff, and contractors to report safety concerns or incidents that could pose serious risks. Reports can be submitted via email to [buildingsafety@unipol.org.uk](mailto:buildingsafety@unipol.org.uk), by phone on 0113 205 3436, or through the online reporting form. Each report is reviewed promptly by the Compliance and Facilities Team and, where necessary, escalated to the Building Safety Regulator.

The evacuation policy is reviewed annually, or sooner if required by incidents or legislative changes. Regular fire risk assessments are carried out, and findings are used to guide improvements. Residents are encouraged to provide feedback through surveys and informal channels, ensuring that their experiences and suggestions help shape continuous improvement. Through this proactive and inclusive approach, Unipol ensures that every

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resident at Grayson Heights is not only safe but informed, empowered, and engaged in building safety.

## What Happens If There Is a Fire in Your Flat

If a fire starts in your flat, it's important to act quickly and safely. The steps below explain exactly what to do and what to expect:

1. Stay calm and check for danger
  - If your fire alarm sounds, first check for signs of fire.
  - Do not open any doors that might hide a fire. Feel the door with the back of your hand. If it feels warm, do not open it.
2. Leave immediately if there is smoke or fire in your flat
  - Do not stop to collect belongings.
  - Close doors behind you as you leave. This helps to contain the fire and protect others.
  - Never use the lift. Always use the stairs.
3. Call 999 as soon as you are safe
  - Tell the operator: "There's a fire at Grayson Heights, Eden Mount, LS2 4UD"
  - Follow any instructions they give you.
4. Go straight to the assembly point
  - The assembly point Use the escape stairwell and leave the building using the closest door. Leave the site by the carpark entrance and go to the grass verge in front of the building, just below the carpark area. Evacuations notices display a map on final exit. Do not re-enter the building until you are advised that it is safe to do so.
  - Once you're there, stay together and wait for instructions from Unipol staff or the Fire and Rescue Service.
5. Do not go back inside
  - You must not re-enter the building until the Fire Service says it is safe to do so.
6. If you can't leave safely
  - Stay inside your flat, close all doors, and go to a room with a window.
  - Place a wet cloth or towel at the bottom of the door to block smoke.
  - Call 999, tell them you are inside, and give them your flat number so the Fire Service can find you quickly.
7. If you need help to evacuate
  - If you have a Personal Emergency Evacuation Plan (PEEP), follow it.
  - Trained staff and Fire Wardens will assist you to a place of safety.
8. After the fire
  - Once the Fire Service confirms it is safe, the Building Manager will oversee re-entry.
  - Staff will provide support, including wellbeing or accommodation assistance, if needed.

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## Personal Emergency Evacuation Plans (PEEPs)

Grayson Heights has a clear and proactive approach to supporting residents who may need help during an evacuation through the use of Personal Emergency Evacuation Plans (PEEPs). These plans are designed for residents with disabilities, health conditions, or other factors that may affect their ability to leave the building independently in an emergency.

When applying to be a tenant, Unipol's application process allows a student to declare any medical or disability information. When someone declares a condition, an email is automatically sent to the Tenancy Support inbox, alerting the Tenancy Support and Wellbeing Coordinators to this. If relevant, the Tenancy Support and Wellbeing Coordinator will reach out via email to the tenant to offer any support that they might need. Any student identified will be sent the Pre-Arrival Disclosure Form and will be invited to a meeting at their flat, with the intention of completing the Tenant Fire Risk Assessment.

Based on this information, a tailored PEEP is developed in collaboration with the resident and the Tenancy Support and Wellbeing Coordinator. Each plan sets out the resident's preferred evacuation method, any assistance or equipment required, and the role of staff or emergency services in ensuring their safety.

Consent is always obtained before sharing personal information, and completed PEEP's are stored securely, both digitally and in the Premises Information Box, so that emergency services can access them during an incident.

Building Managers receive training in supporting residents with PEEP's, including First Aid, Mental Health First Aid, and Safeguarding, and are alert to signs that someone may need additional help. PEEP's are reviewed regularly, typically within the first month of a new tenancy and annually thereafter, or sooner if a resident's circumstances change. This structured and inclusive approach ensures that every resident who may need support has a clear, agreed plan in place, and that staff and responders are prepared to deliver safe, dignified assistance during an emergency.

## Building Specific Fire Safety Rules

Fire safety is everyone's responsibility. Please always follow these rules to keep your building and fellow residents safe.

### *Smoking, Vaping and E-Cigarettes*

- No smoking or vaping inside any Unipol property.
- Applies to all enclosed areas, bedrooms, kitchens, corridors, and communal spaces.
- Includes cigarettes, cigars, pipes, e-cigarettes and vaping devices.
- Do not smoke near entrances or windows where smoke could enter the building.
- Breaches may result in recharges or tenancy action.

### *Barbecues*

- Resident BBQs are not permitted anywhere on site.
- This applies to courtyards, and communal spaces.
- No disposable, gas or electric barbecues are allowed.

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- Open flames create a serious fire risk.

### *Cooking Safety*

- Never leave cooking unattended.
- Switch off all cookers, hobs and appliances after use.
- Keep ovens, hobs and extractors clean, grease can ignite.
- Do not wedge open fire doors or disable smoke detectors.
- Report faults immediately to your Unipol team.
- If fire breaks out:
  - Leave your flat immediately.
  - Close doors behind you.
  - Call 999.
  - Do not use lifts.
  - Go to the designated assembly point and await instructions.

### *Maintaining a Safe Residence*

- Keep escape routes, corridors, and stairwells clear. No bikes, boxes or clutter.
- Do not prop open or block fire doors.
- Do not tamper with alarms, communal extinguishers or signage.
- False alarms or misuse of equipment are serious offences.
- Cooperate with fire drills, testing, and inspections.
- Report hazards or faults immediately via the maintenance portal, phone, or email.

### *Evacuation Strategy (High-Rise Buildings)*

- Simultaneous evacuation: Use the escape stairwell and leave the building using the closest door. Leave the site by the car park entrance and go to the grass verge in front of the building, just below the car park area. Evacuations notices display a map on final exit. Do not re-enter the building until you are advised that it is safe to do so.

### *Support in Emergencies*

- Residents needing extra help can request a Personal Emergency Evacuation Plan (PEEP).
- Speak to the Tenancy Support and Wellbeing Coordinator or Building Manager.
- Plans are shared with staff and emergency services (with consent).

### *Reporting Safety Concerns*

- Online tenant portal: Report repairs through QR on key tag or visit the maintenance pages on website
- [Webform](#): Specific building safety concerns via webform on website
- Phone: 01132430169
- Email: [buildingsafety@unipol.org.uk](mailto:buildingsafety@unipol.org.uk)
- Emergency: Call 999 immediately

**Remember:** Following these rules protects everyone and ensures compliance with fire safety law.

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## Next Steps You Can Take

If you are concerned about any aspect of fire safety within your building you should raise this with the building management team (contact details provided in this document).

Communal corridors and staircases must be kept free from clutter, including bicycles, e-bikes, or rubbish. They can block your escape route, add fuel to a fire and delay firefighting.

Your front door and doors on hallways or landings should be maintained as self-closing fire doors. They must not be left propped open as this allows toxic smoke and fire to spread quickly and delay essential escape time.

## Our Strategy

As required by the Building Safety Act 2022, a Principal Accountable Person (PAP) has been registered with the Building Safety Regulator (BSR) and together with any supporting Accountable Persons (AP), take the lead in producing this Resident Engagement Strategy, to promote resident participation in the decision-making process about the building safety risks in their buildings.

The Principal Accountable Person for this building is: Leeds City Council  
Adam Crampton, Chief Officer, Housing Leeds  
[Adam.crampton@leeds.gov.uk](mailto:Adam.crampton@leeds.gov.uk)  
Louise Batterby, Service Manager (Building Safety), Housing Leeds  
[Louise.batterby@leeds.ac.uk](mailto:Louise.batterby@leeds.ac.uk)  
Alternative email: [buildingsafety@leeds.gov.uk](mailto:buildingsafety@leeds.gov.uk)

The Accountable Person for this building is: Unipol Student Homes  
Tom Hill, Operations Director, [t.hill@unipol.org.uk](mailto:t.hill@unipol.org.uk)  
Housing Management (Leeds Main Office): 0113 205 3422  
Alternative email: [housing@unipol.org.uk](mailto:housing@unipol.org.uk)

The Building Manager is: Ada Akpamgbo (09:00-17:00)  
07394 562377, [a.akpamgbo@unipol.org.uk](mailto:a.akpamgbo@unipol.org.uk)  
Based on site Mondays & Wednesdays  
  
HPS Duty Manager (17:00-0800). 0113 244 3799 (Unipol Out of Hours line)

Off Site Contacts: Operations Manager, Sarah Morgan (09:00-17:00),  
[s.morgan@unipol.org.uk](mailto:s.morgan@unipol.org.uk)

Operations Director, Tom Hill (09:00-17:00),  
[t.hill@unipol.org.uk](mailto:t.hill@unipol.org.uk)

Other Contacts: [housing@unipol.org.uk](mailto:housing@unipol.org.uk)  
[buildingsafety@unipol.org.uk](mailto:buildingsafety@unipol.org.uk) / 0113 205 3436 (Compliance & Facilities Team)

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Our strategy for engagement ensures that residents understand the safety of their building that is required from the golden thread of information set out in the Building Safety Act 2022. The golden thread is both:

- The information about a building that allows someone to understand a building and keep it safe, and
- The information management to ensure the information is accurate, easily understandable, can be accessed by those who need it and is up to date

We also ensure we are meeting all requirements of the Fire Safety Act 2021 and keep abreast of all new government publications and consultations including the consultation on emergency evacuations and information sharing between building owners and the fire and rescue services.

Unipol are proud members of the Non-Educational National Code (within Housing Act 2004) which also sets out standards to be met <https://www.nationalcode.org/why-we-exist>, including certain fire safety requirements.

## Understanding the Residents

The success of this strategy depends on how well we know our residents living within our building. This means that we need to understand the needs of every person living within the building to prepare appropriate evacuation procedures for them, in particular our disabled and vulnerable residents. We will do this as a commitment to good practice, even if guidance from government does not require it.

Our approach is founded not on the principle of us telling our residents they are safe, but rather about asking them if they feel safe. We will not say, “we are doing this, therefore you are safe” we will ask residents the question “do you feel safe in your home and your building?”

Our success also relies on us regularly and repeatedly sharing fire safety information and the methods we use to do this. We must also build trust with our residents by co-creating our engagement strategies with them.

Due to the nature of our residents changing each academic year, we have created a report using our StarRez (cloud based residential community and student housing management) platform called ‘Building safety Case Report - Resident Profile’ which gives demographic data (home country, nationality, age, email, telephone), which assists us in understanding residents’ specific needs. Residents can be assured that their data is secure and being used only for building safety purposes. We will make use of secure, digital engagement tools, emails and traditional approaches to complete this.

Our engagement is fully inclusive. This means we can provide information in accessible formats like large print, ensure our digital communications are compatible with screen readers, and for those with limited English proficiency, we can provide translation services if requested. It is through this accessible, two-way dialogue that we will truly understand the needs of every

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residential unit, in particular our disabled and vulnerable residents, allowing us to prepare the appropriate evacuation procedures they require.

Grayson Heights accommodates 110 shared student residents and 25 student family tenancies, with 75 shared student tenants and 19 family tenants and 47 family members present at the time of writing this document. The building is occupied by University of Leeds students living with their families, and shared students mainly studying at University of Leeds, Leeds Beckett University and Leeds Trinity University. Family flats occupy one half of the building and individual tenants occupy the shared flats which have 5 bedrooms per flat.

The resident population is mixed, with shared student tenants aged between 18 and 49 years and family tenants. Residents in shared flats are typically undergraduates and postgraduates living independently within the age group of 18 to 30 years. This group is generally healthy, physically mobile, and has no significant support needs related to disability or dependency. The family tenants are usually between the ages of 30 to 40 years, having children as young as 6 months up to 12 years old.

The vast majority of residents are from international countries including India, Nigeria, Indonesia and United Arab Emirates.

Behavioural risk is a more significant consideration, as many residents are new to communal living and may have limited understanding of UK fire and building safety procedures. To mitigate this, safety communication is delivered through clear visual signage and digital materials accessible via QR codes and online resources, ensuring comprehension for residents of varied linguistic backgrounds.

**We recognise that international families living in high-rise buildings may face additional challenges, particularly around language barriers and understanding building safety procedures.** To support all residents, we are committed to providing clear, accessible information and ensuring that safety guidance is communicated in ways that are easy to understand, regardless of background or language proficiency.

Given the academic setting, occupancy patterns are stable and predictable during term time, with reduced presence in vacation periods. The resident group is generally low risk, though ongoing monitoring ensures that any individuals requiring additional support, such as Personal Emergency Evacuation Plans, are identified and assisted. As many international students may be unfamiliar with UK housing and safety standards, Unipol prioritises ongoing engagement and induction to reinforce awareness.

All student residents of Grayson Heights are required to meet the minimum English language proficiency standards for admission established by their respective educational institutions. The minimum accepted standard for entry, are equivalent to an overall International English Language Testing System (IELTS) score of at least 5.5, with minimum component scores no lower than 5.0 (or equivalent accepted qualifications such as TOEFL or Cambridge). This level of proficiency certifies that residents possess the necessary English skills, particularly in reading comprehension, to understand complex written instructions. This ensures that all residents can effectively read, understand, and comply with essential documentation regarding fire and structural safety, including detailed emergency evacuation procedures and policies. This applies even if they are students from overseas.

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## Resident Responsibilities

Under the Building Safety Act 2022, all residents aged 16 and over living in a Higher-Risk Building have specific legal duties designed to help keep themselves and their neighbours safe. These duties ensure that every resident plays an active role in maintaining the safety and integrity of the building.

To comply with the law and support a safe living environment, residents must:

- Not interfere with or damage any safety equipment in the building, such as fire alarms, smoke detectors, sprinklers, fire doors, emergency lighting, or signage.
- Follow all reasonable safety instructions provided by Unipol, the Building Manager, or emergency services, particularly during evacuations, or maintenance works.
- Avoid behaviours that increase risk, such as blocking corridors or stairwells, propping open fire doors, disabling detectors, or using prohibited items (e.g. candles, barbecues, or smoking indoors).
- Promptly report any safety hazards or faults through the designated reporting channels, including damaged fire doors, alarms, or escape routes.
- Provide accurate information when requested for building safety purposes (e.g. completing a Tenant Fire Risk Assessment or confirming details for a Personal Emergency Evacuation Plan).
- Cooperate with Accountable Persons when access is reasonably required to carry out safety inspections, maintenance, or risk assessments.

Failure to meet these duties may result in a Contravention Notice being issued by the Accountable Person. In serious or repeated cases, the matter may be referred to the Building Safety Regulator or the County Court for further action.

By fulfilling these responsibilities, residents contribute to a safe, respectful, and legally compliant community, ensuring that everyone can live confidently in a secure environment.

## Building Safety Information Provided at the Start of Tenancy

When residents first take residence at Grayson Heights, Unipol ensures that they receive clear, accessible, and legally compliant building safety information in line with the Building Safety Act 2022 and the Fire Safety (England) Regulations 2022.

### 1. Fire Safety Information (Regulation 10 Requirement)

Residents are issued key fire safety information to ensure they understand how to stay safe and what to do in an emergency. This includes:

- The building's evacuation strategy:
  - Stay Put Strategy: Residents should stay in their flat unless directly affected by smoke or fire or instructed to leave by the Fire Service.
  - Simultaneous Evacuation: Applies only to ancillary spaces (e.g. cardio studio, music rooms).
- Evacuation instructions:
  - What to do if the fire alarm sounds.
  - Never use lifts during a fire.
  - Close all doors behind you to contain smoke.
  - Proceed to the designated assembly point at The Avenue, off Flax Place.
  - Await further instruction from Unipol staff or the Fire and Rescue Service.

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- Fire door importance: Doors must never be wedged open and should always be kept clear and operational.
- Prohibited actions:
  - No smoking, vaping, or use of e-cigarettes inside the property.
  - No barbecues, candles, or open flames anywhere on site (except for use of the built-in BBQ provided in the front garden of the building.
  - No tampering with alarms, detectors, or fire safety equipment.
- How to report fire safety issues, including damaged fire doors, alarms, or escape route obstructions.

## 2. Evacuation Procedure and Assembly Point

- Step-by-step evacuation guidance is provided on move-in and displayed in common areas.
- Residents are shown where their assembly point is located.

## 3. Building Contact Information

- Residents are introduced to their Building Team upon moving in.
- They are informed that the Building Manager (Ada Akpamgbo) oversees on-site fire safety and evacuation procedures.
- 24/7 Unipol Contact Number: 0300 373 2830
- Emergency Services: 999
- Non-Emergency Medical Advice: 111

## 4. Routine Testing and Drills

- Residents are made aware that fire alarm tests and evacuation drills take place regularly.
- These are part of Unipol’s commitment to continuous improvement and compliance with legislation.

## 5. General Building Safety and Maintenance Guidance

- On arrival, residents receive orientation information covering:
  - Safe cooking practices and kitchen fire prevention.
  - No smoking or vaping policy.
  - How to report repairs or damage that could impact safety.
  - The importance of keeping escape routes clear.
  - Contact details for emergency help and Unipol support.

## Information To be Provided to Residents

It is our intention that residents will have confidence in the safety of their building and will have a greater say in how their buildings are being managed through the information that we provide to them.

Unipol has adopted QR codes as the primary means of sharing building safety, wellbeing, and tenancy information at Grayson Heights. This approach reflects both the digital habits of the student population and evidence-based engagement practices showing higher uptake through mobile-first communication.

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Given that nearly all residents are university students aged 18–25, QR codes offer an accessible and effective medium. Research demonstrates that this demographic overwhelmingly prefers to access information via smartphones, with 99% of 16–24-year-olds using them as their main device for internet access.<sup>1</sup> Moreover, QR codes enable instant access to accurate, centrally managed content and can be updated without delay, ensuring information remains current.

Evidence from higher education engagement studies shows significantly higher interaction rates for digital content accessed via QR codes compared to printed materials or email alone.<sup>2</sup> Unipol’s internal data mirrors these findings, indicating increased engagement and comprehension when information is accessed digitally.

To ensure reasonable alternative access, essential safety information (e.g. fire procedures, emergency contacts) is also displayed in communal areas and flat entrances in printed form. In light of resident demographics, engagement evidence, and accessibility measures, the use of QR codes is a reasonable and proportionate approach, however to ensure we satisfy the requirement to take all reasonable steps in communicating vital building safety information, residents may request any building safety information, and the PAP will provide it within 28 days, except where restricted by security/confidentiality.

**References**

1. Office for National Statistics (2023). *Internet Access – Households and Individuals*.
2. Jisc (2023). *Student Digital Experience Insights Survey*.
3. UCAS (2022). *Student Communications Insights Report*.

Our information will support our residents to understand how they can be involved in this engagement strategy. It will also tell them how they can request further information about the safety measures in place for their building from the Principal Accountable Person. We have also signposted our residents to additional information such as fire safety information and how we are meeting the requirements of the Fire Safety Act 2021.

All residents are given free access to all relevant fire and building safety information in formats that are easy to understand and use.

Information that we make available to Grayson Heights students via QR Codes supports their wellbeing, safety, and engagement. A range of essential information and resources are made easily accessible through QR codes displayed within the building at various locations. By scanning these codes, residents can access:

- Building and Fire Safety Guidance, including critical information on fire procedures, safety measures, and building security to help ensure all residents understand how to stay safe.
- Personal Safety and Security Tips, practical advice on maintaining personal security within the building and local area.
- Repairs and Maintenance Reporting, instructions on how to report urgent and non-urgent repairs, including use of the online reporting portal.
- Recycling and Waste Guidance, information on correct waste segregation, bin collection days, and sustainability practices.
- Tenancy Support and Wellbeing Resources, details on how to access wellbeing support, including contact information for Unipol’s tenancy support team and links to mental health resources.
- Wi-Fi Connection Instructions, step-by-step guidance for connecting to ASK4 Wi-Fi.
- Post and Parcel Deliveries, advice on receiving and collecting mail and packages

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- Appliance ‘How-To’ Videos, quick tutorials for operating household appliances safely and efficiently.
- Recharges and Repair Costs, examples of charges that may apply for damage or misuse of property.
- Family Accommodation Information, local and building-specific resources for residents living in family properties.
- Your Next Move, information on future accommodation options and special offers for returning tenants.
- Student Feedback, links to platforms like Student Crowd for reviewing accommodation and sharing experiences.
- Social Media Updates, links to Unipol Housing’s social media channels for updates on events, competitions, and housing advice.

These QR codes provide students with 24/7 access to key resources, helping them to manage their tenancy, maintain safety, and engage positively with the Grayson Heights community.

If residents need the information on our website in a different language, they are provided with the following links for a quick and easy guide for translating the information on their [desktop PC/laptop](#) or [mobile phone](#)

Residents will be informed about the safety of their building and our compliance with all mandatory requirements. They will be made aware of our clear complaints procedure, enabling them to raise concerns easily and hold accountable persons responsible, with unresolved complaints escalated to the Building Safety Regulator (BSR). Details of the escalation process, including response procedures and timescales, will also be provided. Residents have new legal duties to support building safety: avoiding actions that create significant risks, not interfering with safety items, and responding to reasonable information requests from accountable persons.

They are also encouraged to help maintain safety by promptly reporting any structural or fire safety issues through the designated reporting channels.

### When residents move into the building, they'll receive:

- Fire safety and evacuation strategy.
- Evacuation routes and assembly point location.
- Fire door and smoke detector guidance.
- Prohibited activities (smoking, vaping, open flames).
- 24/7 contact details and emergency numbers.
- How to report hazards or safety concerns.
- Access to PEEPs for residents needing support.
- Access to clear, accessible building safety information.

We'll remind them every year about what to do in the event of a fire and why fire doors are important. They will also learn about the fire detection systems in their flat and how they work, including details about any sprinkler systems if relevant.

Residents are encouraged to think of their neighbours’ safety and how their actions can put others at risk. For example, don't prop open communal fire doors or leave things in hallways that might block escape routes during emergencies. Smokers (including, cigarettes, cigars,

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vapes and e-cigarettes) should only smoke in safe areas and make sure cigarettes are completely out and properly disposed of. Remember, never use barbecues or patio heaters inside the building.

We will also inform residents that under the Building Safety Act 2022, to ensure the safety of all residents, the Accountable Persons have been given the power to ensure compliance with these obligations.

If a resident does not meet their obligations, the Accountable Person can issue a contravention notice. An accountable person may also require access to a residents' premises, strictly to fulfil their duties relating to building safety or to determine whether a residents' duty has been contravened.

The Accountable Persons will be proportionate in ensuring residents' compliance with their duties. However, if a resident does not agree with the Accountable Person's use of a contravention notice or request for access they can refuse to comply.

If the Accountable Person applies to the County Court, the resident will be able to set out their position to an independent judge. They are also able to formally raise an issue concerning the Accountable Person's actions through the Accountable Person's complaints process and escalate it to the Building Safety Regulator.

In line with best practice, this information will be made available to all leaseholders and residents of the building through the implementation of this engagement strategy, including all necessary fire safety information relevant to the building.

Information can be made available in multiple languages in a variety of fonts and contrasts to ensure maximised accessibility. Audio, Graphics and images can be used to support the information provided to residents concerning fire safety matters where required.

Information on how to access this information will be displayed in the entrance areas of the building, including QR codes, website details and contact details for all key contacts. There is also extensive information available from the local Fire and Rescue Service at <https://www.westyorksfire.gov.uk/>

## Decisions That We Will Consult On

We recognise that residents do not want to be consulted on every decision and would rather be consulted on decisions that are relevant to them. We will target our consultations to achieve this and ensure that it is residents living in our building that are engaging with us through this strategy.

This will include decisions relating to:

- Fire safety measures and procedures.
- Building maintenance and repairs.
- Communication and information sharing.
- Complaint handling processes.

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We will ensure that we consult with the residents about the days and times when works are to take place and how to mitigate disruption to residents from the proposed works. This must be done where works taking place are for a period of more than one day arising from a building safety decision and will limit access to any part of a building or otherwise cause a nuisance to residents.

All residents will be provided with clear and accessible information outlining the purpose of the consultation, a summary of the identified risk, works to be undertaken and any measures proposed to safeguard residents. Residents will have **seven (7) days** from the date of issue to review the information and provide feedback. Responses can be submitted digitally via the designated feedback form or by email to [buildingsafety@unipol.org.uk](mailto:buildingsafety@unipol.org.uk). All feedback will be reviewed and considered by the Principal Accountable Person before finalising the updated work plan. A summary of the consultation outcome and any resulting changes will be made available to all residents following the review period.

This process ensures residents are meaningfully involved in building safety management and that their views are considered in compliance with the Resident Engagement Strategy requirements under the Building Safety Act 2022.

We will work proactively to minimise disruption to residents during the works. This may include:

- Scheduling works in phases to reduce the impact on residents at any one time.
- Implementing measures to minimise noise and dust pollution.
- Providing alternative access routes where possible.
- Adjusting working hours to minimise disruption during peak times.
- Offering temporary relocation options for residents significantly affected by the works (where feasible).

The following are examples of mitigation measures:

- For noisy works: Using noise-dampening equipment, scheduling noisy works during off-peak hours, providing residents with earplugs.
- For works affecting access: Providing clear signage and alternative routes, offering assistance to residents with mobility impairments.
- For works generating dust: Using dust extraction systems, sealing off work areas, providing protective coverings for furniture.

We believe that open communication and collaboration with residents are crucial for the successful completion of building safety works. We are committed to working closely with residents to ensure their safety and wellbeing throughout the process.

## When Matter Are Urgent

In some circumstances (such as when the matter is urgent) it will be necessary to prioritise immediate action to protect residents.

Typical scenarios necessitating this approach include, but are not limited to, active fires, critical fire system failures, signs of imminent structural collapse, and gas leaks.

In such emergencies, our primary response will involve activating our pre-established emergency protocols, including immediate evacuation, if necessary, isolation of affected areas, and deployment of qualified contractors for emergency repairs. While consultation

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before these actions is not feasible, we commit to informing residents as quickly as possible following any urgent intervention, providing clear details of the situation, the measures taken, and any subsequent steps. We will maintain close liaison with relevant authorities, and comprehensive records of all actions will be kept for transparency and accountability. Regular reviews of our emergency response plan and testing of safety systems will be conducted to ensure ongoing preparedness.

We are committed to increasing engagement with all residents of this building and will not use the views of engaged residents from other buildings as substitutes for this authentic customer voice. It is obvious that other residents will not understand the experiences of living in this specific building, therefore cannot genuinely represent our residents.

Residents and resident groups will be involved at every phase of our decision-making processes on the services that we provide and to do this we will seek feedback at every stage. We will:

- Implement a survey and comment facility for building residents
- Use feedback and engagement activities as information gathering opportunities and not just box-ticking exercises, allowing for regular updates to the strategy and building safety measures on an ongoing basis.

## How We Will Use Your Feedback

We will ensure resident views are genuinely considered as part of the approach to building safety management, by using a structured approach to obtaining feedback. This will be achieved through:

- Online Maintenance Portal: Report repairs, safety issues, and general feedback (via QR code or website).
- Building Safety Webform (MOR): Submit safety concerns directly to the Compliance & Facilities Team.
  - [buildingsafety@unipol.org.uk](mailto:buildingsafety@unipol.org.uk) | 0113 205 3436
- Tenancy Support Email: Share wellbeing or tenancy-related feedback.
  - [tenancysupport@unipol.org.uk](mailto:tenancysupport@unipol.org.uk)
- On-site Building Team: Provide feedback in person to Building Manager or reception staff.
- 24/7 Contact Line – report urgent issues or give feedback at any time.
  - 0300 373 2830
- Resident Engagement Activities: Consultations and updates in line with the Building Safety Act 2022.
- Move-in / Move-out Surveys: Comments on condition, induction, and service.
- Student Crowd Reviews: Public platform for sharing renting experiences.
- PEEP Consultation: Feedback from residents needing additional support or accessibility adjustments.

In all cases, the building management team, supported by the Operations Manager and the Health, Safety and Compliance Manager, will meet and discuss the feedback and how it can be adopted into the existing plan. We will then share details of the decision using our "You Said, We Did" approach, clearly communicating how resident feedback has led to tangible changes or improvements.

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## Privacy Notice (Building Safety Information)

To keep everyone safe, Unipol Student Homes collects and uses limited personal data (such as your name, contact details, room number, and any support needs) for building safety and engagement. This may include information from your PEEP, StarRez profile, or feedback.

We use this information to:

- Manage fire and structural safety under the Building Safety Act 2022
- Contact you about safety updates or consultations
- Support residents who need help in an emergency

We keep your data secure and confidential, and only share it when necessary — for example, with the Fire & Rescue Service (during an emergency), the Building Safety Regulator, or trusted contractors working on safety projects.

Your information is stored securely, kept only as long as needed, and then deleted or anonymised.

You have the right to see, correct or ask us to remove your data.

- [buildingsafety@unipol.org.uk](mailto:buildingsafety@unipol.org.uk)
- 0113 205 3436
- Read our full Privacy Policy at <https://www.unipol.org.uk/your-privacy/>

## Reviewing and Improving Our Engagement

This Resident Engagement Strategy is a living document, and its success depends on it remaining relevant and effective for you. To ensure this, we are committed to formally reviewing the strategy annually, and we will actively seek your input as part of this process. We will use dedicated feedback sessions and targeted surveys to ask specifically about our engagement methods, seeking your views on what works well and what could be improved.

Surveys are conducted after move in and before move out by the marketing, building and tenancy support team. They gather a holistic view of your experience in the accommodation and if you felt 'safe and secure'. Responses are reviewed on receipt, and these are used to adapt processes and campaigns for the following year.

Your feedback will be instrumental in shaping and revising this strategy for the future, ensuring how we engage is how you want to be engaged with.

## Implementation and Monitoring

This Resident Engagement Strategy outlines the commitment to active and ongoing engagement with residents of this high-risk building, in line with the requirements of the Building Safety Act 2022 and The Higher-Risk Buildings (Management of Safety Risks etc)

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(England) Regulations 2023. It details how we will involve residents in understanding and contributing to the building's safety.

To ensure effective implementation of this strategy, a detailed action plan has been developed. This plan includes clear timelines for addressing each reported issue or resident concern. Responsibilities for specific activities are clearly assigned, ensuring accountability and efficient resolution. Key Performance Indicators (KPIs) will be utilised to monitor compliance and to maintain high performance in all aspects of building safety. These KPIs will track:

- Resident participation: We will actively monitor resident involvement in engagement activities, including attendance at meetings, participation in surveys, and contributions to safety forums, to ensure Residents' understanding of the ways they can take part and influence decisions
- Complaint management: A robust system is in place to record, categorise, and monitor all resident complaints. Complaints will be acknowledged within 3 working days of receiving them and a full response will be provided within 10 days. Our Complaints data will be regularly reviewed to identify trends and areas for improvement.
- Resident satisfaction: Regular resident surveys will be conducted to gauge satisfaction with the engagement process, the support and resources provided for residents to take part, and to identify any areas where adjustments are needed.

Our annual report will include detailed information about our engagement with residents, gathered through resident surveys and an annual focus group with key stakeholders.

## QR Code Governance

Unipol uses QR codes as a primary method for sharing building safety, wellbeing, and tenancy information with residents at Grayson Heights. This approach reflects the digital habits of our resident community and supports rapid access to up-to-date information through a central, managed content system.

To ensure this method remains compliant, accessible, and inclusive, Unipol has implemented the following governance measures:

- Accuracy and Currency. All QR codes link to centrally managed digital resources. Content is reviewed regularly to ensure accuracy and updated immediately when safety information, contacts, or procedures change.
- Version Control. Each QR code destination is logged within the building's Golden Thread of Information, with update records maintained to evidence compliance and traceability.
- Accessibility Alternatives. Recognising that not all residents may have access to smartphones or reliable internet, printed versions of all essential safety information (including fire procedures, contact details, and reporting methods) are displayed in communal areas and entrance points.
- Testing and Validation. QR codes are periodically tested by the Building Management Team to confirm functionality, correct redirection, and readability across different device types.
- Data Protection. QR codes link only to information resources and do not collect personal data directly. Any forms accessed through QR codes comply with the UK GDPR and Unipol's Privacy Policy.
- Resident Feedback. Residents are encouraged to report broken links or access issues via the Building Safety email or Tenant Portal. Issues are logged, investigated, and resolved promptly.

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Through these measures, Unipol ensures that the use of QR codes remains secure, transparent, and accessible, supporting the principles of inclusive communication under the Building Safety Act 2022 and Fire Safety (England) Regulations 2022.

## Commitment to Continuous Improvement

We acknowledge our responsibility as the Principal Accountable Person (PAP) to maintain a robust and effective Resident Engagement Strategy. Central to this commitment is the diligent recording of all reviews of this strategy. We systematically document each review, detailing the date of the review, the individuals involved, the matters considered, and the rationale for any subsequent amendments or the decision to maintain the existing strategy.

These records are securely maintained and serve as a comprehensive audit trail of our strategic considerations and decisions regarding resident engagement. This practice not only ensures our full compliance with the requirements set forth by the Building Safety Regulator (BSR) but also provides a valuable resource for internal reflection and continuous improvement. By maintaining a thorough history of our strategy's evolution, we can better assess its long-term effectiveness, adapt to the changing needs of our residents, and transparently demonstrate our proactive approach to fostering a safe and collaborative community.

The PAP is subject to ongoing competence review in accordance with PAS 8673:2022 and guidance from the BSR. Their qualifications, skills, and training are regularly assessed and updated to ensure they remain competent to manage building safety risks effectively. Records of all training, professional memberships, and CPD activities are maintained as part of the building's Golden Thread of Information.

## Document Creation

This document has been created, reviewed and signed off by the competent persons listed below in accordance with Regulation 10(1) of the Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023.

We, the undersigned, confirm that this strategy adheres to Section 91(3)(a) of the Building Safety Act 2022, including information provision to relevant persons; consultation aspects; obtaining and considering resident views; and the review of participation methods.

<b>Created By:</b>	Katie Morton	Health, Safety & Compliance Manager	15/10/2025
<b>Reviewed By:</b>	Nikki Verity	Deputy Chief Executive	15/10/2025
<b>Accepted By:</b>	Sam Bailey-Watts	Chief Executive	15/10/2025

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## Revision History

<b>Version</b>	<b>Date</b>	<b>Changes Made</b>	<b>Author</b>
1.0	15.10.25	Creation	Katie Morton
2.0	20.03.25	Update onto new template	Katie Morton

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