



unipol

Resident Engagement Strategy

The Student Hideout
(Norwich Union House),

NG1 2LH

The Student Hideout, 8 South Parade, Nottingham, NG1 2LH

HRB07425J7R2

Keeping You Safe, Informed and Involved
(Compliant with the Building Safety Act 2022 and Fire Safety Regulations)



Why This Strategy Exists

This document explains how you're kept safe, how you can get involved, and what your responsibilities are while living at One Mill Street.

It's part of Unipol's legal duties under the Building Safety Act 2022 for higher-risk residential buildings (over 18m tall or 7+ storeys).

We want every student to:

- Understand how your building stays safe
- Know what to do in an emergency
- Have your say in safety decisions
- Feel confident, heard, and supported

| Revision | Revision Date | Issue Date | Review Date | Prepared by | TSH_RES Student Version |
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Who's Responsible for Safety

Every high-rise building must have a Principal Accountable Person (PAP). This is the organisation responsible for managing building safety.

- Principal Accountable Person (PAP):
 - Red Oak Property
 - adam@redoak.lu
- Building Manager
 - Sam Noakes (Mon–Fri 09:00–17:00)
 - s.noakes@unipol.org.uk | 0115 671 4130
- Compliance & Facilities Team:
 - buildingsafety@unipol.org.uk | 0113 205 3436
- 24/7 Emergency Contact: 0300 373 2830

We work together with the Building Safety Regulator, Nottingham Fire & Rescue Service, Nottingham Trent University and University of Nottingham to keep you safe.

How We Keep You Safe

Safety at The Student Hideout is built on four key areas:

The Building

- Fire-resistant structure (compartmentation)
- Smoke ventilation
- Fire doors, alarms, and emergency lighting

Trained People

- Building Manager and Fire Wardens
- Regular testing, inspections, and training
- Continuous review of safety systems

Regular Checks

- Annual Fire Risk Assessment
- Fire door inspections
- Fire alarm testing

Clear Communication

- Safety information at move-in
- Signage across the building
- QR codes for instant access
- Translations available where needed

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What To Do If There's a Fire

If a fire starts in your flat:

1. Stay calm and check for danger.
2. Leave immediately if you see smoke or fire.
3. Close doors behind you.
4. Never use the lift.
5. Call 999 (tell them: "Fire at The Student Hideout, NG1 2LH").
6. Go to the assembly point: Market Square
7. Wait for Unipol staff or Fire Service instructions.
8. Don't go back inside until told it's safe.

If you can't leave, stay in a room with a window, call 999, block smoke with a towel, and give your flat number.

If you need help evacuating, follow your Personal Emergency Evacuation Plan (PEEP). Staff will assist you.

Personal Emergency Evacuation Plans (PEEPs)

If you need extra help during an emergency, we'll create a Personal Emergency Evacuation Plan with you.

- Covers your needs, support, and exit plan.
- Shared securely with emergency services.
- Reviewed every year or if your circumstances change.

Ask your Building Manager or Tenancy Support Team to set one up.

You can find more information on the [Unipol Tenant Website](#)

Your Legal Responsibilities

You have a legal duty (Building Safety Act 2022) to help keep the building safe.

You must:

- Not damage or tamper with fire doors, alarms, or detectors
- Follow safety instructions during drills or emergencies
- Not smoke, vape, or BBQ indoors
- Report hazards (e.g. blocked corridors, damaged doors)
- Give accurate info for fire safety (e.g. for your PEEP)
- Allow access when needed for safety inspections

If you ignore these duties, Unipol may issue a Contravention Notice, or in serious cases, report to the Building Safety Regulator. By following the rules, you protect yourself, your friends, and your community.

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How We Share Safety Information

We want you to have easy access to everything you need.

You'll find QR codes around the building linking to:

- Fire safety procedures
- Evacuation maps & assembly point
- Maintenance requests
- Recycling & waste guidance
- Feedback & complaints forms
- Wellbeing and support services

All QR links are secure, kept up to date, and tested regularly.

If you need the information on our website in a different language, please click on the links for a quick and easy guide for translating the information on your [desktop PC/laptop](#) or [mobile phone](#).

If you don't have a smartphone, printed copies are always available in common areas.

Need more detail? You can request building safety information anytime. We'll provide it within 28 days (unless restricted for security).

Privacy and Your Data

We only collect personal data when needed for safety, like your contact info, PEEP, or feedback.

We use it to:

- Manage fire and building safety
- Contact you in emergencies or consultations
- Support residents who need help

We never sell your data and only share it with:

- The Fire Service (in emergencies)
- The Building Safety Regulator
- Approved contractors or University (StarRez)

Data is stored securely and deleted when no longer needed.

You can ask to see, correct, or remove your data at any time.

- buildingsafety@unipol.org.uk | <https://www.unipol.org.uk/your-privacy/>

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Have Your Say

Your voice matters. You can:

- Give feedback via portal, email, or QR code
- Complete surveys and move-in/out reviews
- Attend safety meetings or focus groups
- Join resident consultations on works and safety updates

We'll show what changes your feedback makes through our **"You Said, We Did"** updates.

Consulting On Building Safety Decisions

We'll ask for your input on:

- Fire safety improvements
- Planned building works
- Changes to safety information or communication

You'll get a summary of what's changing, why, and how it affects you.

You'll have **7 days** to respond online or by email (longer if needed).

We'll share the outcome with everyone.

In emergencies (like a fire, gas leak, or structural issue), we'll act first — then inform you immediately afterward.

Complaints & Escalation

If you have a safety concern:

1. Report to the Building Manager or via QR code
2. If not resolved, escalate to the Compliance & Facilities Team
3. If still unresolved, you can contact the Building Safety Regulator

<https://www.unipol.org.uk/contact/make-a-complaint/>

buildingsafety@unipol.org.uk | 0113 205 3436

Complaints are acknowledged in 3 working days and fully responded to within 10 days.

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How We Check Ourselves

We review this strategy every year (or sooner if laws change).

We measure success through:

- Resident participation (surveys, meetings)
- Complaint trends
- Resident satisfaction feedback

Results are shared in our Annual Engagement Report.

The PAP and Accountable Persons complete ongoing competence reviews under using appropriate British standard, ensuring their training and qualifications are always up to date.

Summary: Your Part in a Safe Community

By reading this strategy and following the guidance, you are helping to:

- Keep everyone safe
- Build a strong, respectful community
- Ensure your building meets UK safety law

Together, we can make Grayson Heights a safe, supportive, and inclusive place to live.

Key Contacts

- buildingsafety@unipol.org.uk
- 0113 205 3436
- <https://www.unipolhousing.org.uk/unipol-tenants/living-in-the-property/health-and-safety/building-safety-act/>

Revision History

| Version | Date | Changes Made | Author |
|---------|----------|---|--------------|
| 2.0 | 28.05.26 | Uploaded onto new template – original review date to remain | Katie Morton |
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