

Legal & General Affordable Homes



Building Safety Resident Engagement Strategy



2025/26

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Introduction

At Legal & General Affordable Homes (L&G), your safety is our top priority. We want every customer to feel safe in their home, feel informed about how their building is managed, and know how to reach us if something doesn't look or feel right

This document explains how we will communicate with you about building safety, how you can share your views with us, and how we will work together to keep your building safe.

The Government introduced new building safety laws after the Grenfell Tower tragedy to make sure residents living in high-rise buildings are better protected. These laws require building owners like L&G to meet higher standards, be more transparent, and involve residents more closely in decisions that affect the safety of their homes. As part of this, we must have a Resident Engagement Strategy for each higher-risk building. This strategy sets out the practical steps we will take to meet these responsibilities.

This Engagement Strategy explains:

- What building safety means including the legislation we are governed by
- What you can expect from us as your landlord
- What we ask of you to help keep your building safe, such as reporting hazards and keeping communal areas clear

We will provide you with clear building safety information and opportunities to be involved. Further detail on what information is shared, how, and when is set out in the 'Sharing Information with You' section.

Working together, we can ensure your building remains safe today and for the future.

Our purpose is simple: To build a culture of trust, openness and shared responsibility, where you feel confident that your home is safe and confident that your voice is heard.

Resident engagement objectives

Our engagement approach follows Inform → Listen → Evolve, our overall model for customer engagement at L&G. Our key objectives in each of these areas are:

Inform

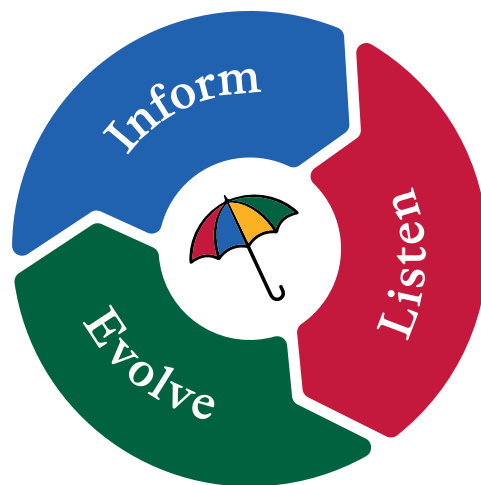
we will share summary building safety information proactively and provide detailed information on request.

Listen

we will ensure residents can participate in decisions about building safety and understand how their views are considered.

Evolve

we will make safety information clear and accessible, so residents can act responsibly and confidently.



In meeting these objectives, we will use the following principles when we engage with customers and our approach to safety:

Assure

we will explain how complaints about safety will be handled and publish learning from feedback.

Responsibility

we will clearly set out our duties and residents' responsibilities to keep buildings safe.

Inclusion

we will ensure engagement accommodates diverse needs and is available in accessible formats.

Continuous Improvement

we will implement and monitor the strategy; review regularly and after material changes.

What is building safety?

Building safety is about making sure the place you live is protected from the risks that could cause the spread of fire or lead to structural failure. It includes everything from how the building is designed and constructed, to how it is inspected, maintained and managed once people move in. Our goal is to make sure your home is safe and that you feel safe living in it.

Following the Grenfell Tower tragedy in 2017, the Government introduced new laws to make homes safer and to strengthen the responsibilities of landlords, building owners and managers.

Some buildings fall under extra building safety requirements because the risks associated with them are greater. These are called Higher-Risk Buildings (HRBs).

A building is higher risk if it is:

- 18 metres or more in height, or
- Seven or more storeys, and
- Contains at least two residential homes.



The main law is the **Building Safety Act 2022**. This law:

- Created new roles, including the Accountable Person (AP) and Principal Accountable Person (PAP), who must make sure your building is safe.
- Requires building owners like L&G to have a Resident Engagement Strategy, so residents can be involved in safety decisions.
- Introduces the Building Safety Regulator to oversee safety across the country.
- Requires building owners to maintain a 'Golden Thread' of accurate and up-to-date safety information throughout the building's life.
- Requires more thorough inspections, clearer communication, and stronger evidence that buildings are being managed safely.

These buildings have additional safety responsibilities under the Building Safety Act because, in a fire or structural incident, evacuation is more complex and the potential impact is greater.

In simple terms, **flats** are homes within a shared block, **houses** are typically single dwellings with their own external walls and entrances, and **higher-risk buildings** are taller residential blocks (for example 18m/7+ storeys with at least two homes) that must meet extra legal safety requirements. This report focuses on HRBs and sets out how we will share safety information, consult with residents, and manage and respond to building safety risks.

Our commitment

Your safety is our highest priority. We want every resident to feel safe, informed and confident in the way their building is managed. To support this, we are committed to delivering building safety in a way that is open, transparent and centred around your needs.

We commit to:

Putting safety first

We identify, manage and reduce fire and structural risks across our buildings by working with our partners to carry out regular safety checks, fire risk assessments and inspections. We make sure any repair works are completed to the highest safety standards, and we check that any suppliers we or our management providers use are competent and trustworthy.

We also keep the legislation and guidance under review and make sure our teams have the right training, tools and systems to comply with the Building Safety Act and new building safety regulations.

Keeping you informed

We will provide clear, timely and accessible information about building safety so you understand how your building is managed and can play an active role in keeping it safe. Full details on what we share, how, and when are outlined in the 'Sharing Information with You' section.

Listening to you

Your views matter. We make it easy for you to raise safety concerns, ask questions and tell us what you think. We respond to concerns quickly and use your feedback to guide our decisions and improve our services.

We also consult residents before significant building safety changes, and we always explain what we heard and how your views shaped the final decision.

Being open and transparent

We will clearly explain:

- Our safety responsibilities
- What we are doing to keep your building safe
- How you can request information about your home
- What responsibilities you have as a resident to help keep your building safe

We maintain an accurate 'Golden Thread' of building information so you can trust that the safety of your building is properly documented and managed.

Working with you

Building safety works best when we do it together. We commit to:

- Giving you accessible, easy-to-understand information
- Providing opportunities for you to influence safety decisions
- Making sure your safety needs are understood and supported
- Providing clear ways to make a complaint if something isn't right

We also take account of different communication needs and will offer information in different languages or formats if you need them.



Sharing information with you

We want every customer to feel informed, reassured and confident about the safety of their building. Sharing clear, timely and accurate information is a key part of how we keep you involved and support you to play an active role in keeping your home safe.

We will share information about your building's fire and structural safety, including:

- Results of safety inspections and checks
- Planned building safety works and what they mean for you
- Changes to fire safety measures or policies
- Outcomes of major works once they are completed

Sharing information is not just part of good customer service. It is a requirement of the Building Safety Act. As your landlord, L&G must provide you with safety information so that you:

- Feel confident that your building is safe
- Can take part in decisions that affect the safety of your home
- Understand when improvements are being made and why

We will share information proactively and routinely, using the method that best matches the type of update and your needs. Information may be shared through:

- My Brolly, our online customer platform
- Emails or letters
- Information in your Home User Guide
- Noticeboards or onsite updates
- Meetings, virtual sessions, or calls where needed

What information we share proactively

- Building safety contacts and explanation of the AP/PAP roles.
- Our Resident Engagement Strategy for the building.
- Summaries of Fire Risk Assessments, key risk controls, inspection outcomes and upcoming programmes.
- Information on all aspects of health and safety, regularly updated on our website:

[Go to Health and Safety Hub](#)

Information available on request (subject to lawful disclosure and data protection)

- Current and previous Fire Risk Assessments.
- The current Safety Case Report (and previous versions) where applicable.
- Management arrangements for life safety equipment.
- Schedules for planned maintenance/repairs to building and fire safety features.
- Outcomes of building safety inspections undertaken for the HRB.
- Tailored building-specific information detailing emergency contacts, evacuation strategies and fire safety equipment.

Roles and responsibilities

External information sharing

To keep your building safe and compliant with the law, we sometimes need to share building-safety information with trusted external organisations. We only share information when it is necessary, lawful and in the interest of keeping residents and the building safe.

We may share building-safety information with organisations such as:

- The Building Safety Regulator – who oversees building safety for high-risk buildings
- Fire & Rescue Authorities – who support fire safety and emergency planning
- Local authorities or the Greater London Authority (where relevant)
- Independent safety professionals, such as fire engineers or surveyors
- Developers, contractors or managing agents responsible for carrying out works

We never share personal information unless we have a legal reason to do so, and we always comply with data protection law.

Response times

We will aim to provide requested information within 10 working days. Complex requests may take longer, but we will confirm receipt, expected timescales and provide partial information where possible.

How we provide information

Information is provided via **My Brolly**, email or hard copy on request.

[Go to My Brolly](#)

Move in packs include a Home User Guide with safety contacts and building specific information.

The Building Safety Act sets out key roles to enhance building safety.

These roles include:

- **Principal Accountable Person (PAP):** Holds overall responsibility for managing building safety risks in HRBs and for preparing, keeping under review and acting in accordance with this strategy. You can contact the PAP for your building via your Management Provider (please see the Sharing Information with You section for details).
- **Accountable Persons (APs):** Responsible for parts of the building they own/manage; cooperate with PAP and other duty holders.
- **Building Safety Lead/Manager:** Coordinates day-to-day safety management, maintains the golden thread and supports resident engagement.
- **Management Provider:** Operates landlord services, maintains records of inspections and remedial (repair) actions, communicates with residents and supports PAP/AP duties.
- **Residents:** Follow safety guidance, keep access routes and fire doors unobstructed, report hazards promptly, and participate in engagement activities as able.



Consultation

We will consult you when we are planning any significant building safety works or changes, so you understand:

- What we are proposing to do
- Why the work is needed
- How it may affect you
- When the work will happen
- What the expected outcomes will be

Why consultation matters

The Building Safety Act requires landlords to involve residents in building safety decisions for higher-risk buildings. But for L&G, consultation is more than a legal requirement. It is at the heart of how we work. By involving you early and regularly, we can:

- Make better decisions
- Build trust
- Prevent issues before they arise
- Help you feel confident and reassured about the safety of your home

How we gather views

- Online focus groups facilitated by a senior leader or Building Safety Lead.
- Surveys & interviews (online/phone) targeting affected residents.
- Face-to-face sessions for complex or sensitive issues.
- Resident panels/scrutiny: Customer panel to review proposals, materials and feedback.

Resident panels and scrutiny groups

We offer opportunities for residents to join panels that review building safety information, proposals and performance.

You can get involved by:

- Visiting our website

[Get Involved](#)

- Contacting your Management Provider
- Responding to invitations shared via email or building communications

We aim to ensure panels reflect a broad range of residents and experiences, and no previous experience is required.

How your views shape decisions

For each consultation, we'll publish a You Said/ We Did summary covering options appraised, decisions made, and rationale. This will be posted on the Health & Safety Hub of the L&G Affordable Homes website.

Costs and service charges

Where safety works may affect service charges, we will:

- Set out why works are required, what will be done, when, and cost impacts.
- Conduct any formal consultation required in law (e.g., Section 20).
- Explain any emergency works undertaken where prior consultation was not possible.

Increasing customer participation

We are committed to increasing resident participation in building safety by:

- Proactively inviting residents to take part in consultations, panels and surveys
- Using a range of accessible channels (online, in-person and written) to remove barriers to participation
- Targeting communications to residents directly affected by building safety matters
- Providing clear feedback through "You Said / We Did" updates so residents can see the impact of their input
- Monitoring participation levels and adapting our approach where engagement is low.

We will review participation regularly to ensure our approach remains inclusive, effective and representative of our resident community.



Your responsibilities

- Raising concerns early helps us investigate and address issues before they become hazards. Use My Brolly or the Management Provider contact routes.

[Go to My Brolly](#)

- Adhere to general information given by L&G or your management provider, including advice on smoking, cooking and correct use of communal areas, as well as keeping balconies and communal areas clear.
- Store bicycles and scooters in the store areas provided or safely inside your home and dispose of any rubbish correctly.
- Battery charging for scooters and e-bikes must be carried out inside your home without blocking your emergency exit. Batteries should be removed before charging and should not be left unattended.
- Evacuation Strategy: Provided after move in (most HRBs will operate stay put unless advised otherwise). Read and follow the plan; ask questions if anything is unclear.

- Fire Doors: Do not prop open, remove or adjust closers. Report any damage immediately. We will inspect flat entrance doors annually and communal doors in line with legal requirements.

- Works in homes: Seek permission before works that may affect compartmentation (e.g., drilling/breaching walls).
- PEEPs (Personal Emergency Evacuation Plans): Tell us if you or a household member needs additional support. We will agree a PEEP and keep it reviewed and up to date. Inform us of any changes as well so we can make sure the information is correct.

For more information about your responsibilities at home, please visit our website.

[More information](#)



Complaints and escalation

If you're unhappy with any aspect of building safety information or actions we've taken, you can:

- Contact the Management Provider or Building Safety contact listed for your building (see tailored building-specific information).
- If unresolved, raise a formal complaint in line with our Complaints Policy:

[Make a complaint](#)

- We follow the Housing Ombudsman's Complaints Handling Code and will set out timeframes, outcomes and learning.
- We publish annual complaints learning in our Annual Report:

[View our Annual Report](#)

Mandatory occurrence reporting

In higher-risk buildings, there is a legal duty to report certain serious fire and structural safety incidents or risks (called "safety occurrences") through a process known as Mandatory Occurrence Reporting.

Where a safety occurrence is identified for parts of the building we are responsible for, we will make sure it is recorded, assessed and (where required) reported to the Building Safety Regulator, alongside the actions taken to reduce risk and prevent recurrence.

Building safety complaints and the Building Safety Regulator

If your complaint relates to a building safety risk (the spread of fire or structural failure) or how the Accountable Person/Principal Accountable Person is meeting their building safety duties, we will treat it as a building safety complaint and handle it through the process above, prioritising it based on risk. If you remain unhappy after we provide our final response (or if you are not able to raise the issue through the building's complaints process), you may be able to refer the complaint to the Building Safety Regulator, who has powers to look into relevant complaints about higher-risk buildings.

[Contact the Building Safety Regulator](#)

Accessibility, diversity and inclusion

- This strategy and building safety information are available in alternative formats and languages on request.
- We record known vulnerabilities or disabilities in our housing system (Brolly) to tailor engagement and support, including PEEPS, so please keep your household details up to date.
- We will use multiple communication methods to meet different needs and preferences.

Monitoring, assurance and review

- Review cycle: The strategy will be reviewed at least every two years, and after material building, regulatory changes or following feedback from customers.
- Consultation on review: Residents and APs will be consulted on proposed revisions; a review log and You Said/We Did will be maintained.
- Internal assurance: We will operate an assurance process to verify that Management Providers' building level strategies and engagement activities meet our expectations and sector good practice; findings and actions will be reported to governance.





Our management providers

Flagship Housing Limited

31 King Street
Norwich
Norfolk
NR1 1PD

Coastline Housing Ltd

Coastline House
4 Barncoose Gateway Park Pool
Redruth TR15 3RQ

Pinnacle Group

8th Floor, Holborn Tower
137-144 High Holborn
London
WC1V 6P

Great Places Housing Group

2a Derwent Avenue
Manchester
M21 7QP

Delta Housing

Myriad House, 33 Springfield Avenue
Lyons Approach
Springfield
Chelmsford
CM5 5LB

Legal & General Affordable Homes Registered Providers

Legal & General Affordable Homes Limited

Company Number: 1223470
RSH Registered Number: 5062

Legal & General Affordable Homes (Capital) Limited

Company Number: 13230922
RSH Registered Number: 5147

Legal & General Affordable Homes (AR) LLP

Company Number: OC435745
RSH Registered Number: 5149

Legal & General Affordable Homes (Development 3) Limited

Company Number: 13230947
RSH Registered Number: 5146

Legal & General Affordable Homes (Investment 1) Limited

Company Number: 15241334
RSH Registered Number: 5210

Legal & General Affordable Homes (Investment 3) Limited

Company Number: 15241195
RSH Registered Number: 5208

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