

High Rise Residential Buildings: Resident Engagement Strategy Consultation

Barnet Homes & Opendoor Homes Resident Responses and Feedback

April 2024

Thank you for taking time to contribute to this important consultation. Your feedback will help us shape our policy regarding Resident Engagement with Barnet Homes and Opendoor Homes residents who live in high rise buildings.

Total Resident Responses: 10

Do you think the strategy is written clearly and in plain language?

● Yes 8
● No 2



Overall, are you happy with the strategy?



Your feedback in detail

Number	Question	Your Responses	Our Actions
1	Do you think the strategy is written clearly and in plain language?	"Yes" – 8 respondents "No" – 2 respondents Comment left by 1 respondent: <ul style="list-style-type: none"> More engagement needed 	<ul style="list-style-type: none"> The Engagement Plan has been elaborated on to include more activities i.e. meet and greets and participating in fire risk assessments/ estate inspections – upcoming events will be shared on Barnet Homes/ ODH/ Building Safety websites and Digital Noticeboard (where possible).
3	Do you think the strategy includes adequate methods for communicating and considers the varied needs of our residents?	"Yes" – 8 respondents "No" – 2 respondents Comment left by 1 respondent: <ul style="list-style-type: none"> More engagement and communication. WhatsApp groups, email marketing and local meetings. 	<ul style="list-style-type: none"> The strategy has been updated to include the suggestions: <ul style="list-style-type: none"> '3.1 a) How we will communicate' – WhatsApp groups '3.2 Consultation and involvement' – Emails and meetings
5	How satisfied are you with how residents can access	"Very satisfied" – 1 respondent "Fairly satisfied" – 6 respondents "Neither satisfied nor dissatisfied" – 1 respondent "Fairly dissatisfied" – 0 respondents	<ul style="list-style-type: none"> The comments have been reviewed and direct communication will be considered where appropriate.

Number	Question	Your Responses	Our Actions
	information and what information will be shared?	<p>“Very dissatisfied” – 2 respondents Comments left by 2 respondents:</p> <ul style="list-style-type: none"> • Letters and Emails - Direct communication • It can always be improved upon 	<ul style="list-style-type: none"> • Section ‘3.3 Monitoring our commitments’ of the strategy outlines how we will measure and review the strategy to make sure it works for both residents and staff. This will include improvement upon how residents can access information and what information is shared.
7	Do you think the consultation and involvement opportunities outlined in the strategy are sufficient?	<p>“Yes” – 7 respondents “No” – 3 respondents Comment left by 1 respondent:</p> <ul style="list-style-type: none"> • Local Government Association 	<ul style="list-style-type: none"> • The strategy states we may collaborate with other organisations to help us engage effectively with residents and build strong, involved, and integrated communities, as a result I have included this suggested association.
9	Do you think our responsibilities outlined in the strategy and how residents can help are clear and reasonable?	<p>“Yes” – 8 respondents “No” – 2 respondents Comments left by 2 respondents:</p> <ul style="list-style-type: none"> • Dampness has not been included, there’s so many respiratory health issues with old building construction • More engagement with leaseholders or residents 	<ul style="list-style-type: none"> • Damp is not mentioned specifically as fire risk however as landlords we are required to create a risk profile based on the building type, e.g. if damp and mould affects any fire safety components then action will be taken as per the building safety act. In all other instances, damp and mould is managed through our responsive repairs team. • How residents can help has been expanded to include how leaseholders can specifically help to live safely in their homes. We will also communicate and ensure information is accessible to leaseholders and managing agents.
11	<i>Do you think the strategy ensures the ways for residents to contact us and be included in</i>	<p>“Yes” – 7 respondents “No” – 3 respondents Comments left by 2 respondents:</p> <ul style="list-style-type: none"> • Communication from Barnet tends to be next to non-existent. Additionally, during the constructions works at my building there is lack of consultations and accountability for safety. Barnet refuse to take considerations of the residents and their opinions. 	<ul style="list-style-type: none"> • The strategy states residents will be consulted, so we can hear their views about keeping them safe and seeking their feedback to help us make building safety decisions. For example, provide information on planned fire safety improvement works or other major repairs that will impact residents in their building. • When discussing elements of work with residents, we will review and consider their feedback, make

Number	Question	Your Responses	Our Actions
	<i>building safety decisions are easy and clear?</i>	<ul style="list-style-type: none"> • More face to face meetings. 	<p>any necessary amendments, and share changes we have made based on the feedback or explain why feedback has not been considered.</p> <ul style="list-style-type: none"> • More face to face meetings has been included in the engagement plan
14	Please add any other comments or feedback that you may have about this strategy to help us improve it.	<p>Comment left by 1 respondent:</p> <ul style="list-style-type: none"> • Concern about new tenants, they should have a trial period as so many new ones are not responsible and a nuisance 	<ul style="list-style-type: none"> • We aim to improve how we communicate and what information is shared with new tenants at sign ups and new tenants' visits, to ensure they are fully aware of what to expect from us and how they can help to keep the building safe.