Engaging Residents in Structural Safety — Building Trust & Transparency

The Building Safety Act 2022 requires Higher-Risk Buildings (HRBs) — those over 18 metres or seven storeys — to have a Resident Engagement Strategy. This means owners and Principal Accountable Persons (PAPs) must communicate clearly about fire and structural safety management, giving residents confidence and ways to report concerns. Proactive engagement builds trust and helps identify issues early.

Why resident engagement matters

- Residents are often first to spot cracks, movement or other safety concerns.
- Transparency reduces anxiety and builds trust in building management.
- Resident Engagement Strategy is mandatory for HRBs under the Building Safety Act.
- Clear reporting channels support your Building Assessment Certificate application.

When residents understand structural safety management and feel their concerns are heard, potential issues can be addressed faster and more effectively.

Building an effective engagement strategy

- Provide clear updates about planned inspections and safety improvements.
- Offer easy reporting channels for residents to flag cracks or damage.
- Educate residents on what to watch for without causing unnecessary alarm.
- Acknowledge and act on reported concerns quickly.
- Maintain accessible safety records within the Golden Thread.

How Structures Made Easy helps

- Chartered Engineer-led structural reports suitable for resident communication.
- Plain-English summaries of technical findings for newsletters or meetings.
- Advice on monitoring strategies and how residents can support safety.
- Updating the Golden Thread with regulator-ready, resident-friendly evidence.
- Portfolio solutions for landlords managing multiple HRBs.

Meet your Resident Engagement Strategy obligations, build trust and show residents that structural safety is actively and professionally managed.

Contact Structures Made Easy today for regulator-ready structural assessments and support in communicating with residents.

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