



RESIDENT ENGAGEMENT STRATEGY FOR: **Trencherfield Mill**

Version: 1.0

Published: DD Month YYYY

Next scheduled review: by DD Month YYYY (no later than 24 months after the effective date)

1. Introduction

Statement of purpose

The Grenfell Tower fire in 2017 showed, tragically, what happens when residents' voices are not heard and building safety fails. This strategy sets out how Contour Property Services (part of Onward Homes) will inform, involve, and listen to residents of Trencherfield Mill so that safety is managed openly and well, every day.

Legal context

This strategy follows the Building Safety Act 2022 (BSA) (especially Part 4), the Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023, and the Fire Safety (England) Regulations 2022. In law, Contour Property Services (CPS) is the Principal Accountable Person (PAP) for Trencherfield Mill and is responsible for assessing and managing fire and structural safety risks.

Who this strategy applies to

- Every resident aged 16+ living at Trencherfield Mill
- Every resident in the building
- Any other “prescribed person” under the Building Safety Regulations (e.g., the Building Safety Regulator, fire and rescue service)



General info:

Address: Trencherfield Mill, Heritage Way, Wigan, WN3 4DU

Number of storeys/flats: 4/52 **Year built/refurbished:** 1907

Construction/external wall system: XXX

Key life safety systems: XXX

Resident involvement

We will engage with you on building safety in ways that suit the building and its community. We will consult on planned works such as fire door remediations, sprinkler system upgrades, external wall remediation (including cladding removal or replacement), structural strengthening, roof repairs, and improvements to smoke detection or alarm systems. We will share key information about these works and explain how your feedback has influenced decisions.

Review commitment

We will review this strategy at least every two years and also after significant changes—such as completion of major building works, submission of a Mandatory Occurrence Report (MOR), substantial legal or guidance changes, or within 90 days of first occupation after any major redevelopment. We will keep records of reviews.

Invitation to engage

We will always welcome your views and suggestions on building safety and on this Resident Engagement Strategy. Your feedback helps us improve and ensures that decisions reflect what matters most to you.



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We will provide information in alternative formats and languages on request.

2) What is ‘building safety’?

For Trencherfield Mill, building safety means managing the risks of fire spread and structural failure, so that people are protected and the building remains safe. It covers:

- Fire safety: Preventing or limiting fire and smoke spread; maintaining alarms, doors, and suppression systems.
- Structural integrity: Making sure the building is safe and in good condition.
- Maintenance: Regular inspections and timely repairs to prevent issues becoming hazards.
- Emergency procedures: Clear instructions if there is a fire or other emergency.
- Communication: Clear, timely information using channels that work for residents.
- Regulatory compliance: Meeting legal duties, standards and working with the Building Safety Regulator (BSR) and Fire & Rescue Service.

3) Building Safety Act 2022 explained

- Principal Accountable Person (PAP): The organisation legally responsible for assessing and managing fire and structural risks in higher risk buildings. For Trencherfield Mill, the PAP is CPS.
- Mandatory Occurrence Reporting (MOR): The process to report certain safety occurrences or concerns so they are recorded, assessed, and acted upon. Anyone can raise a concern (see Section 16).
- Building Safety decisions: Decisions the Principal Accountable Person makes about managing fire or structural risks (including the duties in Part 4 of the Building Safety Act – Management of Building Safety Risks), such as risk assessments, remediation, safety measures, information provision, and engagement.
- Duties under Part 4 (examples): identify/assess risks; take steps to manage them; keep and provide key information upon request to the Building Safety Regulator and residents (e.g. Safety Case Report); implement and review this engagement strategy; and manage building safety complaints.
- Improvement or remediation works: Where work could affect safety (e.g., external wall systems, escape routes, layouts, structural strengthening, evacuation strategy), we will consider the building safety implications and consult residents as required.

4) What is the purpose of this strategy?

The key aims are to:

- Make sure you receive the right safety information at the right time, in a clear, accessible way.
- Enable you to influence building safety decisions and understand how your feedback shapes outcomes.
- Explain CPSs responsibilities and your responsibilities for safety.
- Set out how to report concerns, access documents, and make complaints.
- Ensure you understand what to do in an emergency and any evacuation strategy for Trencherfield Mill

5) Have your say

We will seek your views through surveys, drop-in sessions, resident engagement activities, and accessible formats. We will publish engagement opportunities on noticeboards, by letter/email/text, and we will always say what decision your feedback will inform and when. After decisions, we will report back on what we heard and what we changed as a result.

6) When we will review this strategy

- Routine: At least every two years (and we will date each version).
- Also reviewed if:
 - Significant improvement/remediation work that materially alters the building is completed
 - A Mandatory Occurrence Report (MOR) is submitted for Trencherfield Mill
 - Significant changes to relevant law or guidance occur
 - Following any change to the building's evacuation strategy
- We will keep written records of each review and the outcomes.
- Availability: We will ensure the strategy (and updates) are available to:
 - Every resident aged 16+
 - Every leaseholder/homeowner at The Quadrant
 - Any other prescribed person under the Building Safety Regulations

7) The Building Safety Team (who we are and what we do)

- **Building Safety Manager** – Responsible for the day-to-day safety of all CPS high-rise buildings. This includes overseeing both fire and structural safety of the building, making sure it is safe to live in; keep an up-to-date safety case file and accurate records about the building; ensure CPS Homes Limited complies with safety laws such as the Building Safety Act 2022 and Fire Safety (England) Regulations 2022; implement this Resident Engagement Strategy.
- The Building Safety Coordinator supports the Building Safety Manager in ensuring the day-to-day safety of Trencherfield Mill. This role is focused on building safety and compliance; it is not a caretaker role. Responsibilities include carrying out weekly safety inspections and promptly reporting any issues, assisting with compliance with all relevant safety legislation, keeping the Safety Case Report and building records up to date, and identifying residents who may need additional help to evacuate in an emergency so that a Personal Emergency Evacuation Plan (PEEP) can be put in place. For any general building safety queries (not emergency concerns), you can contact the Building Safety Coordinator. Their details are provided on the attached insert.

The building safety team also carry out flat safety checks: By prior arrangement, we'll check smoke/heat detectors, flat entrance door, windows/vents, sprinkler systems, obvious electrical issues, and discuss your ability to evacuate if needed; we'll agree repairs where required.

Contact for Trencherfield Mill:



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8) Communication & engagement

While you live here, we'll keep you informed about planned maintenance and remediation; repairs affecting communal areas; changes to safety measures; outcomes of Fire Risk Assessments and other surveys; flat safety checks; and what to do during works. We will inform you when works result from a building safety decision and explain their purpose. Information will be provided through our standard communication channels (letters, email, SMS, portal, noticeboards, and face-to-face updates). Where a resident has a specific requirement (such as a disability or language need), we will offer reasonable adjustments and alternative formats or translations to ensure accessibility.

9) Consultation for major works (what to expect)

When significant safety related works are proposed (e.g., cladding/external wall changes, structural strengthening, roof replacement), we will consult at each stage:

Stage	What this means	What we'll provide
Issue identified	A safety risk or issue is found	Explanation of the risk, outline proposals and timescales; how we'll keep you involved. If emergency action is needed, we will act first, then update you.
Procurement	Selecting a competent contractor	Scope, reasons for works, contractor details, duration, anticipated disruption; leaseholder consultation on costs where applicable.
Design	Reviewing solutions and plans	Proposals, programme, visual materials; events to gather views; focus on minimising disturbance and access restrictions.
Works on site	Delivery phase	Named liaison officer(s); advance notice of schedules; updates and issue resolution routes.
Completion	Handover and aftercare	Quality/compliance checks; resident information pack; feedback survey and lessons learned.

For works lasting more than one day that limit access or cause nuisance, we will consult on days/times and how to reduce disruption, unless emergency conditions make consultation impracticable. We will give due consideration to consultation responses.



10) Methods of communication and accessibility

- Letters and printed packs; email; SMS; phone.
- Face to face - drop in sessions, estate walkarounds.
- Onward website and customer portal, social media updates, and communal noticeboards.
- Building specific updates for Trencherfield Mill (posted and noticeboards).
- Tell us if you have a specific communication requirement and we will use it where reasonably possible.



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11) What we won't consult on (and why)

- **Emergency works:** Where a significant risk or risk to life is identified and work must start urgently, we may act first to protect safety and then inform residents as soon as possible.
- **Changes to the fire evacuation strategy:** If competent fire engineers or the Fire & Rescue Service advise a change (e.g., to or from “Stay Put/Stay Safe”), we will implement it without prior consultation. We will then explain clearly what has changed, why, and what you must do.

12) Sharing key information (what we share, and how to request it)

We share information with the Building Safety Regulator (e.g., Building Safety Case Report) and, in appropriate form, with residents. Some documents are technical; we'll provide easy to understand summaries. We retain safety information for as long as it helps us manage risks and keep it accessible. Requests for information can be made by phone/email/portal; we aim to respond within 28 days.

We will share (on request):

Building facts; safety measures; Fire Risk Assessment summaries and recommendations; planned investment/works programmes; engagement strategy and building specific plans; performance on building safety reports/concerns.

We may share (case by case):

Certain survey and inspection reports; EWS1 reports; procurement/contractor information (redacted as needed); legal documents where privilege/confidentiality is protected; building development contracts/plans (subject to security/legal limits).

We will not share:

Personal data about residents, colleagues, or contractors; personal risk assessments (unless required by Building Safety Regulator or legal process); residents' survey responses (except in aggregate); records that would compromise security or legal privilege.

13) What to do in an emergency (evacuation)

Current evacuation strategy for Trencherfield Mill: Stay Put

We will display the strategy and assembly points on lobby noticeboards and in resident packs, and we will brief you at signup/move-in and during checks. If the strategy changes on expert advice, we will inform everyone promptly and make sure the guidance is easy to understand.

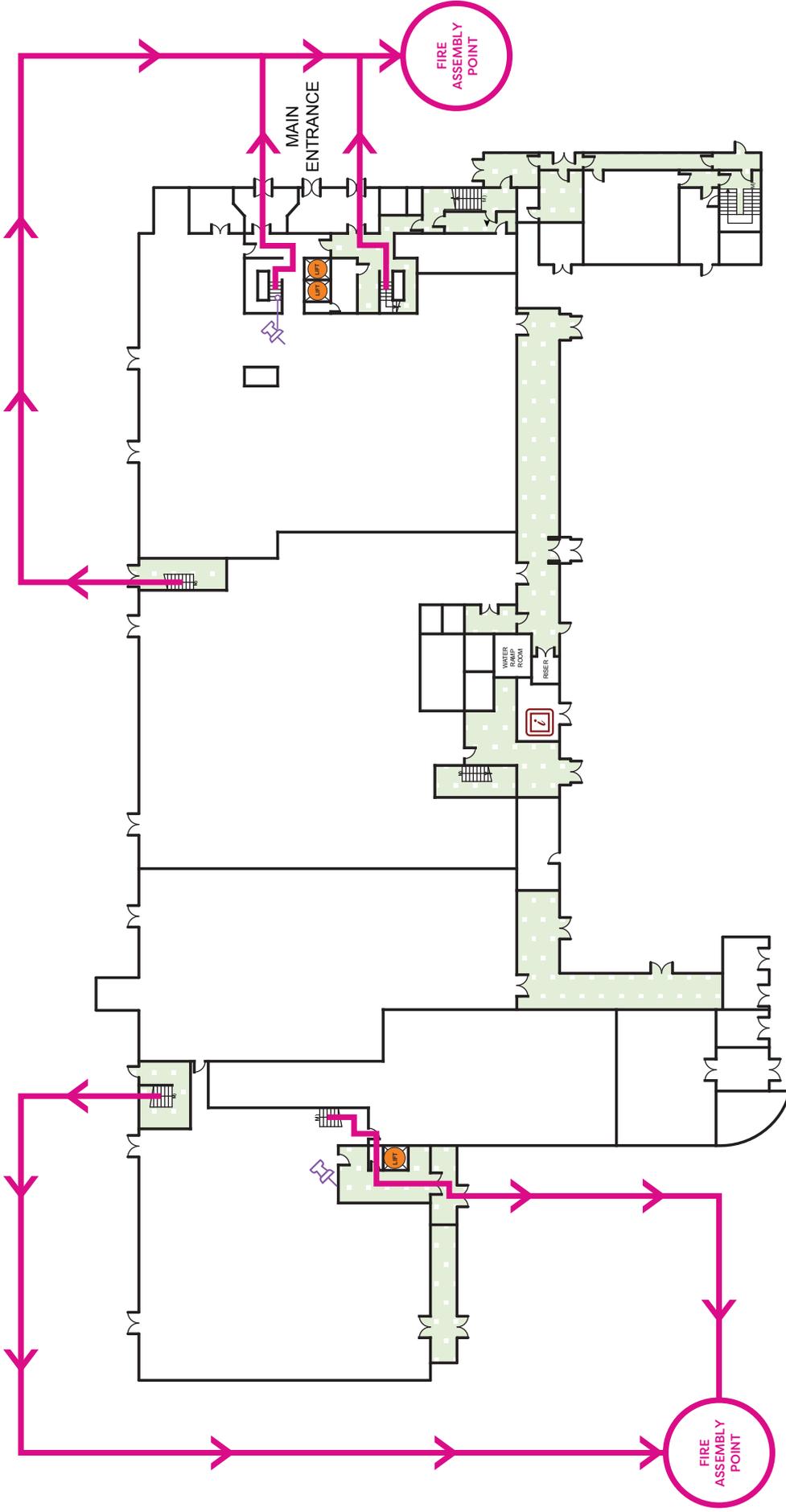
General guidance:

- If fire is in your flat: evacuate your flat, close doors behind you, call 999.
- If fire is elsewhere and the strategy is Stay Put: stay in your flat unless smoke/heat affects you or you feel unsafe; if told by firefighters to leave, do so immediately.

For more information on Home Safety in your building, please scan the QR Code below or visit: onward.co.uk/services/home-safety



GROUND FLOOR PLAN



KEY:

Escape route 

Secure information Box 

Noticeboard 

14) Residents' building safety responsibilities

Inside your flat

- Allow access for legally required safety checks and repairs (we aim to give reasonable notice; we may need urgent access in an emergency).
- Do not alter or block smoke/heat detectors, sprinklers, or ventilation; do not damage or alter your flat entrance fire door or its self closer; report faults immediately.
- Ask permission before alterations that could affect fire/structural safety; we will check records (e.g., asbestos) and advise on safe methods.

In communal areas

- Keep corridors, lobbies, stairs, and exits clear; do not wedge open fire doors; report damage or faults, keep all areas free from waste.

Flat safety inspections

By prior arrangement we will check detectors, the flat entrance door, ventilation, and obvious electrical issues, and confirm your ability to self-evacuate or any support you may need; we'll arrange remedial actions as required.

Our fire risk assessors, Savills (UK) Limited, carry out statutory fire door inspections in accordance with the Fire Safety (England) Regulations 2022. These regulations require quarterly checks of communal fire doors and annual checks of flat entrance doors. Residents must allow access for these inspections, and we will always provide reasonable notice before the assessor attends.



15) How to report a building safety concern

If there is an emergency (e.g., fire, major structural issue): Call 999, then call Onward on **0300 555 0600**.

For non emergency concerns (e.g., damaged fire door, faulty alarm, insecure building):



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We will log and triage every report and keep you updated.

16) Building Safety Complaints Process

By prior arrangement we will check detectors, the flat entrance door, ventilation, and obvious electrical issues, and confirm your ability to self-evacuate or any support you may need; we'll arrange remedial actions as required.

Our fire risk assessors, Savills (UK) Limited, carry out statutory fire door inspections in accordance with the Fire Safety (England) Regulations 2022. These regulations require quarterly checks of communal fire doors and annual checks of flat entrance doors. Residents must allow access for these inspections, and we will always provide reasonable notice before the assessor attends.

18) Measuring and improving engagement

- Effectiveness measures: response rates, diversity of participation, satisfaction with information/engagement, number and resolution time of safety queries, lessons learned log.
- Review: we will review participation methods at least every two years and after major events/works; we will record the review and publish changes.

We will monitor engagement through participation rates, diversity of involvement, and resident feedback via surveys, events, and digital analytics. Results will be reviewed annually, with actions taken to improve accessibility, communication, and responsiveness. A clear feedback loop (“You Said, We Did”) will ensure transparency and continuous improvement.

Get involved.

Members of our Customer Engagement Community help to improve the services you receive by sharing their concerns, views and ideas, as well as taking part in activities to improve your neighbourhood and local area. The Community also works with us to shape our policies and helped to make this one easier to understand.

If you are interested in joining our Customer Engagement Community, please visit our website (onward.co.uk/get-involved), call **0300 555 0600**, or email customerengagement@onward.co.uk.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344603**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07418 344603 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07418 344603，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, fariin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07418 344603 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07418 344603, ou envoyez un e-mail à customerservices@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەیە بۆ تێگەشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسەپ پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07418 344603 یان ئیمەیلیکمان بۆ بنێرە بۆ customerservices@onward.co.uk.

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