



RESIDENT ENGAGEMENT STRATEGY FOR: **Fusion, Block 9**

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1. Introduction

Why this strategy matters

The Building Safety Act 2022 places residents at the heart of building safety. This means residents must be provided with clear information about the safety of their building and given meaningful opportunities to participate in building safety decisions that may affect them.

At Contour Property Services (CPS), part of Onward Homes, we are committed to working openly with residents to ensure Fusion 9 remains a safe place to live. We recognise that residents have an important role in helping us manage building safety risks. Through effective engagement, we can make better informed decisions, improve transparency and achieve better safety outcomes for everyone.

The purpose of this strategy

The purpose of this strategy is to ensure residents feel informed about building safety and have meaningful opportunities to participate in building safety decisions that may affect them.

This strategy explains:

- the building safety information you can expect to receive
- how we will listen to and consider your views
- how you can participate in building safety decisions
- how we will review and improve our approach to resident engagement.

Our aim is to create a positive culture around building safety at Fusion 9, where residents feel informed, involved and confident that their views are being considered.

Our legal responsibilities:

This Resident Engagement Strategy has been prepared in accordance with the Building Safety Act 2022. Contour Property Services is the Principal Accountable Person (PAP) for Fusion 9 and is legally responsible for managing building safety risks relating to fire safety and structural safety. Contour Property Services is a subsidiary of Onward Homes

As Principal Accountable Person (PAP), Contour Property Services must:

- prepare and maintain a Resident Engagement Strategy
- act in accordance with this strategy
- provide residents with relevant building safety information
- involve residents in appropriate building safety decisions
- consult residents when developing or making significant changes to this strategy
- review the strategy regularly and maintain a record of those reviews.

Who this applies to

This strategy applies to:

- all residents aged 16 years and over living at Fusion 9.
- leaseholders and owners of residential apartments within the building
- anyone entitled to receive building safety information under the Building Safety Act 2022
- Accountable Persons with responsibilities for parts for parts of the building.



General info:

Address:

Fusion, 2 Middlewood Street,
Salford M5 4LH

Number of storeys/flats: 7/26

2) What to do in an emergency

The current evacuation strategy for Fusion 9 is Stay Put.

This means:

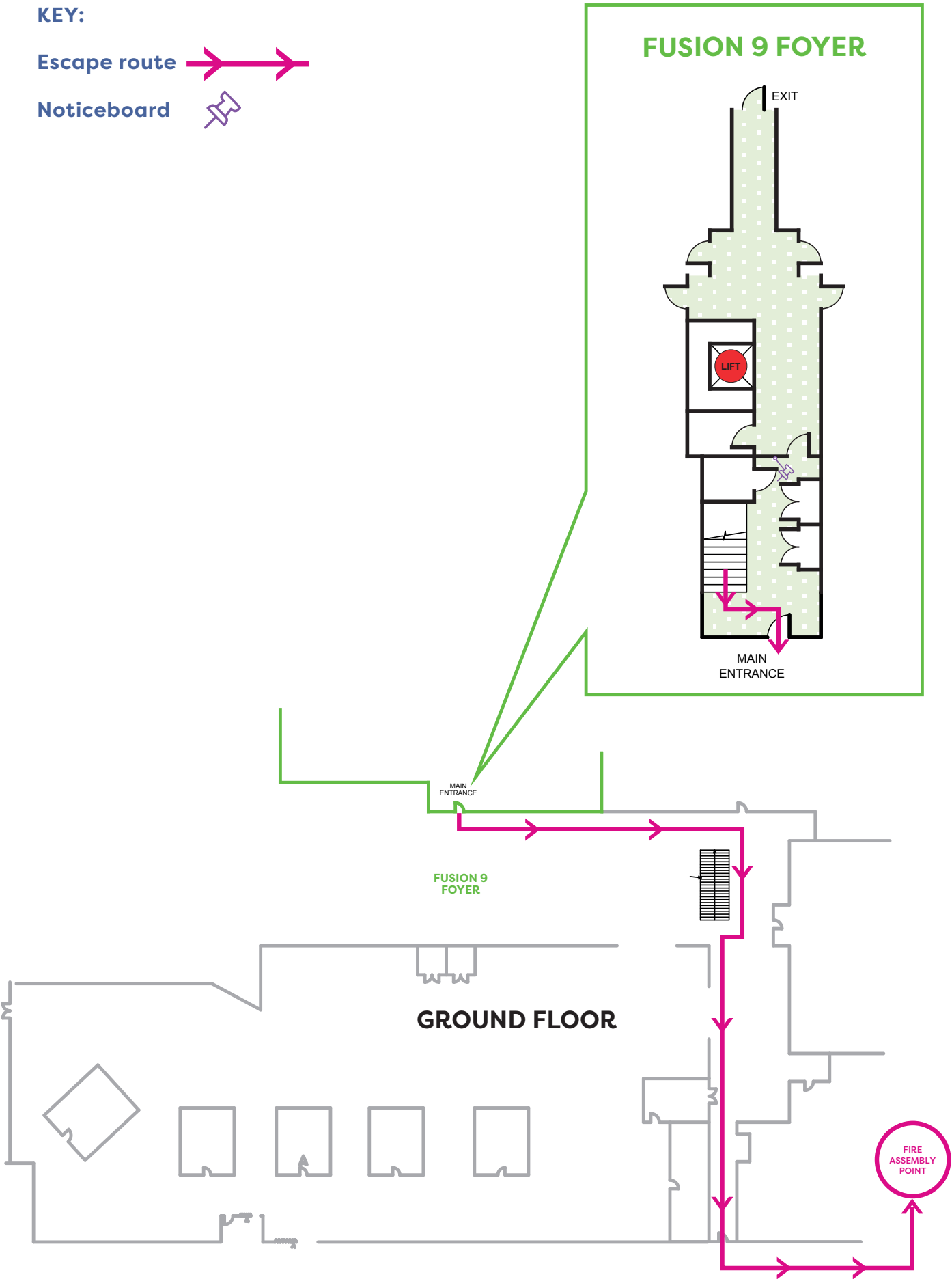
- If a fire starts in your flat, leave immediately, close doors behind you and call 999.
- If a fire is elsewhere, stay inside your flat unless you are affected.

Only leave your flat if:

- you see smoke or feel heat
- you feel unsafe
- emergency services tell you to leave

Please follow the guidance displayed throughout your building. We will update you if anything changes.

Fusion 9 escape route



3) What building safety means for you

Building safety is about managing the risks of fire and structural failure, to make sure that Fusion 9 remains a safe place to live. It also means making sure residents receive clear information, understand the measures in place to keep them safe and have opportunities to participate in building safety decisions where appropriate.

At Fusion 9, this includes:

- fire safety – preventing fires, reducing the risk of fire spreading, and maintaining fire safety systems
- structural safety – making sure the building remains safe, stable and well maintained
- inspection, maintenance and repairs – carrying out regular inspections and
- planned maintenance to ensure safety remains effective
- emergency planning – making sure residents understand what to do in an emergency and are kept informed if arrangements change
- resident engagement – providing and explaining building safety information and involving residents in decisions that may affect the safety of their building.

Ultimately, building safety is a shared responsibility. We will work with residents to keep your building safe by sharing information, listening to feedback and encouraging everyone to play their part in maintaining a safe living environment.

4) Have your say

Your views are important and help us to make informed building safety decisions. We are committed to involving residents where appropriate and ensuring your feedback is considered before any important decisions are made.

We will use a range of methods to ensure as many residents as possible can participate, including; face to face meetings and drop-in sessions, telephone conversations, and online engagement where appropriate.

if you need information in an alternative format or language, or if you would prefer to engage with us individually, please let us know and we will make reasonable adjustments to support your participation.

When we ask for your views, we will explain:

- what the decision is
- how your feedback will be used
- when a decision will be made.

Afterwards, we will let you know:

- what you told us
- what we did as a result.

Reasons for engaging with residents

Where appropriate, we will seek your views on building safety decisions that may affect you, including:

- planned fire safety improvement work
- fire door replacement or improvement programmes
- structural repair programmes
- changes to the buildings fire strategy or evacuation arrangements
- external wall or remediation works
- changes on how building safety information is provided
- updates to this Resident Engagement Strategy.

We will share key information about these works and explain how your feedback has influenced decisions.

5) When we will review this strategy

We are committed to ensuring this resident engagement strategy remains effective, relevant and reflects the needs of residents and any changes in legislation or guidance.

We will review this strategy:

- at least every two years
- following any significant changes to the building or how building safety risks are managed
- following a safety incident or report
- where changes in legislation, regulatory guidance or best practice affect resident engagement
- if the evacuation strategy for your building changes.

Formal consultations on this strategy or significant changes to it, will normally remain open for three weeks unless a longer period of consultation is considered appropriate.



6) Building safety responsibilities

Everyone has a role to play in helping to keep Fusion 9 safe. This section explains the key responsibilities for managing building safety and how residents can work with us.

Principal Accountable Person (PAP)

Contour Property Services is a subsidiary of Onward Homes and is the Principal Accountable Person for Fusion 9. The PAP has legal responsibility under the Building Safety Act 2022 for assessing and managing building safety risk associated with the spread of fire and structural failure. The PAP is responsible for:

- identifying and managing building safety risks
- preparing and maintaining the building safety case
- registering the building with the Building Safety Regulator
- preparing and reviewing this Resident Engagement Strategy
- providing residents with relevant building safety information
- ensuring residents have opportunities to participate in building safety decisions.

Contour Property Services may also carry out safety checks in individual flats, but we will always arrange these appointments with you in advance. These checks may include:

- smoke or heat detectors
- flat entrance doors
- ventilation
- identifying any obvious safety concerns.

Residents

Residents also have an important role to play.

You can support building safety by:

- following fire safety advice and emergency procedures
- reporting any building safety concerns as soon as possible
- allowing access for safety inspection, testing and maintenance where required
- taking part in consultations and sharing your views
- keeping us informed if your communication or support needs change.
- keeping communal areas clear and free from items that could create a fire risk or obstruct evacuation
- ensuring your flat entrance door and any fire safety features within your home are not altered or damaged.

Working together helps maintain a safe building and continually improve or approach to building safety.

7) Communication & engagement

We are committed to providing clear, timely and accessible information to help residents understand how building safety risks are managed and how they can participate in building safety decisions.

We will communicate through:

- letters and newsletters
- email and SMS updates
- notices displayed within communal areas
- resident meetings and drop-in sessions
- the Onward website and customer portal.

Customers at **Fusion 9** can contact Contour Property Services and Onward in the following ways:



0300 555 0600



customerservices@onward.co.uk



www.onward.co.uk



8) If major works are planned

From time to time, we may need to carry out major works to maintain or improve the safety of the building. These works may include fire safety improvements, structural repairs, replacement of safety systems or other projects that help manage building safety risks. Where appropriate, we will involve residents before works begin, by providing information about:

- why the works are required
- what the proposed works will involve
- the expected programme and timescales
- how works may affect residents
- any temporary safety measures that may be introduced
- how residents can ask questions or provide feedback

Where consultation is appropriate, we will consider residents' views before final decisions are made. Whilst we may not be able to accommodate every suggestion, we will explain how feedback has been considered and communicated the outcome of the consultation.

During the works we will keep residents informed of our progress, any changes to the programme and any temporary arrangements that may affect access, building services or fire safety procedures.

Where works are required urgently to manage a significant building risk we may need to proceed without prior consultation. In these circumstances we will explain why immediate action is necessary and provide residents with regular updates throughout the works.

If work is needed to keep your building safe, we will involve you at the following stages of the process:

Stage	What will happen
Issue identified	If a safety issue is found, we will explain what the issue is and what might happen next.
Planning	We will explain the proposed solution and how it may affect you.
Contractor appointed	We will tell you who will carry out the work and how long it is expected to take.
Work begins	You will receive updates, contact details, and information on what to expect.
Completion	We will explain what has been done and ask for your feedback.

If work is urgent, we may need to act quickly to keep everyone safe, but we will update you as soon as possible.



9) When we may not consult you first

Your safety always comes first. There may be times when we need to act quickly, for example:

- in an emergency situation
- if there is an immediate risk to life
- if specialist advice requires urgent changes.

If this happens, we will:

- act quickly to keep you safe
- explain what is happening as soon as we can
- keep you updated throughout

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

10) Sharing key information

We will share building safety information in a clear and accessible way.

You can request information at any time and we aim to respond within 28 days.

We will share:

- building safety information
- fire risk assessment summaries
- planned works information
- engagement plans
- our complaints process and how to raise building safety concerns.

Some documents may be technical so we will provide summaries where needed.

We cannot share:

- personal information about others
- sensitive security information
- legally confidential documents.

11) Reporting a building safety concern

We encourage residents to report any building safety concerns as soon as possible. Prompt reporting helps us investigate issues quickly, manage risks and keeping you and your building safe. You should contact us if you become aware of anything that may affect the safety of the building, including:

- damaged fire doors
- obstructions within the communal areas
- damage to fire safety equipment or signage
- concerns about structural defects
- faults affecting fire detection or alarm systems
- any other issue you believe could affect the safety of the building or its residents.

Every building safety concern will be assessed and where necessary, appropriate action will be taken to manage any identified risks. Where appropriate, we will keep residents informed of the outcome or any actions that may affect them.

In you need to report an emergency safety issue, call 999, then contact Onward on **0300 555 0600**.

For non-emergencies (e.g., damaged fire door, faulty alarm, insecure building), please contact:



0300 555 0600



customerservices@onward.co.uk



www.onward.co.uk



We will log all reports and keep you updated.



12) Complaints

If you are unhappy with how we have handled a building safety issue, you can make a complaint.

We will:

- listen and take your concern seriously
- investigate fully
- respond within our published timescales.

You can contact us on:

Telephone: **0300 555 0600**

Email: **customerservices@onward.co.uk**

If you are still not satisfied, you can escalate your complaint in line with our complaints policy.

Alternatively, you can also complain to the Building Safety Regulator (BSR) regarding building safety matters, at the following link:

www.contact-building-safety-regulator.service.gov.uk

For more information about raising queries or complaints to the BSR, please call **0300 790 6787** (Monday, Tuesday, Thursday and Friday, 8:30am to 5pm).

13) Measuring and continually improving engagement

We will monitor how well we engage with residents by looking at:

- participation levels
- feedback and satisfaction
- how quickly we respond to concerns.

We will review this regularly and make improvements. We will also share updates through our “You said, we did” approach.

14) Get involved.

You can help shape the services you receive by getting involved.

To find out more, please visit our website (**onward.co.uk/get-involved**), call **0300 555 0600**, or email **customerengagement@onward.co.uk**.

15) Further information

For more information on building safety, please visit

www.onward.co.uk/services/home-safety/ or scan the QR code:



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, farriin 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

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

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