

# Resident Engagement Strategy (Building and Fire Safety)



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# Overview

This strategy relates to 11 locations comprised of partly or wholly high-rise buildings (the "Property" or "Properties") owned and/or operated by Campus Living Villages ("CLV"):

Location	Property Name
<b>Birmingham</b>	<a href="#">Belgrave View</a>
<b>Bournemouth</b>	<a href="#">Chesil House</a> <a href="#">Cranborne House</a> <a href="#">Lyme Regis House</a>
<b>Greater Manchester</b>	<a href="#">John Lester &amp; Eddie Colman Courts</a> <a href="#">Peel Park Quarter</a> <a href="#">Rusholme Place</a>
<b>Leeds</b>	<a href="#">Arena Village</a> <a href="#">Burley Road</a>
<b>London</b>	<a href="#">McMillan Student Village</a>
<b>Luton</b>	<a href="#">Fitzroy Court</a>

CLV will review this strategy annually, involving residents, considering feedback, best practices, and any new requirements under relevant legislation or as set by the Building Safety Regulator or others.

As an organisation committed to student well-being, CLV prioritises informing students about building and fire safety from the start of their residence. Additionally, returning residents' feedback, even through subsequent years, is highly valued.

## Purpose

The purpose of this strategy is to ensure CLV residents:

- > Understand reporting procedures for building and fire safety issues.
- > Know how to respond in case of incidents.
- > Have avenues for providing feedback and concerns.
- > Understand landlord and resident responsibilities.

Ultimately, CLV aims for compliance with regulatory standards and improved communication with residents.

## Background

CLV takes safety obligations seriously. As this is the first CLV building and fire safety resident engagement strategy, it seeks initial feedback from residents and sets out CLV's aims, ensuring awareness of key building and fire safety messages and channels for raising concerns.

## CLV's Core Values

To execute this strategy effectively, CLV upholds its four fundamental values:



## Care

- > Understanding residents' communication needs and preferences.
- > Ensuring inclusivity in activities derived from the strategy.

## Accountability

- > Listening to and addressing residents' concerns.
- > Providing clear and accessible communications.

## Integrity

- > Maintaining honesty, transparency, and openness.
- > Sharing changes made in response to resident feedback.

## Teamwork

- > Engaging meaningfully with residents.
- > Collaborating to address concerns and uphold fire safety standards.

## Facts about CLV Properties

CLV manages over 6,000 beds in purpose-built student accommodation (PBSA) across England. As operator of the Properties, CLV delivers all aspects of building and safety management, along with other services such as building maintenance, cleaning, and 24/7 staff presence.

The occupation of each Property consists of mainly of students in higher education (undergraduate and/or postgraduate), their guests (from time to time), and guests of our clients during the summer periods (such as those attending summer schools or conferences). The type of rooms in each Property range from self-contained studio flats to rooms within cluster flats, consisting of a communal kitchen shared between three to ten bedrooms.

We continue to invest in the Properties each year based on a dedicated life cycle strategy, which monitors the condition and degradation of our assets, and puts in place a financial model to ensure the appropriate funds are available to keep these assets in safe working order. This includes improvements to the fabric, safety, and energy efficiency of the Properties.

As PBSA properties, the Properties adhere to high standards of construction, as detailed below:

Site	Summary of Building Construction
<b>Arena Village</b>	Concrete basement on piled foundations and an in-situ concrete frame to all upper levels with post-tensioned suspended concrete floors. The building envelop at ground level is constructed of traditional cavity walls with polished granite blocks and finished externally with a fully vented metal rainscreen cladding system.
<b>Belgrave View</b>	Steel frame with single ply covered flat roofs with steel rainscreen cladding and brickwork for its external walls.





Site	Summary of Building Construction
<b>Burley Road</b>	Piled foundations with steel frame and metal deck floors with in-situ reinforced concrete floors. Externally, the building is thought to be constructed with a lightweight Metsec framing system and rainscreen cladding with lower walls being brickwork and masonry walls.
<b>Chesil House</b>	Dense Concrete block cavity wall with vertical timber cladding on a steel frame.
<b>Cranborne House</b>	Steel structural frame with pre-case concrete infill panels fitted between structural bays and pre-case concrete floors.
<b>Fitzroy Court</b>	Built on concrete piles at column positions and strip foundations to the perimeter walls with a reinforced concrete slab. The internal structure comprises of steel frame with in-situ cast concrete slab. The building is stabilised by steel bracing with steel frame and concrete walls with solid concrete staircase and duct riser shaft walls. As of 2020, extensive cladding system remedials have taken place in line with compliance to the 2018 building regs.
<b>John Lester &amp; Eddie Colman Courts</b>	The buildings are concrete frame with metal faced insulated spandrel panels. Rooftop plant rooms are metal framed with Georgian wired manufacturing.
<b>Lyme Regis House</b>	Traditional Brick with a wall panel cladding system on a steel structural frame.
<b>McMillan Student Village</b>	Pre-Case Concrete Frames with rockwool insulated render and aluminium framed double glazed windows.
<b>Peel Park Quarter</b>	Buildings are intumescent paint coated steel frame and composite in-situ concrete floors with metal decking and a slim concrete topping. Externally, all buildings except for Delany 1 and 2 (C3 and C4) are brickwork. Delany 1 and 2 is clad in cement fibre rainscreen system, receiving new (as of 2020) cavity barriers and insulation.
<b>Rusholme Place</b>	Structural steel frame with a combination of brickwork, composite kingspan panels and terracotta external tiles.

Additionally, CLV is a proud member of the ANUK code, ensuring standards beyond statutory minimums.

## Communication

CLV employs a multifaceted approach to share guidance and enhance awareness of building and fire safety among residents. This approach includes:

- > **Resident Portal and E-Induction:** Prior to commencement of their stay, residents gain access to a dedicated resident portal where they can access essential information regarding building and fire safety protocols and procedures. An e-induction module is provided to guide residents through key safety measures and emergency procedures.



- > **Fire Safety Videos:** CLV produces and distributes informative fire safety videos to all residents, ensuring they are equipped with essential knowledge on fire prevention, evacuation procedures, and the proper use of fire safety equipment.
- > **Personal Emergency Evacuation Plans (PEEPs):** CLV offers personalised emergency evacuation plans to residents who will need support to evacuate in event of an emergency. These plans are tailored to individual needs and provide clear instructions on evacuation procedures.
- > **Fire Action Notices:** Throughout the Properties, prominently displayed Fire Action Notices serve as visual reminders of emergency procedures and evacuation routes, ensuring residents are well-informed and prepared in case of a fire incident.
- > **Direct Communication Channels:** CLV utilises various communication channels to engage with residents on an individual basis. During flat door inspections and internal room inspections, staff members engage with residents directly, addressing any concerns or queries they may have regarding building and fire safety.
- > **Noticeboard Announcements:** Noticeboards strategically placed within the Properties serve as platforms for promoting key safety messages related to waste removal, repairs, electrical equipment safety, and contact information for guidance or reference. Regular updates are posted to keep residents informed of any changes or developments.
- > **Resident Reports:** CLV provides residents with access to a [Building and Fire Safety Notice Form](#) to enable them to report building and fire safety concerns and incidents promptly and efficiently.
- > **Advance Notice of Building Works:** Residents are informed in advance about any planned building works, including the nature and duration of the works, to minimize disruption. CLV seeks residents' input on preferred times for repairs to ensure minimal inconvenience.

By employing these comprehensive communication strategies, CLV ensures that residents are well-informed, empowered, and equipped to prioritize their safety within the Properties.

## How CLV Ensures Effective Building and Fire Safety Information is Communicated to Residents

CLV employs a variety of communication channels to ensure clarity and accessibility, utilizing plain, jargon-free, and easy-to-read language. These methods include:

- > **CLV Website, Social Media Platforms, and Resident Portal:** Information is shared on the CLV website, social media platforms, and within the resident portal (including the pre-arrival e-induction), providing residents with easy access to important updates and resources.
- > **Direct Hard Copy Communications:** When appropriate, CLV provides direct hard copy communications to residents, ensuring important information reaches those who may not have online access.
- > **Emails and Text Messages:** CLV sends out emails and/or text messages to residents to disseminate timely information and updates regarding building and fire safety and other relevant matters.



- > **Noticeboard Updates:** Regular updates are posted on noticeboards around the Properties, keeping residents informed of ongoing building and fire safety considerations and other relevant announcements.
- > **Drop-in Sessions and Meetings:** CLV arranges drop-in sessions and other meetings with residents to facilitate discussions on building and fire safety and provide additional opportunities for feedback.
- > **Collaboration with Fire Authorities:** CLV collaborates closely with the Principal Fire Authority, Greater Manchester Fire and Rescue Service, to share information about fire prevention and building and fire safety from a trusted source.

## How CLV Listens, Learns, and Improves

CLV places a strong emphasis on encouraging resident feedback and commits to addressing concerns promptly. Various measures are in place to facilitate ongoing improvement efforts, including:

- > **Resident Feedback Survey:** A survey will be active for three weeks each year for residents to provide feedback on key aspects of living with CLV and will allow CLV to assess the effectiveness of communication and identify areas for improvement.
- > **Proactive Approach to Building and Fire Safety:** CLV takes a proactive approach to building and fire safety, conducting routine fire checks, and analysing the results to identify areas for improvement and reduce the risk of incidents.
- > **Continuous Improvement:** CLV aims to continuously improve the information provided to residents about property management, aligning with feedback received from residents.
- > **Exploring New Communication Methods:** CLV will continue to explore innovative ways for residents to access information about building and fire safety.

## How CLV Evaluates Resident Feedback and Illustrates its Use

CLV carefully evaluates resident feedback and takes appropriate actions based on the insights gained. Various satisfaction metrics are monitored, including:

- > Overall satisfaction with the services provided.
- > Satisfaction that CLV provide a home that is well maintained.
- > Satisfaction that CLV provide a home that is safe.
- > Satisfaction that CLV listens to residents' views, and act on them.
- > Satisfaction that residents are kept informed about the things that matter to them.
- > Satisfaction that CLV treats residents fairly and with respect.
- > Satisfaction that CLV deal with any feedback and/or queries in relation to this strategy in a timely and satisfactory manner.

The results from the annual will Resident Engagement Survey will be published as part of this strategy, confirming resident feedback, and detailing the actions CLV will take in response. All results are published in compliance with UK GDPR regulations, ensuring transparency and anonymity for residents., and in line with [CLV's Privacy Policy \(for the United Kingdom\)](#).



## Results for March 2024 Survey – We Asked, You Answered!

CLV received responses from an impressive 186 residents across its portfolio of Properties. The results provide overall scores as well as opportunities to include individual comments, both of which assist CLV in highlighting positive areas and those in need of improvement.

Scores out of 5 below:

- > Overall satisfaction with the services provided: **3.80**.
- > Satisfaction that CLV provide a home that is well maintained: **3.70**.
- > Satisfaction that CLV provide a home that is safe: **4.11**.
- > Satisfaction that CLV listens to residents' views, and act on them: **3.70**.
- > Satisfaction that residents are kept informed about the things that matter to them: **3.99**.
- > Satisfaction that CLV treats residents fairly and with respect: **4.14**.
- > Satisfaction that CLV deal with any feedback and/or queries in relation to this strategy in a timely and satisfactory manner: **3.80**.

Overall, these results are very promising, and CLV is committed to addressing any specific comments made by residents in an ongoing effort to improve resident well-being and happiness at our properties.

## Raising a Concern or Complaint

Please notify us immediately about any concerns or incidents relating to fire spread, fire safety, or structural failure in CLV Properties that resulted in, or is likely to result in:

- > Loss of life, serious injuries requiring immediate hospital treatment, or permanent disabling conditions for a significant number of individuals.
- > Fire spread, or failure of critical fire safety measures (such as automatic opening vents, smoke extraction systems, or fire doors).
- > Structural defects (such as a growing crack in brickwork), or structural failure (i.e., the total or partial collapse of the building).

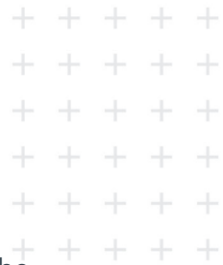
To notify us, use one of the following methods:

1. Fill in the [Building and Fire Safety Notice Form](#).
2. Call the Customer Contact Village on +44 (0)161 850 6664 – open Monday to Friday, 10am-5pm UK time (excluding Bank Holidays for England and Wales).
3. Visit the village reception.

Visit the [Resident Feedback page on the CLV website](#) for further details about how to raise a concern or complaint.

## Review and Revision

This strategy will be reviewed annually as part of the check-in consultation, and updated as necessary to reflect changes in legislation, industry standards, or company requirements.



CLV will also review the strategy after (i) any other consultation; (ii) after a mandatory occurrence report, and (iii) after the completion of any significant material alterations to the Properties.

