

# Tall Building Resident Engagement Strategy

Appendix -  
Marlborough House

Plymouth  
Community Homes



# Tall Building Resident Engagement Strategy for Marlborough House

Address: Marlborough House 25/267, Granby Way, PL1 4HG

## Resident Engagement Consultation

In January 2024, Plymouth Community Homes (PCH) completed a full resident engagement exercise focused on building and resident safety at Marlborough House. This consultation was completed to ensure PCH understands how residents feel and are safe, including understanding their communication needs, to make sure PCH tailors communications and activities to meet resident needs, and provides the correct platforms for residents to have a voice.

We had 25 responses from 121 properties (overall 20% response rate) in the building.

### The results found that:

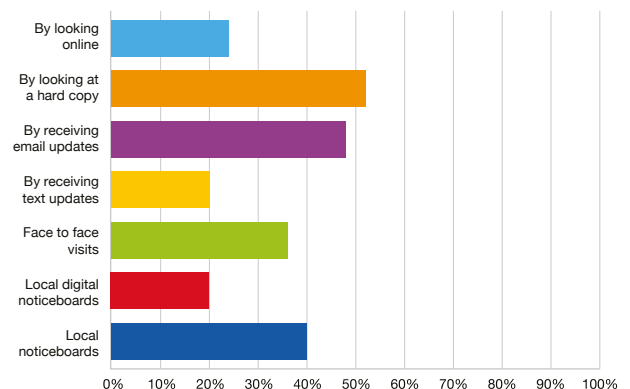
- 64% of respondents were satisfied that their home is safe.
- 71% of respondents know how to inform PCH of changes to assistance needs.
- 84% of respondents knew how to test their smoke alarms. Respondents were less aware of the stay-put policy, what to do in an emergency of fire inside their flat, and electrical safety within it. There was also a very low awareness of how sprinkler systems work.
- 48% of respondents were satisfied that their block is safe.
- There was a high awareness of safety with regard to waste disposal, communal area safety, and fire doors. There was less awareness of reporting issues, parking and finding the fire risk assessment.
- Respondents wanted to know more about fire safety in their flats and communal areas, safer communal areas, waste disposal, and the building safety report.
- Additional feedback has been shared with relevant departments.

### From your responses to the consultation, we now know that:

The majority (over 50%) of residents in the building prefer to be communicated with by hard copy letters or leaflets, followed by more than 40% of residents preferring email updates.

Other residents preferred alternative information and communication routes, such as through local noticeboards, digital noticeboards, text updates, online visiting, and face-to-face engagements.

Based on your preferred routes, we will ensure communications are tailored to your individual and collective needs, as highlighted in the table below.



We also hold comprehensive records about our residents in this building, and these are regularly reviewed and updated by the tall building team to ensure we are using the most up to date information about our residents.

As of June 2024, 44 residents have told us that they have physical, mental, mobility, vision, or other impairments.

The age groups in the building are: 7% (under 16), 11% (16 to 24), 8% (25 to 34), 11% (35 to 44), 10% (45 to 54), 30% (55 to 64), 11% (65 to 74), 10% (75 to 84).

Less than 1% of the residents speak Mandarin, Farsi, or Lithuanian, while the remaining residents speak English. We are committed to providing communication methods suitable to their needs.

## Assessments

PCH ensures that any vulnerabilities are identified and assessed as needed.

The Secure Information Box (SIB) has been updated for those needing assistance during an emergency evacuation. It is in the communal foyer, accessible by the Devon & Somerset Fire and Rescue Service.

When residents told us they had difficulty safely evacuating their homes, we promptly completed a Person-Centred

Fire Risk Assessment (PCFRA). A PCFRA aimed to assess residents at a higher risk from fire in their homes, whether due to their behaviours or their ability to respond and escape from a fire, such as residents with impairments.

### **The PCFRA focused on three key areas.**

1. An increased fire risk
2. Ability to react to a fire or alarm
3. Ability to respond and escape a fire

## Resident Engagement Panel

PCH has established a resident engagement panel for residents at Marlborough House. The panel comprises residents and client representatives/advocates and provides residents with a platform to discuss safety within their homes and buildings.

This panel meets at least four times a year. It discusses critical aspects, such as strategy, policy, safety reporting, repairs/projects (building investment), guidance, and other relevant matters residents raise.

If you are interested in taking part in the panel, please contact our Tall Buildings Liaison Officer, Jo Rees, and Interim Fire and Building Safety Manager, Marc Gray.

### **Interim Fire & Building Safety Manager**

#### **Marc Gray**

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### **Tall Buildings Liaison Officer**

#### **Jo Rees**

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Some residents have suggested sharing information through local digital notice boards. We are considering investing in TV screens for our tall buildings.

PCH has a communal room at Marlborough House that residents and PCH colleagues can access. In addition to home visits, we will use this shared community space for resident meetings to discuss safety within your home and the building based on your preference for face-to-face interactions.

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2024 - 26



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