



## RESIDENT INSIGHT TALL BUILDING RESIDENT ENGAGEMENT STRATEGY

**We wanted to understand how safe PCH Residents who live in tall buildings feel in their home and block, and if there is anything we can do to improve. This information helped us develop a Tall Building Resident Engagement Strategy. We also asked resident about the best way to keep them updated on how we keep their building and community safe.**

### **How we listened**

In January 2024 we sent out surveys to all PCH residents who live in our 6 tallest buildings. We contacted residents by post, SMS text and email, and created posters with QR links. We also visited some community sessions in person.

Using this feedback PCH created a Tall Building Resident Engagement Strategy and consulted on this document throughout July 2024. Residents comments were then used to create the final version of the strategy.

### **What you said**

We received 99 responses from the first consultation, and 46 responses from the second consultation to review the new strategy.

Residents who took part told us:

- Residents reported 80% satisfaction with home safety but there were some elements of the 'Stay Put' policy that may need clarification and on how sprinkler systems worked in each building.

# RESIDENT INSIGHT

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### What you said (cont)

- Residents reported 73% satisfaction with block safety but wanted more information on rubbish disposal, parking restrictions and how to report communal problems re rubbish and fire hazards.
- Resident reported that ASB and Block security were constant issues in blocks.
- Residents requested that safety information be delivered in a mix of email, SMS text and hard copy/via post. They also requested that noticeboards be updated more regularly.
- 69% of respondents were satisfied with the new strategy.
- 79% of respondents were satisfied with the information that has been shared regarding resident roles and responsibilities regarding building safety.
- 71% of respondents were satisfied with the engagement options offered to residents

### What we will be doing

Resident feedback has been a vital part of developing a new strategy and making sure that important information is shared in an effective way.

- Using this feedback we have created a Tall Building Resident Engagement Strategy, and this is located on the PCH website and on paper on request.
- Various documents have been added to the PCH website - including a Building Safety Case Summary report, Tall Building Resident Handbook and a Tall Building Resident Engagement Strategy appendix that is specific to each building. [Building Safety](#)
- Additional digital noticeboards will be installed with an updated information format.
- We are reviewing security in our Tall Buildings including access control and CCTV
- Planned Tall Building Resident Panel sessions
- We continue to update our knowledge of residents preferred communication methods
- Making sure that residents can request any documents emailed, as paper copy or translated to their preferred language.