

Lauderdale Tower

Building Safety Resident Engagement Strategy

DATE: APRIL 2026



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Introduction



Daniel Sanders
Director of Property and Estate Management - Barbican

"We are committed to ensuring the Barbican Estate is a safe place for our residents. With resident consultation and involvement, and a dedicated and diligent team in the Barbican Estate Office we can ensure that compliance with the BSA is achieved.

We will achieve this through regular building inspections, testing of fire safety systems and ensuring open channels of communication with our leaseholders are at the forefront of how we operate."

The safety and well-being of residents in the Barbican Estate is our top priority. This Resident Engagement Strategy outlines how we will communicate and engage with residents to ensure they are informed, involved, and empowered in matters relating to building safety.

This strategy aligns with the requirements set out in the Building Safety Act 2022 and incorporates lessons learned from the Grenfell Tower tragedy to ensure effective and transparent communication. This document is a legal requirement and has been approved by the Building Safety Regulator. **Critical information for what residents should do in the event of an emergency are on pages 9 & 10.**

A key purpose of this strategy is accountability. Residents will have a clear strategy outlined for how the BEO will communicate and engage with both residents and leaseholders, and will be able to clearly identify if this strategy is being met.

The BEO is committed to acting in accordance with this strategy, and will regularly review the strategy to ensure it remains relevant and aligns with all government requirements.

Principal Accountable Person:

City of London, Guildhall, Aldermanbury, London, EC2B 7HH, United Kingdom.

020 7606 3030



Summary

PURPOSE

The Resident engagement strategy sets out how residents and owners of residential units within Lauderdale Tower are:

- Involved in building safety decisions.
- Informed about building safety decisions.

Building safety decisions are made by the accountable person (AP) and are about:

- The management of the building.
- Management of building safety risks.
- Any decision connected to the duties of an accountable person.

More information on the duties of an accountable person can be found using the gov.uk link below:

https://www.gov.uk/guidance/safety-in-high-rise-residential-buildings-accountable-persons

WHAT'S INCLUDED

A resident engagement strategy (RES) should be specific to the building and take account of the needs and preferences of the residents. If more than one building is managed, the RES for each building may be similar in many areas, however, each strategy should be specific to that building's residents and their needs.

WHAT WILL RESIDENTS BE ASKED ABOUT?

Residents will be consulted on decisions that could affect them, for example, if work is needed to repair a faulty fire door, residents may be asked when they would prefer the work to take place, which can help minimise disruption. Exceptions to this will be when works are urgent and cannot be delayed for safety reasons.

Resident opinions may be collected via:

- Surveys
- Emails
- Consultation Meetings
- Post

Participation in these methods will be recorded to ensure resident involvement is at a satisfactory level. Methods of communication may be reviewed to improve resident participation.

What is Building Safety?



Building Safety is about managing and controlling risks that may result in the spread of fire or risks that could result in a structural failure. These risks are known as Building Safety risks and may pose a risk to the lives of anyone who either lives in or visits one of our high rise residential buildings.

The City of London places the highest priority on resident safety. Following the release of the new secondary legislation and emerging good practice in the Building Safety Act, we are re-examining how we can improve engagement with our residents. It is clear within the Building Safety Act that residents should be at the forefront of all decisions made within their buildings. With this in mind, this strategy has been designed to ensure that we are engaging meaningfully with our residents about their safety and the safety of their homes.

This Building Safety Resident Engagement Strategy is the starting point for our ongoing work. We will continue to update this strategy, and the documents that support it, as and when required. For example, when new legislation or regulation comes into force, and in response to priorities identified by the Building Safety Regulator and our Building Safety Team, or the Building Safety Residents Panel, we will act accordingly. We have developed this Resident Engagement Strategy in consultation with our residents and key stakeholders.

Key Aims

Inform residents about building safety policies and procedures.

Understand what we may ask you about building safety

Encourage safe behaviour practices that reduce risks within the estate

Ensure compliance with fire safety and building regulations

Engage diverse resident groups through inclusive communication strategies.

Understand how we will measure and review our engagement methods

Provide clear channels for residents to raise concerns and access safety information

Ensure varied methods of communication to ensure all residents have equal opportunity to engage

Scope

This strategy applies to all buildings within the Barbican Estate and covers residents, leaseholders, and any visitors who use these premises.



Engagement Strategy

Communication Channels

Essential information on Building Safety will be shared via the below channels:

- Resident newsletters & Bulletins.
- Emails.
- Drop-in sessions & Resident Meetings.
- Website & Resident App (to be introduced 2026).
- Physical Notices in lobbies and communal areas within Lauderdale Tower.

Triggers for communication will be:

- Moving into the estate (Resident Welcome Packs).
- Updates on building safety works or risks.
- High-risk conditions (e.g. extreme weather, fire risk alerts).
- Changes in legislation, evacuation strategy, or building policies.

Reporting & Monitoring

Residents can report building safety concerns through:

- Barbican Estate Office - in person or by phone/email.
- Resident Services Team
- Formal complaints procedure with escalation to the Building Safety Regulator if necessary.

These methods of communication will be reviewed regularly to ensure they are meeting the maximum number of residents possible. Feedback on these methods is welcome and will help to ensure our communication processes are aligned with the needs of the Barbican community.

Resident consultations will be run before making major building safety decisions and to review safety performance and discuss improvements. Our aim is to include residents as much as possible when key safety decisions are being made. Residents' experiences in navigating and living within these buildings is invaluable information that is essential in ensuring safety systems that work for the residents that live within the Barbican.



Engagement Strategy

Consultation

Residents will be contacted and asked to participate in consultation on building safety risk issues by the following channels:

- Surveys
- Emails
- Post
- In-person consultation meetings
- Mobile App Announcements
- Newsletters/Bulletins

As well as monitoring the number of responses received via the methods above, the BEO will engage with residents verbally through House Group AGMs, regular committee meetings, and individual resident meetings to ensure that the methods used for contacting residents for participation in these consultations remain appropriate and effective.

The feedback gathered during the consultation period with residents will be collated by the BEO and weighted based on number of times each item is raised. This will then directly feed into the decision-making process on building safety risk issues to ensure that resident feedback plays a key part in the process.

For each item that requires resident consultation, all of the above methods (noting that some methods may be added/removed based on the monitoring process above) will be used to gather feedback from residents. Residents will be given a clear date as to when to provide feedback to ensure it is included in the decision-making process. It will be made clear to residents what they are being asked to share feedback on and there will be a mixture of closed and open questions to ensure that certain criteria is gathered, but allow residents to also provide feedback that may be outside of the question sets provided to ensure there is the opportunity for any important feedback to be collected.

We are currently in the process of implementing the Cascade Risk Management System which will be used to produce and manage the building safety cases and golden thread of information. We will utilise this software to review resident feedback and interactions and will be a trigger in some cases to respond to resident feedback. Cascade Risk Management will enable us to record and store resident feedback and information on a block-by-block basis and also form part of the golden thread of information. There will also be an audit trail of responses from residents and due consideration will be given to their responses and stored on the system. Consultations carried out on the resident engagement strategy and on building safety decisions will also be stored on Cascade Risk Management System.

Fire Safety Information

If Fire Breaks Out

In your home

- Leave the room where the fire is, then close the door.
- Tell everyone in your home and get them to leave. Close the flat entrance door after you exit.
- Do not stay behind to put the fire out.
- Call the fire service.
- Wait outside, away from the building

In another part of the building

- The evacuation strategy for your building is “Stay Put”.
- The building is designed to contain a fire in the flat where it starts.
- This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home, or if you are told to do so by the fire service.
- If you are in any doubt, get out!

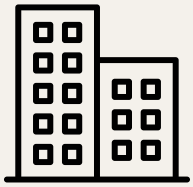
Fire doors in your building

- Keep fire doors shut when not in use, in particular your flat entrance door.
- Do not tamper with self-closing devices or prop doors open.

Annual Demonstrations

The BEO will provide annual demonstrations of the fire escape routes in conjunction with the House Groups. Anyone requiring ad-hoc support should reach out directly.

Resident Responsibilities



Residents play a key role in ensuring the safety of the development.

Residents are expected to contribute to building safety in the following ways:

- Maintaining household appliances and reporting potential risks.
- Avoiding storage of combustible materials in communal areas or balconies.
- Keeping Fire Doors closed and reporting any damage.
- Cooperating with building safety inspections and improvement works.
- Following evacuation procedures and stay put policies where applicable.
- Reporting any potential risks identified in communal areas of the estate.

Ensure that all works inside apartments have the required approvals; whether this be from the Barbican Estate Office, Building Safety Regulator, Heritage, etc. If in doubt, contact the Barbican Estate Office for guidance on what approvals may be required.

Person-Centric Fire Risk Assessment (PCFRA)

A PCFRA identifies residents who may be at greater risk from fire or who may require additional support to respond safely in the event of an incident.

AIM

To ensure that all residents, especially those with health, mobility, cognitive, sensory, or social vulnerabilities, receive tailored interventions that enhance their safety and independence within their home.

PRINCIPLES

- **Resident-Led:** Undertaken with the resident's consent, focusing on their individual needs, routines, and preferences.
- **Confidential:** Personal information is handled sensitively and shared only with relevant partners when necessary for safety.
- **Collaborative:** Involves partnership with the resident, family/support networks, fire and rescue services, care providers, and other agencies as appropriate.
- **Proportionate:** Recommendations are tailored, achievable, and based on the level of identified risk.

WHEN IS A PCFRA TRIGGERED?

A PCFRA may be offered when:

- A resident requests additional support regarding fire safety.
- Staff observe indicators of heightened risk (e.g., hoarding, mobility issues, cognitive impairment).
- External agencies highlight concerns.
- Following an incident, near miss or complaint related to fire safety.

OUTCOMES AND INTERVENTIONS

Following assessment, the potential interventions are:

- Fitted or upgraded smoke, heat, or vibration alarms.
- Fire-retardant bedding, throws, or clothing.
- Safe-use guidance for oxygen or medical equipment.
- Referrals for wellbeing, care, or tenancy support.
- Adjustments to housekeeping or repairs.
- Joint visits with Fire and Rescue Services for Home Fire Safety Checks.
- Personal Emergency Evacuation Plans (PEEPs) or Alternative Evacuation Strategies, where appropriate.

ENGAGEMENT AND COMMUNICATION

- Residents are informed of the purpose, benefits, and voluntary nature of the PCFRA.
- Information is provided in accessible formats (translated, large print, easy-read, etc).
- Engagement is empathetic, supportive and non-judgemental.
- Follow-up visits or calls are scheduled to monitor changes in health or circumstances.

REVIEW AND MONITORING

- PCFRAs are reviewed annually or sooner if a resident's circumstances change.
- Findings help shape wider resident-engagement activities, building design considerations, and resource planning.
- Themes from assessments inform continuous improvement of fire safety across the block.

Personal Emergency Evacuation Plans (PEEPs)

Residents requiring assistance in an emergency should fill out the appropriate form on the website, or request one from the Barbican Estate Office.

- PEEPs are tailored to individual needs and stored in the premises information pack.
- Assistance requirements will be shared with the London Fire Brigade where necessary.
- Residents should update their PEEP information if their mobility or medical needs change.
- PEEPs should be completed even if the resident will require assistance for a short period, e.g. recovering from surgery. Albeit this may only be a short period, emergencies can happen at any time and up to date information is essential to ensure you get the help you need in the event of an emergency.
- To register for a PEEP, please raise a ticket on the App or reach out to the Barbican Estate Office.





Additional Information

Further information can be found on our website:

https://www.cityoflondon.gov.uk/services/barbican-estate/barbican-estate-fire-safety

Following this link you can find additional information on:

- **Fire & Electrical Safety Systems**
- **Fire Risk Assessments**
- **Fire Signage and Safety Notices**
- **Review and Improvements**
- **Fire Escape Routes**
- **What to do in the event of a fire.**