



Building Safety Customer Engagement Plan

What you need to know

Background

In 2022, the Government introduced the Building Safety Act in response to the Grenfell tragedy which saw 72 people lose their lives. Because of the nature of the fire at Grenfell and how the impact, severity and damage caused could've been reduced if more robust safety procedures and measures existed, building safety has become even more integral to how we, and other housing providers, manage high-rise homes.

Along with new legislation, the Building Safety Act also highlights two key risks in high-rise buildings: the spread of fire and structural failure, which is the primary focus of our Building Safety Customer Engagement Plan.

Did you know?

Buildings are considered 'high-rise' if they have at least seven stories or are taller than 18 meters



What's Building Safety?

Building safety looks at how we protect our buildings and keep you and our communities safe. It considers the measures we use in our high-rise buildings to prevent, mitigate and reduce the chance of fires starting and spreading.

Our building safety plans also look at how we manage the risk of structural failure and everything we can do to prevent that.

As part of our commitment to you and our building safety processes, we actively work to incorporate measures that reduce the impact and risk of any incidents, if they do occur, in one of our high-rise buildings.

Customer safety is the foundation of everything we do but you can help us tailor our approach specifically to your home.

What's in the Building Safety Customer Engagement Plan?

Our Building Safety Customer Engagement Plan gives anyone living in one of our high-rise homes the chance to understand:

- how we'll provide information about building safety decisions
- what building safety decisions we'll ask your opinion on
- how we'll listen, learn and involve you in decision making
- how we'll monitor and measure the success of our engagement.



Why should I get involved?

Livv currently owns and manages eight high-rise buildings, with a total of 452 homes – that's a lot of people we want to hear from – and you're one of them!

We want to make sure that you, and all our customers, are at the heart of every decision we make when it comes to building safety, and you can make a real difference.

We're looking forward to hearing your thoughts and working with you all!

Let's talk, we're listening

In the coming weeks and months, we'll be visiting every one of our high-rise apartment blocks to meet you and your neighbours.

So, pop by, say 'hi' and:

- find out what support is available to you as a Livv customer
- let us know if there's anything we can help you, or your household, with
- meet our team and have a chat over a cuppa
- take part in our fun, family-friendly activities.



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