



We're Listening

High-rise Building Safety

Who did we talk to?

We worked alongside our customers to help shape our Building Safety Customer Engagement Plan.

We began developing the plan in 2023 by speaking with customers living in high-rise buildings in Halewood, Huyton and Kirkby. Customers were invited to share their views by completing a survey provided through:

- building safety roadshows hosted by our Building Safety Manager
- a QR code provided in engagement letters
- a series of community events and activities

We asked customers about their preferred ways of being involved in building safety decisions, how they'd like to report building safety issues and how they'd like to receive updates about building safety.

Over 130 customers took part, and we used the feedback to create a draft version of our Building Safety Customer Engagement Plan that outlined:

- How we'll share building safety information with customers

- Which decisions we'll seek customer input on
- How we'll listen, learn and involve customers in decision-making
- How we'll monitor and measure the success of our engagement

We shared the plan with all customers living in our high-rise homes and invited further feedback through:

- Drop-in sessions
- An online survey (accessible via QR code)
- Email and phone contact

What did you tell us?

Customers told us that the draft plan:

- Was clear and easy to understand
- Offered meaningful opportunities to give feedback on building safety
- Provided ways for customers to be involved in building safety decision making

What are we doing?

The final version of the Building Safety Customer Engagement Plan was shared with all customers living in high-rise buildings in March 2025.

We're now delivering the plan by:

- continuing conversations at high-rise engagement events
- organising focus groups to test and co-design communication methods
- hosting tours and demonstrations so customers can see and comment on building safety features and system
- We'll also review and update the plan with customers within two years to make sure it continues to meet their needs.

Thank you

We'd like to thank all the customers who helped us develop and review this important plan.

Your Voice Matters!