

Building Safety Resident Engagement Strategy for Muswell Court



CONTENTS

Page Number

Introduction	3
All about Muswell Court	4
Who is responsible for keeping you and Muswell Court safe	6
How we will communicate and keep you informed about building safety	7
Fire Safety information for Muswell Court	9
Residential Personal Emergency Evacuation Plans (PEEPs)	10
Building safety concerns/complaints and the Mandatory Occurrence Reporting Policy	11
Useful contacts/information	13
Data Protection Principles	15



Introduction

Following the Grenfell Tower fire in 2017, the government introduced new fire safety rules, including new rules for high rise blocks of flats that are at least 18 metres or seven storeys high. The government also created a new body, the Building Safety Regulator (BSR), to enforce these rules.

The Building Safety Act 2022 places a duty on Hull City Council, as the building owner to deliver a strategy for engaging with you on the decisions we are taking to ensure your building and home is safe and following publication of the City-wide Resident Engagement Strategy, which provides an overarching approach, individual engagement strategies for each of our high rise buildings are being developed to set out:



- Our responsibilities as a building owner and your responsibilities as a resident to ensure your home remains safe.
- Key building safety information about your home and information about what you need to do in the event of a fire or an emergency in your building.
- The range of opportunities available for you to speak to us, raise any concerns you have about your safety, and how we will communicate with you to keep you informed.
- Opportunities for you to be involved in building safety decisions.
- How you can make a complaint if you feel your concerns are not being listened to.

Hull City Council is committed to providing a safe place to live for our residents. We know that maintaining the safety, security, and cleanliness of every block is most effective when building owners, landlords, residents and other agencies work together and communicate fully to all play an important role in making our buildings and your homes, the safest they can be.

This strategy has been specifically developed for Muswell Court and will be reviewed, in consultation with you:

- At least every 2 years.
- After a mandatory occurrence report to the Regulator such as, but not limited to, the spread of fire or something that could lead to the spread of fire, total or partial collapse of the building, the discovery of structural defects or failure of a critical safety measure (fire doors).
- After the completion of any significant material alterations to the building.
- If there has been a significant change to the make-up of residents in the building.
- If there has been a reduction or residents raise low satisfaction with our engagement strategy.



All about Muswell Court

Muswell Court was built in 1968/69 and contains 90 residential flats over 17 floors.

There are 90 self-contained flats which comprise of 26 x 1-bedroom flats and 64 x 2-bedroom flats, along with a duplex community room spanning the 14th and 15th floors. Muswell Court is managed as a sheltered housing scheme (65 flats) and as of June 2026 the makeup of residents is as follows:

- 64 residents are over the age of 65, 29 residents are aged 56-65 and 4 are aged 46-55.
- The majority of residents are white British, with some being other Asian or other British Asian, Arab and other ethnic groups.
- There is 1 leaseholder in the block.

Muswell Court has been constructed upon the principle of compartmentation which limits the spread of fire and smoke and supports the 'stay safe, stay put' advice which means you can remain within your home if you are not directly affected by a fire and only evacuate if you feel at risk.

Additional fire safety measures have been installed throughout the block which include an alarm system (community room), fire doors (communal and flat entrance doors), emergency lighting system and fire extinguishers. The building also has a dry riser which is designed to provide the fire service with quick access to water supply on the upper floors. A secure information box is also in place which contains accurate building and floor plans to assist the fire service. A flag system for our vulnerable residents are also stored within the secure information box (no personal information is stored) and Residential Personal Emergency Evacuation Plan (Residential PEEP's) process is currently being developed. See page 10 for more details on our Residential Personal Emergency Evacuation Plan process.

Principal Accountable Person (PAP) – The Principal Accountable Person is the person or organisation who owns the building. For Muswell Court, the principal accountable person is Hull City Council, and we are responsible for ensuring that Muswell Court is appropriately managed.

Responsible Person (RP) – The Responsible Person is there to ensure that Muswell Court has all its safety measures in place. For Muswell Court, Hull City Council is the Responsible Person.

Single Point of Contact (SPOC) – This individual should have authority or duties relating to the safety of the building. The Head of Service Building Safety is the SPOC for Muswell Court. You can find contact details on page 13.



Our Teams

Building Safety Team – The Building Safety Team are responsible for the management and improvement of safety in all of Hull's high rise flats and part of their work is to undertake routine inspections and work alongside all teams within the housing service, to ensure activities by the wider authority do not affect the safety of the buildings and residents, and any improvements or maintenance activities are completed in full partnership with the team. The team are managed by a dedicated Building Safety Manager also referred to as the Single Point of Contact (SPOC).

High-Rise Tenancy Management Team – The High-Rise Tenancy Management Team is a dedicated team responsible for the day-to-day tenancy and estate management of the buildings which includes Housing Facilities Operatives (previously known as caretakers) and Tenancy Officers.

Housing Facilities Operatives (HFO) are responsible for ensuring blocks are maintained in a clean, tidy and safe condition and undertake daily and weekly routine inspections of the communal areas. Monthly inspections of communal areas are undertaken by the Housing Facilities Supervisor as an additional quality/safety check within the buildings to ensure these areas remain sterile and any defects or building safety hazards are reported or removed. Your Housing Facilities Operative will be available in Muswell Court from 8:00am – 4:00pm Monday-Thursday and 8:00am – 3:30pm on a Friday (actual times displayed outside the HFO office) however these times are flexible as the Operative works between two blocks and may be required at another block for contractor or resident access.

Tenancy Officers provide you with the support you need to sustain your tenancy and will carry out any enforcement action for breach of tenancy if required. The High-Rise Tenancy Management Team play a key role in the day-to-day management of the block and work in partnership with Building Cleaning, the Sheltered Housing and Lifeline Team and the Building Safety Team to ensure residents live in a clean & safe environment.

Sheltered Housing & Lifeline Team – The Sheltered Housing & Lifeline Team support residents living in one of our sheltered schemes which includes a 24-hour emergency alarm service monitored through the Kingston Care Control Centre, a calling service based on your needs and help to contact other services.

Building Cleaning – The Building Cleaning Service provide dedicated cleaners for Muswell Court whose responsibility it is to ensure that the communal areas within the building are kept clean. The cleaning staff have a daily presence (Monday to Friday) with a detailed cleaning schedule for each day covering all communal areas.

Tenant Participation Team – The Tenant Participation Team is managed by our Tenant Experience, Influence & Support Manager and they provide involvement opportunities for tenants across the city enabling them to influence service delivery across the Neighbourhoods & Housing Service. More specifically for residents of high-rise blocks, they organise meetings of the Multi-Storey Living Group and have recruited block champions. See page 8 for more information on these opportunities and how you can be involved.



Who is responsible for keeping you and Muswell Court safe?

Our responsibilities

How we're working to keep you safe:

- We carry out annual fire risk assessments on our high-rise buildings and deal with any issues promptly.
- We install and maintain smoke/heat detectors in our rented homes. If you own your home or rent from a private landlord, this is your responsibility.
- We check the communal fire doors quarterly in your block as they help stop the spread of fire and smoke. We also check flat entrance doors in your block every 12 months.
- We make sure communal areas are clear and immediately remove any items left, that could pose a risk or trip hazard in an emergency.
- We will work to understand the individual needs of our residents to ensure that details of our residents requiring evacuation assistance are recorded and available to be accessed by the Fire Service in an emergency and that Residential Personal Emergency Evacuation Plans (Residential PEEP's) are developed and put into place where appropriate.
- We will ensure that there are opportunities for every resident over the age of 16 to get involved and have their say on building safety.

Your responsibilities

How you can help keep yourself and your neighbours safe:

- Make sure you and everyone you live with reads the fire safety leaflet which is reviewed and delivered to you annually and provided to new tenants during the sign-up process. It contains lots of useful important information about how we can and must work together to keep everyone safe.
- Make sure you regularly check your smoke/heat detectors.
- Be mindful of your neighbours and ensure that the space outside your flat is always clear and free from obstruction.
- Do not damage, remove or interfere with relevant safety items, such as fire doors, signage, smoke alarms or fire extinguishers.
- Do not do anything that could increase or create a risk of spread of fire or structural failure, for example carrying out refurbishment or building work that increases or creates a building safety risk.
- Provide us with any information we ask for which we need to carry out our duties.
- Let us know straight away if you have any concerns or need fire safety repairs in your building, or your circumstances have changed which may prevent you from evacuating the building.



How we will communicate and keep you informed about building safety

Our resident engagement survey undertaken with you during October 2025 told us that you were happy with our proposals to:

- Hold quarterly drop-in sessions that will be advertised through flyers and in the communal noticeboard.
- Produce six-monthly newsletters, covering relevant safety information for your block.
- Attend local community events.
- Update the Hull City Council website with relevant Building Safety information.
- Provide information via your preferred method of contact on issues that we feel are important to you (using the details that we currently hold for you).

We received a total of 68 responses to our survey representing 70% of residents in your block which informed us that:

- In addition to our proposed communication methods, 3 residents would like to receive information via email and 3 residents would prefer a phone call.
- In relation to the format of information, 8 residents requested large print, and 3 residents requested Farsi language.

Other information and how you can access

Other information can be found on our website or can be provided on request such as:

- Building Safety advice covering a range of topics including fire safety, electrical safety, water safety, carbon monoxide, keeping your home secure, and balcony and window safety.
- Information dedicated to high rise living including our citywide resident engagement strategy, High Risk Building Safety Policy, the Mandatory Occurrence Reporting Policy and the Fire Risk Assessments for Muswell Court.

Involving you in decision making and what information can you expect to receive?

We will often be required to make decisions to improve the building safety of your home and where possible we will ensure you are involved in these decisions through our engagement methods described above. The types of decisions we will inform you of will be decisions around the management of the building, for example if there are any building safety works planned to take place. This information will include if any disruption is expected and how long we expect it to last. We will ask your opinions on issues such as how we can minimise disruption/disturbance.

From time to time, we will also ask for your input on how we can improve fire safety in Muswell Court.

NOTE: We may not be able to involve you in all decisions made for example, when works need to be undertaken in an emergency to keep you and your building safe.



Other involvement opportunities

Did you know there are other involvement opportunities you can become involved in where you are able to raise issues about building safety:

- The Multi-Storey Living Group – cross representation from the multi-storey blocks across the city who meet to discuss common areas of interest/issues in relation to high and low rise living.
- Block Champions - The Block Champion program was introduced to receive feedback on the communal cleaning standards across the many high- and low-rise blocks across the city. At present we have over 25 champions who inspect the blocks to grade the cleaning standard and identify any issues that may need reporting.
- Muswell Court Tenants and Residents Association – made up of residents of Muswell Court, acting in a voluntary capacity to promote the interests of tenants and residents living in your block. Meetings are held in the 2-storey community room which is situated on the 14th/15th Floor.

If you are interested in finding out more about any of these involvement opportunities, please contact the Tenant Participation Team on telephone – 01482 612010 or email – tenant.resident@hullcc.gov.uk

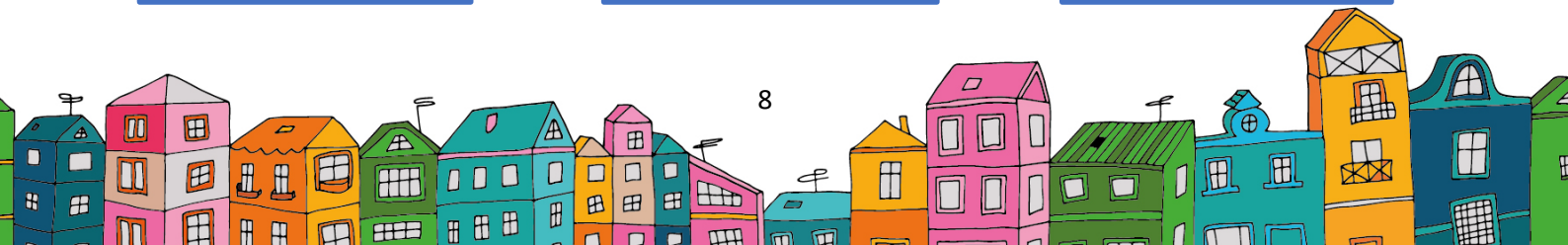
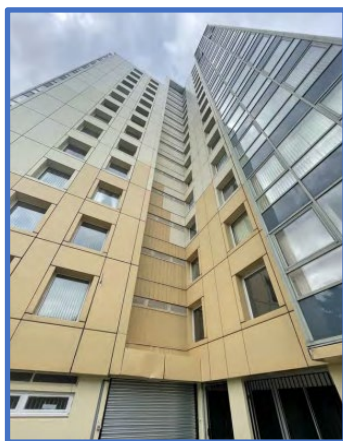
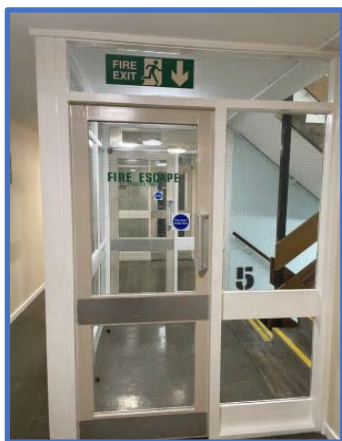


Providing you with feedback and how we will check that our engagement strategy is working

We will measure and review the information you provide to us and report back, through our various communication methods on key findings, such as:

- Tenant satisfaction and safety levels via surveys.
- Our performance.
- Number of residents interacting with engagement opportunities and checking if residents know how they can take part.
- The number and nature of complaints we receive.
- The number of fire or safety related incidents or service call outs.

This will also help us to measure whether our communication methods are working and remain appropriate to enable you to be fully engaged.



Fire Safety information for Muswell Court



All of our buildings have a Fire Action Notice on display. The notices for Muswell Court can be found on each floor near the lifts and look like this.

A muster/assembly point is located near garage number 11 in the garage area, as indicated on your fire action notice. You are welcome to use this area to wait for emergency services if you wish.

Fire safety information has been made available to you in a variety of ways, such as our annual fire safety leaflet and further information which can be accessed on our website

<https://www.hull.gov.uk/building-home-safety>

Here are some top tips from our fire safety leaflet for keeping yourself safe.



Residential Personal Emergency Evacuation Plans (PEEPs)

The Fire Safety (Residential Evacuation Plans) (England) Regulations 2025 introduced new duties on building owners and managers in high-rise and higher risk residential buildings, to address the fire safety concerns of their most vulnerable tenants including those with a disability who may have difficulty evacuating in the event of an emergency. Difficulty in evacuating may be due to a physical mobility issue, some other disability such as having sight or a hearing impairment or a cognitive condition.

As part of these duties, you can arrange for us to undertake a Person-Centred Fire Risk Assessment (PCFRA) with you. This will consider your specific individual risks and ability to evacuate in the event of a fire and can also identify measures we can help you put into place to lessen your risks. This could include (but not limited to):

- misting or sprinkler systems
- additional smoke alarms
- specialist smoke alarms/vibrating pillows/pad suitable for hearing-impaired
- fire-retardant bedding
- specialist ashtrays
- flashing beacons/illuminated wayfinding signage or a referral into the fire service for specialist support and advice.

A written statement what will be referred to as a Residential Personal Emergency Evacuation Plan (residential PEEP) recording what you should do in a fire will be recorded through your PCFRA and shared with our local Fire and Rescue Service so they know where the most vulnerable residents live and can support your evacuation or rescue in the event of a fire (this will be basic information to include flat number, floor number, colour coding (red, amber, green) indicating the degree of assistance that you may require to evacuate the building, and whether you have an emergency evacuation statement.

Your consent must be given to participate throughout this process and to enable the sharing of information with the local fire and rescue authority. If you do not consent to your information to be shared with the local fire and rescue authority, this does not mean that you will not be rescued, it means that the fire and rescue authority may not have access to information your specific evacuation needs.

You can also nominate a 'representative' to act on your behalf if you are under 18 years old or have a cognitive impairment (problems with thinking, memory or learning) or condition that prevents them engaging with the PEEP process. Also, if you are able to cognitively engage, you can choose to appoint a 'trusted person' to engage on your behalf (e.g. a partner, carer, son or daughter) however you must be present during any conversation or other engagement we have with the trusted person as part of the residential PEEP process.

If you, or any members of your household would have difficulties in evacuating, or your circumstances have changed please contact the High Rise Tenancy Management Team for advice without delay on:

- telephone - 01482 616108
- email - HousingHighRiseTeam@hullcc.gov.uk



Building safety concerns/complaints and the Mandatory Occurrence Reporting Policy

Building safety is everyone's responsibility, and we feel resident feedback and complaints are vital in helping us improve our service and the safety of our blocks. We have a legal requirement to provide a Mandatory Occurrence Reporting (MOR) Policy which is designed to enable residents to report an incident or risk of fire spread or structural failure of the building which is referred to as building safety occurrences.

How to report a Mandatory Occurrence

Safety Occurrences either within your own home or communal areas can be reported in the following ways:

- By telephone – 01482 300 300 - Monday to Saturday 9am-5pm excluding bank holidays
- Face to face – by visiting a Customer Service Centre (see here for opening times: www.hull.gov.uk/customer-services/customer-service-centres)

For any safety occurrence deemed to be an emergency this can only be reported by telephoning 01482 300 300 (24 hours a day, 7 days a week).

What information do you need to provide

- The address and location of the safety occurrence
- Your name and contact details so we can contact you if we need further information
- If it is easier for you, you can send us photographs/videos of the safety occurrence
- A brief description of the safety occurrence

What will happen after you report a safety concern

- We will notify you when the issue is resolved.
- A notice and full report will be sent to the Building Safety Regulator within 10 working days of your report
- A copy of the full report, including learnings from the incident, will be issued to all residents on completion of the submission.

We will listen, learn, and improve our approach to all feedback, ensuring there are multiple methods and options for residents to engage directly with us however our customer feedback scheme is also available for any specific complaints regarding building safety.



Complaint procedure for residents of a high-risk building

Hull City Council Neighbourhoods & Housing Service operates a complaints process separate to the Mandatory Occurrence Reporting system. It has been designed to enable residents and other building users to raise complaints about those responsible for managing building safety risks.

If you have raised a building safety concern and you are unhappy with your response you can use the relevant complaints procedure to escalate your concern.

Relevant Complaints can be made in the following ways:

- Online, by completing and submitting the customer feedback form on the HCC website www.hull.gov.uk/consultation-complaints-feedback
- By telephoning the Council's Contact Centre on 01482 300 300
- By visiting one of the Council's Customer Service Centres
- By writing to: FREEPOST RSJC-KKBE-ABXZ, Customer Feedback Team, PO Box 15, HU1 2AB
- By providing information to a Hull City Council officer in person, in writing or over the telephone

Building safety complaints are relevant if they are about any risks to building safety (e.g. structural failure and spread of fire) or the performance of Hull City Council as the Accountable Person.

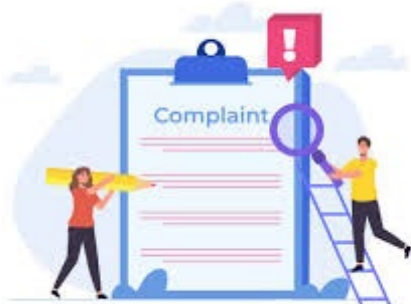
Housing Ombudsman Service (HOS) - You can contact the HOS to ask them to review your complaint after you have completed our complaints process and you feel the issues have not been resolved. The HOS investigates most complaints about the Council's role as a landlord.

Housing Ombudsman Service PO Box 1484 Unit D Preston PR2 0ET Phone: 0300 111 3000 Website: www.housing-ombudsman.org.uk

You can approach the Ombudsman at any time during your complaint for help and advice. As a tenant complaining about the Council landlord services.

You can also contact:

- Your local independent Tenants' Complaint Panel
- Hull and East Riding Citizens Advice
- Building Safety Regulator
- Your Local Ward Councillor



Useful contacts/information

Building Safety Team & Head of Service Building Safety – Rebecca Franks (Single Point of Contact)

- telephone – 01482 615110
- email – buildingsafety@hullcc.gov.uk
- write to us - FREEPOST RSJC-KKBE-ABXZ, HS – Building Safety Team, Hull City Council, PO Box 15, Hull, HU1 2AA

High Rise Tenancy Management Team & Housing Facilities Officers:

- telephone - 01482 616108
- email - HousingHighRiseTeam@hullcc.gov.uk

Tenant Participation Team:

- telephone – 01482 612010 email – tenant.resident@hullcc.gov.uk

Humberside Fire & Rescue Service:

- telephone - 01482 565333
- website enquiry form - humbersidefire.gov.uk/contact-us

In an emergency always call 999.

Ward Councillors (correct as of May 2026)

- Councillor Alan Gardiner, telephone – 01482 613583 (Guildhall) or email – Councillor.Gardiner@hullcc.gov.uk
- Councillor Denise Thompson, telephone – 01482 783512, 01482 613583 (Guildhall) or email – Councillor.D.Thompson@hullcc.gov.uk

Hull & East Riding Citizens Advice

- telephone – 0808 278 7981
- Pop into the local office based at The Wilson Centre, Alfred Gelder Street, Hull, HU1 2AG



myHousing App

The myHousing App can be used to provide feedback on our services and can be accessed from anywhere for 24 hours a day, 7 days a week. The app is available to download from the Google Play and Apple App Store through the buttons below. It is also available to access through our website:

www.hullcc.gov.uk/managing-tenancy/housing-app



The Building Safety Regulator

The Building Safety Regulator (BSR) is, as of 27 January 2026, an executive agency of the Ministry of Housing, Communities and Local Government (MHCLG). The Building Safety Regulator was created by the Building Safety Act 2022 to improve safety standards across all buildings, with a specific, stricter focus on higher-risk buildings. More information on how you can contact the BSR can be found by visiting: www.contact-building-safety-regulator-service.gov.uk

The Health & Safety Executive

The Health and Safety Executive (HSE) is the UK's national regulator for workplace health and safety. More information on how you can contact the HSE can be found by visiting: www.hse.gov.uk/contact/index.htm

Hull City Council Website

<https://www.hull.gov.uk/building-home-safety>



Data protection principles

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- So far as possible, accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely
- Further details on our data protection and confidentiality policy can be found by visiting our website www.hull.gov.uk/strategies-policies-plans-performance/data-protection-confidentiality-policy



