

# Tall Building Resident Engagement Strategy

Your guide to  
Tavy House

Plymouth  
Community Homes



# Tall Building Resident Engagement Strategy for Tavy House

Address: Tavy House 194/372, Duke Street, PL1 4HL

**This strategy is for you the resident to understand how we look after Tavy House.**

## You Said We Did

In January 2024, Plymouth Community Homes (PCH) completed a full resident engagement exercise focused on building and resident safety at Tavy House. This consultation was completed to ensure PCH understands how residents feel and are safe, including understanding their communication needs, to ensure that PCH tailors communications and activities and that the correct platforms are available for residents to have a voice.

We had 22 responses from 90 properties (overall 24% response rate) in the building.

### The results found that:

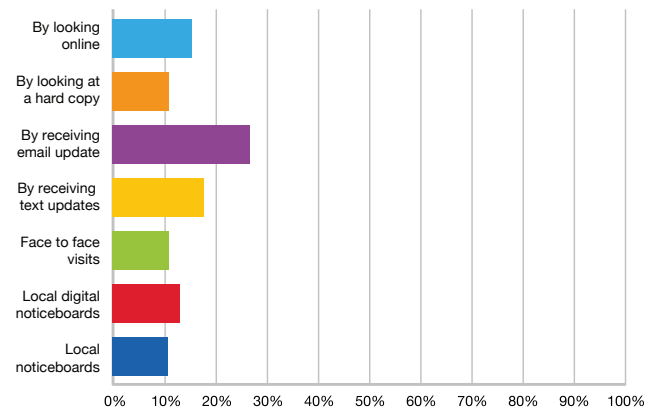
- 95% of respondents were satisfied that their home is safe.
- 76% of respondents know how to inform PCH of changes to assistance needs.
- 85% of respondents had good awareness of electrical safety within their flat. There was slightly less awareness re what to do in an emergency of fire inside their flat, how to test their smoke alarm and how the sprinkler systems works. There was low awareness re the stay put policy.
- 90% of respondents were satisfied that their block is safe.
- There was a high awareness of safety with regard to waste disposal, communal area safety and fire doors. There was less awareness re reporting issues, parking and finding the fire risk assessment.
- Respondents wanted to know more about fire safety in their individual flat and communal areas, and safer communal areas, waste disposal and the building safety report.
- Additional feedback has been shared with relevant departments.

### From your responses to the consultation, we now know that:

About 25% of residents who responded prefer communication by email updates and reminders, followed by over 16.67% requiring information by text updates.

Other residents preferred alternative information and communication routes through local digital notice boards, online, face-to-face engagements and hard copy leaflets, posters, or newsletters.

Based on your preferred routes, we will ensure to the best of our ability, that communications are tailored to your individual and collective needs, as highlighted in the table below.



We also hold detailed records about our residents in this building, and these are regularly reviewed and updated by the Tall Building Team to ensure we are using the most up to date information about our residents.

As of June 2024, we know we have 26 residents who have told us that they have physical, mental, mobility, vision, or other impairments.

The age groups in the building are as follows: 0% (under 16), 0% (16 to 24), 4.55% (25 to 34), 27.27% (35 to 44), 18.18% (45 to 54), 22.73% (55 to 64), 13.64% (65 to 74), and 13.64% (75 to 84).

As of June 2024, 100% speak English. We are committed to providing communication methods suitable to their needs.

## How We Look After You

PCH ensures that any vulnerabilities are identified and necessary assessments are completed.

The Secure Information Box (SIB) has been updated. It is located in the communal foyer area, making it easily accessible for Devon & Somerset Fire and Rescue Service in case assistance is needed for emergency incidents.

When residents told us they had difficulty safely evacuating their homes, we promptly complete a Person-Centred Fire

Risk Assessment (PCFRA). A PCFRA is aimed to assess residents at a higher risk from fire in their homes, whether due to their behaviours or their ability to respond and escape from a fire, such as residents with impairments.

### The PCFRA focused on three key areas.

1. An increased fire risk
2. Ability to react to a fire or alarm
3. Ability to respond and escape a fire

## Resident Engagement Panel

PCH has established a resident engagement panel for residents at Tavy House. The panel comprises residents and client representatives/advocates and provides residents with a platform to discuss safety within their homes and buildings.

This panel meets at least four times a year. It discusses critical aspects, such as strategy, policy, safety reporting, repairs/projects (building investment), guidance, and other relevant matters residents raise.

If you are interested in taking part in the panel, please contact our Tall Buildings Liaison Officer, Jo Rees, and Building Safety Manager, Ashima Sawhney.

### Building Safety Manager

#### Ashima Sawhney

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### Fire Safety Manager

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### Tall Buildings Liaison Officer

#### Jo Rees

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Some residents have suggested sharing information through digital notice boards. We have invested in digital signage screens for our tall buildings.

PCH has a Community room at Tavy House, which is accessible to both residents and PCH colleagues. In addition to home visits, we will use this shared community space for resident meetings to discuss safety within your home and the building based on your preference for face-to-face communication.

PCH will ensure that all residents, including leaseholders and sub tenants, receive the relevant building safety information relating to any building safety works that need to be carried out.

We will also ensure that any information relating to building safety is sent to you in an accessible format, including translation to another language or in braille. If you require this, please contact us.

# Tall Building Resident Engagement Strategy

2024 - 26



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