



BECKETT  
COURT



# Beckett Court

Your building safety resident engagement guide  
Working in partnership with residents to keep everyone safe



# Introduction

Welcome to Beckett Court's building safety resident engagement guide. Here you'll find useful information about your building that will help to keep you and everyone living there safe. Your safety is our priority, and we want you to feel listened to, informed and involved in decision making about the safety of your building.

bpha is the Principle Accountable Person (PAP) for building safety. We're responsible for managing and maintaining 14 high rise buildings. This guide has been written in partnership with residents who live in high rise blocks who are part of the Building Safety group.

### What is building safety?

Building safety means keeping buildings safe from fires and making sure the structure is safe. Helping to protect the people who live, visit, or work near the buildings.

### We want all residents to:

- Be safe in your home and the buildings where you live
- Have the opportunity to influence building safety decisions
- Understand how to report any issues about your building's fire and structural safety
- Understand bpha's responsibilities as a landlord and your responsibilities to ensure your home is safe
- Be informed on ways to get involved and influence building safety information
- Be informed of the ways we'll communicate important building safety
- Know how to access building safety information
- Know how to make a complaint if things go wrong.

# Setting the scene regulatory context

Following the tragedy at Grenfell tower in 2017, extensive reviews, recommendations and legislation have emphasised the need for better communication and engagement about safety with residents who live in high rise buildings.



Fire Safety Act  
2021



Building Safety Act  
2022



Fire Safety (England)  
Regulations 2022

### The Charter for Social Housing Residents: Social Housing White Paper.

The Charter sets out what every social housing resident should be able to expect, the actions the government will take to ensure that residents in social housing are safe, listened to, live in good quality homes, and have access to redress when things go wrong.

1. To be safe in your home
2. To know how your landlord is performing
3. To have your complaints dealt with promptly and fairly
4. To be treated with respect and to be listened to
5. To have your voice heard by your landlord, for example, through regular meetings, scrutiny panels or being on its Board
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair
7. To be supported to take your first step to ownership.


# Your building

This guide is unique to Beckett Court.

- You live in Beckett Court, which was built in 1960
- It's part of Greyfriars Ward and is one of the four town centre blocks
- In 1990 bpha became your landlord after a successful stock transfer from Bedford Council
- There are 12 floors. 11 are habitable floors that are connected by a communal staircase and two lifts
- There are 68 homes with concrete and glass balconies
- A mixture of one and two-bedroom flats. Including social rented, leasehold and sublet from leaseholders
- Secure access to the front of the building is from Greyfriars into the main entrance and lobby. There is a connecting door that leads to the base of the communal stairwell and rear emergency exit
- The building is served by mains electricity for heating and hot water
- If there is a fire in your block, the building has been designed for this to be contained in the flat or area where it starts. All fire doors should be kept closed
- All flat fire doors are certified as fire resistant for 30 minutes and meet the legal standards.

**Fire safety video**

Please visit [www.bpha.org.uk/living-in-my-home/highrise-building-safety/157/](http://www.bpha.org.uk/living-in-my-home/highrise-building-safety/157/) to watch the short video which explains the fire safety features in your block and what to do in the event of a fire.



Scan the QR code with your smart phone camera.

Building safety video

# What to do when things go wrong

All building safety concerns are taken seriously, if you're not happy with the way your concern has been dealt with, please let us know by following our complaints process, outlined in the Complaints Policy available on our website. We follow the Housing Ombudsman Complaint Handling Code 2024.

You can make a complaint to any bpha colleague, in any of the following ways.

**Email:** [info@bpha.org.uk](mailto:info@bpha.org.uk)

**Telephone:** 0330 100 0272

**In person** to a bpha employee.

**Writing to the Complaints Team**

bpha, Bedford Heights, Manton Lane, Bedford, MK41 7BJ

# bpha responsibilities in keeping your home and building safe

Your block is safe for you and your family to live in. We have a Building Safety Team, who keep it safe by carrying out regular inspections and ensuring the equipment we provide to keep you safe is in good working order.

This includes:

Weekly, monthly, quarterly, every six months and annual checks	W	M	Q	6M	A	5yrs
Routine block inspections including lift, communal door entry systems	✓					
Fire risk assessments					✓	
Fire safety inspections					✓	
Automatic smoke ventilation			✓			
Communal electrics						✓
Sprinkler plant inspected					✓	
Communal fire detection and alarm system in communal areas. This is connected to an alarm receiving centre who will call the fire brigade if required			✓			
Lightning conductor inspected					✓	
Fire shutters and heat detectors in bin stores inspected				✓		
Dry rises, a system of pipe work and valves that runs up through a building. This allows fire fighters to easily access water from each individual floor of the building				✓		
Emergency lighting checked			✓			
Flat fire doors					✓	
Communal fire door inspections			✓			
Fire alarm test	✓					

## Daily caretaker checks



Communal areas  
free from hazards



Service rooms and external  
doors locked and secure



Fire doors, fire panels and  
signage in good repair and  
functioning normally



External bin stores  
secured



### Stay put strategy

Beckett Court, like all our other high rises,  
has a stay put strategy.

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 leave by the fire service.



### Move it or lose it procedure

To help keep communal areas clear, bpha has adopted a  
**move it or lose it procedure**. This means keeping  
all communal areas, stairwells and lobbies clear at all  
times. Any belongings such as bicycles or pushchairs  
that are left in communal areas in the blocks **will be  
removed** and a legal notice will be issued. You'll have  
28 days to reclaim the item and you will need to pay a  
return fee of £30. After 28 days the item will be disposed  
of. If you want to report an item left in the communal  
area, please email, [info@bpha.org.uk](mailto:info@bpha.org.uk) or call us  
on **0330 100 0272**.

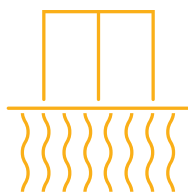
This approach keeps all building users safe and means  
the fire service can access all areas of the block easily,  
without the risk of items blocking the way, or items falling  
off the walls. Helping to ensure residents can be safely  
evacuated in the event of a fire.

In line with the Fire Safety (England) Regulations 2022, we  
will send you a letter every year to keep you up to date with  
important fire safety information for your building.

It will include a copy of the fire action notice, which tells you what  
to do if there is a fire in your building and information on the use  
of fire doors, including, why fire doors should not be modified  
and how to report any fire door which may need repair.

## Clear balconies do save lives!

Keep your balcony clear of flammable materials and clutter.



If a fire breaks out on a balcony,  
there is an increased risk of escape  
routes being blocked, putting you  
and your neighbours at risk.

If you have storage issues, have a  
chat with your Housing Officer who  
may be able to help.



**Do not** fix additional timber or  
flammable materials including  
artificial grass to your balcony.



**Do not** use bbq's on  
your balcony!



**Take care** if smoking on your  
balcony, use a bucket of water,  
to dispose of cigarettes. Never  
throw cigarettes over the side  
of your balcony.

# Your role and responsibilities in keeping your home and building safe

Building safety is everyone's responsibility. Residents are  
asked to help keep the building safe by:

- **Not acting in a way that creates a risk to the safety of the building**
- **Not interfering with a relevant safety item**
- **Complying with a request, made by the appropriate accountable person (bpha).**

Residents are asked to support bpha in meeting their  
obligations by:

- Keeping communal areas clear
- Keeping all fire exits clear
- Keeping all fire doors closed
- Regularly checking smoke detectors
- Using bin chutes responsibly to safely dispose of rubbish
- Removing bulky items responsibly and not fly tipping
- Checking cables on electrical items and dispose of any faulty electrical goods
- Parking considerately and ensuring fire exits and water hydrants are kept clear
- Reporting issues to bpha as soon as possible
- Learning what to do in the event of a fire and plan an escape route with your household
- Keeping this document for reference
- Letting us know if a member of your household has a vulnerability that may increase the risk of harm in an emergency.

## Resident alterations to buildings

You need to get written permission before making any  
changes to your home. We may set conditions before we  
give you permission for an alteration. This ensures that  
works are carried out safely and to a good standard.  
For example, structural works often require Building  
Regulations approval. Failing to obtain written permission  
can mean we have to repair the alteration and may charge  
you for our costs. bpha will not approve structural changes.  
Under the new Building Safety Regulations If you make  
structural changes you could be prosecuted.

## Access to your home

If we require access to your home, for example, where  
we need to assess or manage a building safety risk, or carry  
out essential building safety work. We'll contact you and give  
at least 48 hours notice, unless there is a health and safety  
risk. If there is no access, subsequent attempts will be made  
in line with tenancy and lease agreements.

## Work being carried out in the block

Except in an emergency, we will notify residents about the  
days and time when works are to take place and how to  
mitigate any disruption.

## Reporting risks and concerns

It's important we work together to identify building safety  
issues and concerns in your block to rectify them as soon  
as possible.

**If there is an immediate risk to life you should call the  
emergency services by dialling 999**

If you notice that something is not working as it should,  
is broken, looks dangerous, or is blocking communal areas  
and exits, please let us know as soon as possible by:

**Email:**  
[info@bpha.org.uk](mailto:info@bpha.org.uk)



**Telephone:**  
0330 100 0272



**Web chat**



**WhatsApp**  
01234 923233



Emergency repairs will be responded to within 24 hours.

We'll always aim to put something right straight away,  
but if specialist parts are needed, we may not be able  
to complete on our first visit.



# How to access building safety information

You can contact bpha to request further information that's relevant to building safety and your home. This will be provided subject to it being available and doesn't breach any data protection rules. To request this information please email [info@bpha.org.uk](mailto:info@bpha.org.uk) or call **0330 100 0272**.

You can request information about the safety of your building, such as:

- Fire risk assessments
- Structural surveys
- Details of those responsible for your building's safety
- Planned maintenance schedules
- Building safety group outcomes
- Resident engagement activities
- Building safety complaints learnings.

We will not provide the information if:

- It's commercially sensitive
- Confidential/not relevant to your home or building
- It's a duplicate or vexatious request
- If the information is not readily available.

# What decisions will residents be consulted on?

A building safety decision is any decision made by bpha about the management of the building, the management of building safety risks, or any other decisions connected to the duties of the accountable person (bpha).

We want to ensure that resident engagement has a direct influence on decisions being made and decisions are not based on assumptions made by bpha.

We will inform and where necessary consult residents on a decision or work that will impact on you, this may include things like:

- Capital Investment over £25,000
- Major refurbishment programmes and physical changes to the building
- Changes that will impact this resident engagement guide.

Each consultation period will be open for a minimum of three weeks, to ensure you have the time you need to share your views.

Sometimes it may be legally necessary for us to carry out works at short notice, in which case it will not always be possible to consult with residents. We will however keep you informed.

## 'The Place' building safety hub

Join bpha's online customer engagement community. There is a dedicated building safety hub specifically for residents living in the high-rise blocks.

### What are building safety decisions?

A building safety decision is any decision made by bpha about the management of the building, the management of safety risks, or any other decisions connected to the duties of the accountable person (bpha).

# Communicating with you

What type of information we will provide and how to access information

This building safety **resident engagement guide** will be made available to every resident over the age of 16. It will be provided to new customers when they move into their home.

We regularly consult residents on how they would like to receive building safety information. You can indicate your preferences and tell us about any special requirements by logging into your customer portal, my.bpha or by contacting us.



### High-rise headlines

Is bpha's newsletter aimed at residents who live in the Bedford high-rise blocks. The magazine provides you with general building safety updates three times a year.



If there is important information to share with you, we'll do this as soon as possible in writing, via emails and using the notice boards. In a recent survey, the majority of residents who participated told us they would prefer to receive important building safety information in writing.



### Website

You can access building safety information on bpha's website.  
[bpha.org.uk](http://bpha.org.uk)



### My.bpha customer portal

This can be used to view your account, request a repair, update your personal information and make an enquiry.

## Building safety group

We have set up a building safety group which residents of the high-rise blocks can join. Members share their views and suggestions for improvement. The group have been involved in developing these guides. If you are interested in joining the group, please get in touch with the Customer Engagement Team.

## Resident Building and Fire Safety Champions

We're working with the Building safety group, and Beds Fire and Rescue service to have resident champions from the blocks, if this interests you, please let us know.

**Block inspections.** We carry out regular block inspections, if you are interested in attending one of these, please let us know.

**Safety campaigns.** We will regularly inform you of national safety campaigns to raise awareness of risks and prevention

## Consulting with you

We will consult, inform and engage with you via the following methods.

- Surveys
- Letters
- Online question and answer sessions
- Block walk about's with the Building safety group - welcome for anyone to attend
- In person drop in sessions out in the community
- The Place
- Focus groups
- Through letters, newsletters and leaflets.

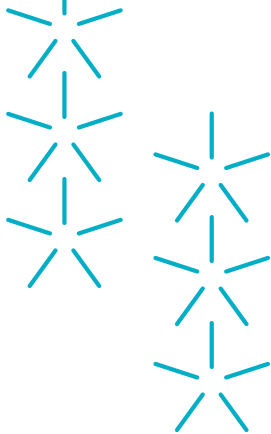
We'll feedback to you the outcomes of any consultations and what will happen next. All information will be collected and stored in line with General Data Protection Regulation (GDPR).

Get in touch with the Customer Engagement Team by emailing [Customervoice@bpha.org.uk](mailto:Customervoice@bpha.org.uk)





# What advice and support is available?



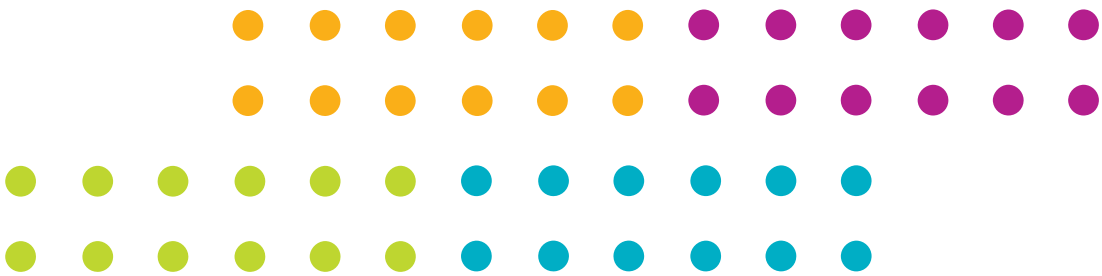
**bpha’s Building Safety Team** are here to answer questions about building safety. The Fire Safety Officers can provide you with initial advice and with your permission refer you to the Fire Service to complete a safe and well visit.

**bpha’s Customer Engagement Team** provide information and support for you to get involved in your building’s safety. Email [Customervoice@bpha.org.uk](mailto:Customervoice@bpha.org.uk) Phone **0330 100 0272**.

**Your Housing Officer** for day to day enquiries about your tenancy and management of your block.

**Beds Fire and Rescue Service** offer help and advice on fire safety in your home through safe and well visits. They offer health advice, including providing free safety equipment to support you to be safe and well in your home. To find out more or to book your visit email [homefiresafetyvisit@bedsfire.gov.uk](mailto:homefiresafetyvisit@bedsfire.gov.uk).

**Join Tpas**  
As a member residents have access to membership benefits, latest policy updates and attend webinars linked to resident engagement in building safety.  
Tpas is free for all customers and colleagues. To register all you need to do is create an account on the Tpas website [www.tpas.org.uk](http://www.tpas.org.uk) and select bpha as your organisation.



# How we will measure and review participation

We’ll review the methods we’re using to encourage participation in building safety decisions. This will be done quarterly by:

- Consulting with the Building safety group
- Keeping a record of how many responses we get when consulting about a building safety decision
- Keeping records of how many residents take part in engagement activities
- Tenant Satisfaction Measure results
- Number of complaints received
- Number of incidents/fire brigade call outs.

**Reviewing the guide** will be carried out regularly and when an incident or significant change has happened to the building.

**Feedback on the resident engagement guide**  
We would love to hear your feedback on this document and whether it has provided all the information you need. Please visit the building safety hub on The Place, alternatively please email [Customervoice@bpha.org.uk](mailto:Customervoice@bpha.org.uk), or call **0330 100 0272** and ask to speak to the Customer Engagement Team.

If you would like the guide in another format or language please get in touch with the Customer Engagement Team.





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**Tel: 0330 100 0272 [www.bpha.org.uk/investor-relations](http://www.bpha.org.uk/investor-relations)**