

# Tenant Engagement Plan – Compliance & Safety

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## Purpose

To ensure tenants are informed, supported, and actively engaged in maintaining a safe living environment. This plan supports compliance with the Fire, Gas, Electrical, Water Hygiene, Asbestos, and Lift Safety policies.

## Key Themes and Responsibilities

Theme	What Tenants Need to Know / Do	Engagement Method
Fire Risk Assessments (FRA)	Allow assessors access to communal areas.	Posters, letters, newsletter reminders.
Personalised Fire Risk Assessments (PCFRA)	Inform the Council of any disabilities that may impact evacuation; cooperate with assessments.	Targeted letters, in-person visits, support worker briefings.
Evacuation Strategies	Understand whether your block uses 'stay put' or simultaneous evacuation; do not obstruct exits.	Communal noticeboards, lift signs, leaflets.
Keep Communal Areas Clear	Remove personal items from hallways and stairwells.	"Clear Communal Areas" campaign – visuals + reminders.
Access for Safety Visits	Be available or arrange access for gas/electrical/water/asbestos checks.	Access letters, phone/text reminders.
Lift Safety	Report faults immediately. Avoid misuse or overloading.	Stickers inside lifts, communal briefings.
Gas and Electrical Safety	Annual access is a legal requirement; unsafe appliances can be	Legal access notices, appointment leaflets.

	disconnected.	
Water Hygiene	Run taps and showers if away for a long period; report cloudy water.	Welcome pack inserts, annual newsletter.
Asbestos	Do not drill or disturb surfaces without checking.	Leaflets in relevant homes, support during works.
General Safety Awareness	Raise safety concerns early and report faults.	Community walkabouts, tenant reps, online portal.

## Engagement Channels

- Tenant Handbook / Welcome Pack: Include safety responsibilities and contact details.
- Letters / Postcards: Timed around inspection cycles and annual compliance visits.
- Noticeboards: Core messages around fire safety, clear areas, access.
- Digital Portal / Website: Provide guides, FAQs, updates on compliance programmes.
- Estate Walkabouts: Reinforce communal area checks and visual reminders.
- Tenant Representatives: Use as local champions for safety messaging and reporting.
- Sheltered Schemes: In-person briefings, Easy Read leaflets, and carer support.

## 12-Month Engagement Timeline (Illustrative)

Month	Activity
Month 1	Launch safety awareness campaign – leaflet drop and website update
Month 2	PCFRA invitation letters to identified households
Month 3	Gas Safety access reminders and follow-ups
Month 4	Fire safety walkabouts with housing officers
Month 6	Tenant newsletter – mid-year compliance update
Month 8	Lift signage and maintenance window communication
Month 9	Evacuation strategy refresh and communal poster update

Month 12

Annual review feedback via surveys or  
tenant panel session

### **Success Measures**

- % of appointments met on first attempt
- % of tenants who understand fire safety messages (survey)
- Number of PCFRAs completed where needed
- Reduction in blocked communal area cases
- Tenant satisfaction with safety communications