



**100** residents living in flats or apartments shared their experience of Building and Fire Safety with us through a short survey.

## What did you say



**62%**  
feel listened to about building safety



**74%**  
are satisfied with safety communication



**77%**  
feel informed about fire and emergency procedures



Overall, you prefer direct, personalised communication and visible safety information



To reduce missed appointments, residents want more flexible times, calls on the way, weekend options, and better reminders



The most popular rename for our 'stock surveys' was "Home Quality Assessment"

## We wanted to

- ✓ Understand how safe you feel and whether your concerns are heard.
- ✓ Assess satisfaction with safety communication and emergency information.
- ✓ Identify improvements to safety checks, communication, and appointment reliability.

## What we will do

- ✓ By June 2026 we will use your feedback to build a building safety engagement plan for customers.
- ✓ By May 2026 we have agreed to use the name Home Quality Assessment for our 'stock surveys' – website, letters and postcards are being rebranded.
- ✓ Improved appointment notifications are being introduced, including booking confirmation, a reminder text the day before (with rearrange option), and an on the way text — live for repairs by June 2026 and all services by March 2027.