



# Keeping you informed about building safety



[orbitcustomerhub.org.uk](https://orbitcustomerhub.org.uk)

## Our commitment to you

### Your safety is our priority, so we will:

- Ask you if you feel safe in your building
- Ask if you can evacuate your building without some form of assistance in the event of an emergency
- Make safety documentation for your building available to you, including a summary of the Fire Risk Assessment
- Provide information on how we manage all aspects of safety in your building
- Let you know what decisions we're proposing to make about the safety of your building before they're actioned
- Give you information on how we'll take your views into account
- Make sure safety related complaints are dealt with quickly and efficiently
- Ask whether you receive the right amount of information on safety and whether this is in the right format
- Make it clear to you what your responsibilities are when it comes to keeping your building safe.

### What's a 'building safety decision'?

A decision that's made by us that concerns the management of your building, or that could have a significant impact on the spread of fire or structural failure in your building if not managed or implemented correctly.

### Emergency works

In certain circumstances, building safety decisions need to be made quickly and actions need to be taken almost immediately to keep everyone safe. On these rare occasions, it might not be possible to let you know what decisions we're taking in advance, but we'll always do our best to keep you updated and informed.

## How we keep you informed

Our reason for contacting you	How we do this
To ask whether you feel safe in your building and whether the information you receive on building safety is enough and in the right format	<ul style="list-style-type: none"> <li>• Through an annual survey sent to all customers living in a high rise building</li> <li>• We'll respond to any concerns raised in the surveys within four weeks, unless they relate to an immediate safety risk, in which case we'll respond as soon as is reasonably possible.</li> </ul>
To provide safety documentation for your building	<ul style="list-style-type: none"> <li>• This is available upon request via the contact channels in the 'How you can contact us' section on Page 4.</li> </ul>
To provide a summary of the fire risk assessment for your building	<ul style="list-style-type: none"> <li>• Via electronic noticeboards in your building.</li> </ul>

Our reason for contacting you	How we do this
To provide information on how we manage all aspects of safety in buildings	<ul style="list-style-type: none"> <li>• On our customer website: <a href="https://orbitcustomerhub.org.uk/homesafety">orbitcustomerhub.org.uk/homesafety</a></li> <li>• In our Customer Annual Report, downloadable from our customer website: <a href="https://orbitcustomerhub.org.uk/publications">orbitcustomerhub.org.uk/publications</a></li> <li>• Via electronic noticeboards in your building</li> <li>• Through the awareness campaigns we run occasionally, via our customer website, social media (Facebook and X) and Orbit Life magazine.</li> </ul>
To provide information about decisions we're proposing to make about the safety of your building before they're actioned	<ul style="list-style-type: none"> <li>• Through an appropriate method of contact (likely to be letter, SMS or email)</li> <li>• You'll receive this information at least eight weeks before proposed decisions are put in place.</li> </ul>
To let you know how you can have your say on decisions we're proposing to make about the safety of your building	<ul style="list-style-type: none"> <li>• We ask for your views through an appropriate method of contact (likely to be letter, SMS or email) and will respond to you within two weeks.</li> </ul>
To respond to any building safety-related complaints	<ul style="list-style-type: none"> <li>• Through our complaints process</li> <li>• A complaint can be raised through any of the contact channels in the 'How to contact us' section on Page 3 and also via myAccount.</li> </ul>
To explain your building safety responsibilities	<ul style="list-style-type: none"> <li>• Via your tenancy agreement (if applicable)</li> <li>• In your customer handbook (if applicable)</li> <li>• In your home user guide (if applicable)</li> <li>• In communications requesting access to your home to carry out safety checks or works</li> <li>• Through the information on our customer website: <a href="https://orbitcustomerhub.org.uk/keepitclear">orbitcustomerhub.org.uk/keepitclear</a> and <a href="https://orbitcustomerhub.org.uk/homesafety">orbitcustomerhub.org.uk/homesafety</a></li> <li>• Via electronic noticeboards in your building</li> <li>• Through the awareness campaigns we run occasionally, via our customer website, social media (Facebook and X) and Orbit Life magazine</li> <li>• In communications regarding any actions you may need to take following an estate inspection or safety check.</li> </ul>
To update you on any safety incidents or events that you've reported to us (these are known as 'safety occurrences')	<ul style="list-style-type: none"> <li>• Through an appropriate method of contact (likely to be letter, SMS or email)</li> <li>• Our Mandatory Occurrence Reporting Policy is on our customer website: <a href="https://orbitcustomerhub.org.uk/publications/policies/">orbitcustomerhub.org.uk/publications/policies/</a></li> </ul>
To keep you up to date with any safety related projects that are happening in your building.	<ul style="list-style-type: none"> <li>• Through the communication methods detailed in the safety project communication plan.</li> </ul>

## What you can do to keep you and your building safe

You can help us to keep you and the people around you safe by following these four important guidelines:

1. Take care to act with due consideration for the safety of yourself and others, and never do anything in or around your building that would make a safety issue or emergency more likely
2. Never interfere with a safety feature or item in your building (e.g. door closers, fire alarms, fire doors, security systems)
3. Always provide us with any information we request so we can manage your building and keep you and the people around you safe
4. Please provide us with information on who is living in your home and keep us updated if anything changes.

## How you can have your say and help improve our services

As an Orbit customer, you have many opportunities to provide feedback on a range of matters relating to your lease or tenancy – including building safety.

We're always looking for customers to help shape and improve our services and your time is rewarded with points which can be exchanged for Love2Shop vouchers.

More information is provided at [orbitcustomerhub.org.uk/get-involved](https://orbitcustomerhub.org.uk/get-involved) and on our closed customer engagement Facebook group [@YourVoice](https://www.facebook.com/YourVoice).

You can update your communication preferences through the myAccount portal: [orbitcustomerhub.org.uk/myaccount](https://orbitcustomerhub.org.uk/myaccount) or you can call us and we'll be happy to help.

## How you can contact us

If you've got any questions about how we keep your building safe or you want to raise a building safety related issue or provide feedback on the information provided here, you can contact us in any of the following ways:

- Call our customer support hub on **0800 678 1221**
- E-mail us on [info@orbit.org.uk](mailto:info@orbit.org.uk)
- Complete the contact form on the customer website at [orbitcustomerhub.org.uk/contact-us/email/](https://orbitcustomerhub.org.uk/contact-us/email/)
- Write to us via post at **Orbit Group, PO Box 6406, Coventry, CV3 9NB**
- Use the live chat function on the customer website at [orbitcustomerhub.org.uk](https://orbitcustomerhub.org.uk)
- Talk to an Orbit representative when we're in your community or visit one of our Better Days Hubs.

### We'll review and update this information:

- At least every two years or
- Within a reasonable period following a consultation with residents
- Within a reasonable period after a safety incident
- Within a reasonable period after the completion of a significant building work project.