



RESIDENT ENGAGEMENT STRATEGY (“the Strategy”)

New Malden House, 1 Blagdon Road, New Malden KT3 4DZ (“the Building”)

Calibri GR Limited (CGR) - Principal Accountable Person (“PAP”) and Landlord

Estates & Management Limited (E&M) is appointed as asset manager for Calibri GR Limited, the leasehold owner of the Building and the PAP. Residential Management Group Ltd (RMG) is appointed by CGR as the managing agent, their role is to deal with the day-to-day management of the Building.

Purpose Of the Strategy

The purpose of this Strategy, issued by CGR, is to promote the participation of residents and homeowners, where possible, in building safety decisions pursuant to the Building Safety Act 2022 (‘BSA’). A core principle of the BSA is, where possible, the requirement to identify a single entity responsible for ensuring building safety risks are managed, and, if practicable removed or mitigated. The person with this ultimate responsibility is known as the PAP.

All residents over the age of 16 and any owner of a residential lease in the Building, are referred to as ‘residents’ in the Strategy.

This Strategy is designed for residents of “higher risk buildings” (HRBs). That is buildings which are over 7 storeys or 18 metres in height. This Strategy aims to help empower residents and sets out how they will be engaged on key building safety decisions by the RMG.

In addition to the right to be engaged over certain building safety decisions, residents also have the right to request prescribed safety related information about the Building. Residents can find more information about this right later in the Strategy.

Aims of the Strategy

The aim of this Strategy is to set out the high standards of engagement and communication residents can expect from us and the managing agent, RMG, when engaging with you on building safety related matters. After reading this Strategy, residents should have a clear understanding of:

- The roles and responsibilities relating to engagement on the topic of safety related defects in the Building;
- Who residents should be engaging with about their concerns;
- Our obligations and processes;
- How residents will be communicated with;
- Expected timescales for responses when you engage with us;
- The scope of information you are entitled to receive;
- What to do if you are unhappy with the delivery of this Strategy by us or the managing agent, RMG.





You should be aware that under the BSA each resident also has legal obligations to conduct themselves in a manner which promotes safety in the Building. These duties include, amongst other things, an obligation to provide third parties access to homes when reasonably required.

Please share a copy of this Strategy with any individuals over the age of 16 occupying the apartment.

Review of the Strategy

This document will be reviewed in line with the requirements of the Building Safety Act 2022 together with subsequent Regulations and other legislative or material changes to the building.

It will be reviewed:

- After every consultation of the strategy
- At least every two years
- After a mandatory occurrence report
- If after review, engagement levels are not considered satisfactory
- New legislation is enacted

It is acknowledged that this strategy will be a live document and may be reviewed at any point that is considered necessary or will benefit the strategy or residents.

What you can expect from us and RMG

RMG has been appointed by the landlord to manage the Building. RMG will communicate with you regularly and will:

- Keep you informed about any work that will be undertaken at the Building in an easy-to-understand manner.
- Let you know who will be carrying out the work, the purpose of the work and when it will be carried out.
- Unless works are required to commence on an emergency basis, where it would be impracticable to consult residents, keep you informed and consult with you about any works which arise from a building safety decision and which are:
 - Scheduled to take place for a period of more than one day;
 - Which will limit access to any part of a building;
 - Which may cause a nuisance to residents; and
 - Likely to disproportionately impact you for whatsoever reason.
- Where any of the situations specified above occur, RMG will consult you about:
 - The days and times when works will take place); and
 - How they will mitigate reasonably foreseeable disruption.





For New Malden House we are aware that there are elements of non compliant external wall systems. A full investigation is ongoing, and we continue to liaise with the Landlord and the developer to expedite funding as soon as possible. As soon as we have further information relating to this, we will of course write to you to provide an update. You should however be aware that there will be a sustained period where noisy internal and external works will be taking place and you should expect some disruption to your environment, likely between the hours of 8am and 4pm. As we know more about the programme of works for New Malden House, we will of course write to you further.

Please note, it will not always be possible to consult on certain decisions which are determined/advised on by competent third parties such as the Fire and Rescue Service or specialist consultants. RMG will do all they can to explain the rationale behind decisions to you.

Information RMG will provide about the Building

We recognise that residents will need access to building information to help them understand the protective measures that are in place to keep their building safe, and to make enquiries or provide input on key building safety matters. We also understand that Residents' needs will vary according to individual circumstances. RMG will use a range of methods including issuing a survey by post or email to gather information of this nature and adapt methods of communication based on the findings.

If you need information in a different language or format, please contact RMG and they will do all that is reasonably practicable to support your request.

RMG will provide the following information to you about decisions relating to the management of your Building:

- Fire safety information.
- Building safety work
- Any defects to life safety systems.
- Responsibilities of both residents and the PAP

You may wish to submit a request for further prescribed safety related information. To do this please contact RMG.

To provide greater levels of safety, New Malden House contains numerous life safety systems including:

- A rising main is fitted within the building with an external connection point located at the main entrance and outlets located on each floor level.
- FD30S fire doors throughout the communal areas.
- A smoke vent system was fitted on site which consisted of control panels, manual override points, roof vents in stairwells, smoke vents shafts in accommodation corridors and smoke vent windows in the firefighting lobbies.





- A sprinkler system has been installed in the flats and within one of the corridors on each floor level 2-9.
- Emergency lighting is in place throughout the communal areas of the building.
- A Firefighting lift has been installed within the firefighting shaft.

These systems are designed to be autonomous/deployed by trained professionals and as such should not be interfered with or operated by residents.

Gathering and reviewing your participation

Your opinion matters to us and RMG as we work together to make the best decisions to ensure the continued safety of the Building.

The methods we or RMG will use to collect, review, act on opinions and provide feedback may include your homeowner online portal, email, post, surveys, notice boards and meetings. We will also provide you with information relating to the time period within which we will consider your opinions and reasons for these timescales.

We value your participation and ideas so that together we can create a safe environment for you and your neighbours.

Further Information

For more information about how we collect and store information in line with GDPR when we ask for your opinions, please refer to our Privacy Statement, which can be found on our website.

If you wish to make a complaint about a key building safety matter, in connection with a HRB, please visit our website www.e-m.uk.com and log in to your account to view our HRB Complaints Policy. If you are unable to register your account online you can request a copy by emailing bsacomplaints@e-m.uk.com.

RMG contact details:

Phone: 0345 002 4444
Email: bsacomplaints@rmguk.com
Letter: Correspondence Address:
Calibri GR Limited
C/O Residential Management Group Ltd
RMG House
Essex Road
Hoddesdon
Hertfordshire
EN11 0DR

CGR contact details:



Registered Office: Berkeley House 304 Regents Park Road London N3 2JX
Company Registered in England Registration Number: 03244100



Phone: 020 8371 2800
Email: bsacomplaints@e-m.uk.com
Letter: Correspondence Address:
Calibri GR Limited
C/O Estates & Management Limited
Berkeley House
London
N3 2JX

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