



Queen Mary  
University of London

# Resident Engagement Strategy



# Building Safety Act 2022

The Building Safety Act 2022 is recent legislation enacted in England and Wales to establish regulations ensuring the safety of higher risk buildings.

Within this, and further legislation, there are specific regulations in place for higher-risk buildings, defined as being at least 18m in height or at least 7 storeys. While not all Queen Mary halls fall into this category, some do. We currently have 3 buildings which do, Dawson Hall, Lindop House, and Pooley House.

Our Resident Engagement Strategy outlines how we will keep you up to date and how we will include you in building safety decisions.

Your safety is our priority, and these laws are there to hold us accountable in delivering this. To demonstrate this, we will keep up to date documents on building construction, safety and changes.

## Queen Mary Resident Engagement Strategy

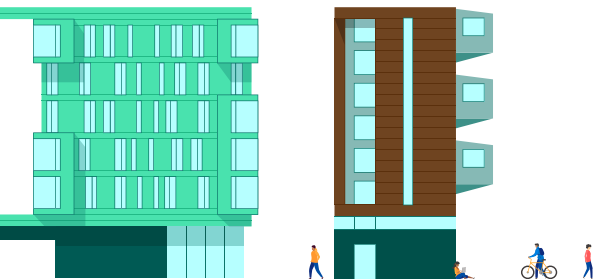
What is a Resident Engagement Strategy? The Resident Engagement Strategy is designed to deliver 3 key aims:

- » To engage with our residents on matters around building and fire safety.
- » To give our residents relevant information on staying safe.
- » To empower our residents to be proactive and help us keep everyone safe.

## Engaging with our residents

It is key for us to engage with you and all our residents on the Building Safety Act:

- » We will engage with you through our website, via email and on our social media channels.
- » Information is always available. Our staff will contact you if we need to speak to you in person about any concerns.
- » We will communicate the following with you:
  - How we are keeping you safe.
  - What we will do if something goes wrong.
  - If there is an issue in a building that is included in the Act, we will tell you about it through the channels on the left. This includes what it means to you and what we are doing to ensure your safety.
  - We will update you if/when changes are made to this strategy. Some of these changes may require your help.



# Providing relevant and meaningful information

Staying safe in our accommodation is our priority. We will:

- » Update you on any possible changes or updates to this strategy.
- » Respond to any requests for information about your hall. If there is an issue, we will tell you how we are dealing with it.
- » We will ensure that all information you are provided with is understandable, clear and transparent.

## Empowering our residents

At key stages in your accommodation journey, you will be provided with all the information you need to keep yourself and your fellow residents safe. This information includes fire safety information such as evacuating safely and fire prevention.

- » Should you have any questions or concerns around building or fire safety, you can email us at: [residentialfeedback@qmul.ac.uk](mailto:residentialfeedback@qmul.ac.uk)
- » You can also use this email to provide us with feedback on how we are doing.

## Our Responsibilities

To ensure that you know what to expect as part of this act and our commitment to you, our responsibilities are to:

- » Communicate any information on issues with your hall (structural, electrical or safety systems) and what we are doing to rectify them and to keep you safe.
- » Provide you with fire safety and prevention information.
- » Carry out regular fire risk assessments.
- » Regularly check safety systems are working such as smoke detectors, fire alarms, emergency lighting and escape routes.
- » Provide alternative methods of managing risk (temporary equipment or additional patrols for example) if we need to carry out remedial action on any of these safety systems.
- » Keep all emergency escape routes clear and to remove any items from communal areas that may cause or escalate a fire.
- » Make sure that all emergency exit routes are clearly identifiable and fire action notices are located on all flat doors.
- » Ensure that your safety is our main priority.

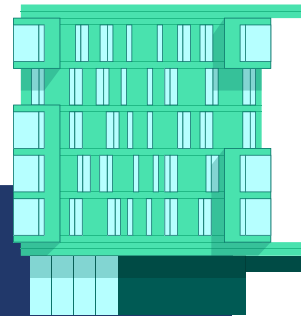
# Your Responsibilities

To help us deliver our responsibilities, we need you, our residents to:

- » Ensure you and your guests know the escape routes in your hall.
- » Evacuate the building if you hear a fire alarm.
- » Contact the Queen Mary Security Team on 020 7882 3333 should you have immediate concerns.
- » Report any found or suspected faults to the safety systems (i.e. fire doors or fire alarms) within your building immediately using any of the following methods:
  - by email to the Estates Helpdesk at: [estates-helpdesk@qmul.ac.uk](mailto:estates-helpdesk@qmul.ac.uk)
  - over the phone to 020 7882 2580/6470
  - through the ServiceDesk portal at: [servicedesk.qmul.ac.uk](https://servicedesk.qmul.ac.uk)
  - in person at the Residences Reception in France House
- » Tell us about any safety concerns in your hall.
- » NEVER tamper with or intentionally damage any fire-fighting or safety equipment.
- » Keep your bedroom, communal areas, and kitchen clean and tidy, by removing all refuse and keeping cooking equipment clean.
- » Read and adhere to all information we share on building and fire safety.



**Scan the QR code for more information on building and fire safety**



## Useful Links

For more information on Building and Fire Safety in halls, you can contact:

### Residences Reception

France House  
020 7882 6470

[residentialfeedback@qmul.ac.uk](mailto:residentialfeedback@qmul.ac.uk)

### Queen Mary Fire Safety

» <https://www.qmul.ac.uk/hsd/a-z/fire-safety>

### Queen Mary Halls Building and Fire Safety

» [qmul.ac.uk/residences/livingwithus/buildingsafety](https://qmul.ac.uk/residences/livingwithus/buildingsafety)  
» [residentiallife.qmul.ac.uk/hallsliving/buildingsafety](https://residentiallife.qmul.ac.uk/hallsliving/buildingsafety)

### Universities UK

» [universitiesuk.ac.uk](https://universitiesuk.ac.uk)

### Student Accommodation Code

» [thesac.org.uk](https://thesac.org.uk)