# Questions

About you

1. Are you responding to this call for evidence as a resident or on behalf of an organisation you represent? If you are a resident and a landlord or managing agent, please complete both parts of the questionnaire.

|  |  |  |  |
| --- | --- | --- | --- |
| Resident |  | Organisational response |  |
| Go to question 2 | Go to question 24 |

***Questions for residents***

1. Do you live in England?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

1. If yes, in which Local Authority area?

|  |
| --- |
|  |

1. How long have you been living in this property?

|  |  |
| --- | --- |
| Fewer than 12 months |  |
| Between 12 and 24 months |  |
| Two to five years |  |
| Over five years |  |

1. Do you occupy your flat as a tenant or a leaseholder?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Renting as a tenant |  | Owner-occupier as a leaseholder |  | Owner-occupier with a share of the freehold |  |
| Go to question 6 | Go to question 7 |

1. If you are a tenant, do you rent your home from a Local Authority or housing association, or do you rent it from a private sector landlord?

|  |  |
| --- | --- |
| Local Authority |  |
| Housing Association |  |
| Private sector landlord |  |
| Don’t Know |  |

1. Which of the following applies to the building your home is in?

|  |  |
| --- | --- |
| Local Authority owned building |  |
| Privately owned building |  |
| Housing Association building |  |
| Don’t Know |  |

1. Do you live in a:

|  |  |
| --- | --- |
| Low rise block (including and up to five storeys) |  |
| High rise block (six storeys or more) |  |
| Flat in converted house |  |
| Other (please specify): |

1. Have you received any information from your landlord or building management company explaining how you can help keep yourself, your building, and others in the building safe from fire?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Don’t Know |  |

1. How effective do you find the information and engagement with your landlord/ building management company on fire and structural safety?

|  |  |
| --- | --- |
| Highly effective |  |
| Somewhat effective |  |
| Not very effective |  |
| Not at all effective |  |
| Don’t know |  |

1. Please provide detail on your response to the previous question:

|  |
| --- |
|  |

1. How does your landlord or building management company share information on the role you play in helping to manage fire and structural safety in your home and building? Please tick all that apply:

|  |  |
| --- | --- |
| Tenancy agreement |  |
| Lease agreement |  |
| Handbook/ information pack |  |
| Meeting/s |  |
| Leaflet or poster |  |
| Letter or email  |  |
| Other (please specify): |

1. Are you responsible for any of the following in your home?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t Know |
| Maintenance or replacement of fire door(s)[[1]](#footnote-1) |  |  |  |
| Maintenance or replacement of windows |  |  |  |
| Maintenance or replacement of electrical wiring  |  |  |  |
| Maintenance or replacement of a gas boiler and radiators |  |  |  |
| Other (please specify) |  |  |  |

1. Do you need to seek permission, for example, from your landlord or building management company, before carrying out any of the following changes to your home?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t Know |
| Making structural changes e.g. knocking through walls |  |  |  |
| Maintenance or replacement of fire door(s)[[2]](#footnote-2) |  |  |  |
| Maintenance or replacement of windows |  |  |  |
| Maintenance or replacement of electrical wiring  |  |  |  |
| Maintenance or replacement of a gas boiler and radiators |  |  |  |
| Other (please specify): |

1. Are you responsible for any other issues relating to the fire and structural safety of your home? Please provide detail here:

|  |
| --- |
|  |

1. In the common parts[[3]](#footnote-3) of your building, does your landlord or building management company expect you to do any of the following?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t Know |
| Not leaving obstructions, eg bicycles or prams, in the corridors, walkways or entrance/ exit to the building, or in front of fire doors  |  |  |  |
| Not blocking lifts or staircases |  |  |  |
| Removing any rubbish promptly |  |  |  |
| Not putting items in bin chutes or internal bin storage areas which may cause fire |  |  |  |
| Not keeping fire doors open |  |  |  |
| Other (please specify): |

1. Do you think your neighbours play their part in helping keep their home, your home and the building safe from the risk of fire?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Don’t Know |  |

1. If you answered ‘No’ to question 17, what are your neighbours doing that you think may make the building less safe? Please provide detail here:

|  |
| --- |
|  |

1. If you have a concern about fire or structural safety of the building you occupy, is there an individual or an organisation you can report your concerns to?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Don’t Know |  |

1. Who can you report your concerns to? Please tick all that apply:

|  |  |
| --- | --- |
| The individual(s) involved |  |
| Landlord |  |
| Local Authority |  |
| Caretaker |  |
| Building Manager |  |
| Other (please specify): |

1. If you have reported any concerns relating to fire or structural safety, were your concerns dealt with promptly and effectively?

|  |  |
| --- | --- |
| Always |  |
| Usually |  |
| Sometimes |  |
| Never |  |
| Don’t know |  |

1. What changes, such as better communication, do you think should be made to ensure that all residents play their part in ensuring their home, their neighbours’ homes and the building is safe from issues relating to fire and structural safety? Please provide details here:

|  |
| --- |
|  |

1. Do you have any other comments relating to fire and structural safety? Please provide details here:

|  |
| --- |
|  |

***Questions for organisations***

1. Please tick which of the following applies to your organisation:

|  |  |
| --- | --- |
| Local authority |  |
| Housing Association |  |
| Arms Length Management Organisation (ALMO) |  |
| Tenant Management Organisation |  |
| Private sector landlord |  |
| Freeholder/Building owner |  |
| Building manager |  |
| Housing charity |  |
| Tenants’/Residents’ Group |  |
| Property management agency/ estate agency |  |
| Other (please specify): |

1. Are you, or your organisation, responsible for the management of any of the following types of residential building? Please tick all that apply:

|  |  |
| --- | --- |
| High-rise block (six storeys or more) |  |
| Low-rise block (up to and including five storeys) |  |
| Flat in converted house |  |
| Other (please specify): |

1. If you/ your organisation is not responsible for managing residential buildings, please provide any examples of good practice on structural and fire safety management and engagement here:

|  |
| --- |
|  |

1. Do you consider your existing engagement with residents on structural and fire safety allows you to manage fire safety risks in the building?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Don’t Know |  |

1. Please provide more detail on your response to the previous question here:

|  |
| --- |
|  |

1. Do you have any examples of good practice on engagement with residents and provision of information relating to responsibilities around fire or structural safety you would like to share? Please provide details here:

|  |
| --- |
|  |

1. Do you provide residents with information clearly stating what their role is for maintaining and reporting on fire and structural safety issues?

|  |  |
| --- | --- |
| Yes |  |
| No |  |

1. If you answered ‘Yes’ to question 30, in what format do you provide this information? Please tick all that apply:

|  |  |
| --- | --- |
| Tenancy agreement |  |
| Lease agreement |  |
| Handbook/ information pack |  |
| Meeting/s |  |
| Leaflet or poster |  |
| Letter or email  |  |
| Other (please specify): |

1. How frequently do you update or reissue this information?

|  |  |
| --- | --- |
| Once (when resident becomes a tenant or owner of a dwelling within the building) |  |
| Every six months |  |
| Annually |  |
| Ad hoc |  |
| Never |  |

1. How do you check whether residents are acting on the information you have given them on maintaining and reporting on fire and structural safety issues? Please tick all that apply:

|  |  |
| --- | --- |
| Visits to the property |  |
| Checks of common parts of building |  |
| Building surveys |  |
| Meetings with residents |  |
| Via on site staff |  |
| Resident surveys |  |
| Other (please specify): |

1. How effective do you find this engagement? Please provide detail here:

|  |
| --- |
|  |

1. Are the residents of buildings owned or managed by you or your organisation responsible for any of the following in the property which they occupy?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t Know |
| Maintenance or replacement of fire door(s)[[4]](#footnote-4) |  |  |  |
| Maintenance or replacement of windows |  |  |  |
| Maintenance or replacement of electrical wiring  |  |  |  |
| Maintenance or replacement of a gas boiler and radiators |  |  |  |
| Other (please specify): |

1. Do residents need to obtain permission before carrying out any of the following structural changes to the flat which they occupy? Please specify all that apply:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t Know |
| Making structural changes e.g. knocking through walls |  |  |  |
| Maintenance or replacement of fire door(s) |  |  |  |
| Maintenance or replacement of windows |  |  |  |
| Maintenance or replacement of electrical wiring  |  |  |  |
| Maintenance or replacement of a gas boiler and radiators |  |  |  |
| Other (please specify): |

1. Are residents in the building(s) you manage required to do any of the following in relation to the common parts of the building?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t Know |
| Not leaving obstructions, e.g. bicycles or prams, in the corridors, walkways or entrance/ exit to the building, or in front of fire doors  |  |  |  |
| Not blocking lifts or staircases |  |  |  |
| Removing any rubbish promptly |  |  |  |
| Not putting flammable items in bin chutes or internal bin storage areas |  |  |  |
| Not keeping fire doors open |  |  |  |
| Other (please specify): |

1. What action do you take when you have a concern about fire or structural safety in a particular flat/ dwelling?

|  |
| --- |
|  |

1. How successful do you find the action you take is in resolving these concerns?

|  |  |
| --- | --- |
| Extremely successful |  |
| Moderately successful |  |
| Neither successful nor unsuccessful |  |
| Fairly unsuccessful |  |
| Extremely unsuccessful |  |

1. Have you ever been refused entry to an occupant’s property where you have had a structural or fire safety concern?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Don’t Know |  |

1. If you answered ’Yes’ to the previous question, what did you do next?

|  |
| --- |
|  |

1. How frequently are you refused access where you have concerns relating to structural or fire safety?

|  |
| --- |
|  |

1. How effective do you think existing mechanisms enabling you to gain access to an occupant’s property when you have a concern about structural or fire safety are?

|  |  |
| --- | --- |
| Extremely successful |  |
| Moderately successful |  |
| Neither successful nor unsuccessful |  |
| Fairly unsuccessful |  |
| Extremely unsuccessful |  |

1. Can you provide more detail on your response to the previous question?

|  |
| --- |
|  |

1. If you or your contractors undertake repairs or maintenance work in your building and sees something that is a fire or structural safety risk
	1. Do you have a procedure for them to raise this with you?

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Don’t Know |  |

* 1. What does this procedure look like and how effective is it?

|  |
| --- |
|  |

1. Do you have any other comments relating to fire and structural safety? Please provide details here:

|  |
| --- |
|  |

# Annex A

**Personal data**

The following is to explain your rights and give you the information you are be entitled to under the Data Protection Act 2018.

Note that this section only refers to your personal data (your name address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. **The identity of the data controller and contact details of our Data Protection** **Officer**

The Ministry of Housing, Communities and Local Government (MHCLG) is the data controller. The Data Protection Officer can be contacted at dataprotection@communities.gov.uk

**2. Why we are collecting your personal data**

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

**3. Our legal basis for processing your personal data**

The Data Protection Act 2018 states that, as a government department, MHCLG may process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

**4. For how long we will keep your personal data, or criteria used to determine the retention period.**

Your personal data will be held for two years from the closure of the consultation

**5. Your rights, e.g. access, rectification, erasure**

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right:

a. to see what data we have about you

b. to ask us to stop using your data, but keep it on record

c. to ask to have all or some of your data deleted or corrected

d. to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

**6. The Data you provide directly will be stored by Survey Monkey on their servers in the United States. We have taken all necessary precautions to ensure that your rights in terms of data protection will not be compromised by this**

**7. Your personal data will not be used for any automated decision making.**

**8. Your personal data will be stored in a secure government IT system. Data provided to Survey Monkey will be moved from there to our internal systems by May 2019.**

# About this Call for Evidence

This Call for Evidence document and the Call for Evidence process have been planned to adhere to the Consultation Principles issued by the Cabinet Office.

Representative groups are asked to give a summary of the people and organisations they represent, and where relevant who else they have consulted in reaching their conclusions when they respond.

Information provided in response to this Call for Evidence, including personal data, may be published or disclosed in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 2018 (DPA), the EU General Data Protection Regulation, and the Environmental Information Regulations 2004.

If you want the information that you provide to be treated as confidential, please be aware that, as a public authority, the Department is bound by the Freedom of Information Act and may therefore be obliged to disclose all or some of the information you provide. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Ministry of Housing, Communities and Local Government will process your personal data in accordance with the law and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. A full privacy notice is included in Annex A.

Individual responses will not be acknowledged unless specifically requested.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.

Are you satisfied that this Call for Evidence has followed the Consultation Principles? If not or you have any other observations about how we can improve the process please contact us via the [complaints procedure](https://www.gov.uk/government/organisations/department-for-communities-and-local-government/about/complaints-procedure).

1. Fire doors for the purpose of this question means internal fire doors and front entrance door to the property [↑](#footnote-ref-1)
2. Fire doors for the purpose of this question means internal fire doors and front entrance door to the property [↑](#footnote-ref-2)
3. ‘Common parts’ in this call for evidence means those parts of a building which are shared with other residents, eg staircases, walkways and corridors, lifts, building entrance, bin shelters, external walls etc. [↑](#footnote-ref-3)
4. Fire doors for the purpose of this question means internal fire doors and front entrance door to the individual dwelling [↑](#footnote-ref-4)