



Ministry of Housing,
Communities &
Local Government

Good practice on how residents and landlords work together to keep their home and building safe

Summary of call for evidence responses



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Good practice on how residents and landlords work together to keep their home and building safe

Introduction

1. Following the tragic event at Grenfell Tower on 14 June 2017, the Government asked Dame Judith Hackitt to undertake an Independent Review of Building Regulations and Fire Safety. Dame Judith published her initial findings in an interim report in December 2017, with the final report being published in May 2018.
2. The final report of the Independent Review of Building Regulations and Fire Safety made a number of recommendations on residents' voice and noted the important role residents can play in working with their landlord/ building manager in helping to keep their building safe.
3. There is a lot of good practice across the country which demonstrates how residents and their landlords and building managers are working together to keep their homes and buildings safe. To capture this in an evidence base, and to develop an understanding of the issues residents and organisations experienced making it challenging for them to engage and collaborate with each other, a call for evidence was published.
4. The call for evidence on *Good practice on how residents and landlords work together to keep their home and building safe* was published on 18 December 2018 and concluded on 12 February 2019
5. The call for evidence sought views from residents, those managing multi-occupancy residential buildings, and anyone with an interest in the subject matter, on existing good practice to help inform policy options in [Building a Safe Future: Proposals for reform in the building safety regulatory system - A consultation](#).
6. This call for evidence analysis report summarises the views expressed by consultees. There were 306 responses to the call for evidence, with a mix of resident and organisational responses from across the country. Further detail on the profile and region of respondents can be found in Annex A. The responses were largely submitted via SurveyMonkey, an online survey tool, however some longer written responses and reports were also received and considered as part of this analysis.
7. The call for evidence was split into two parts: a section for residents to complete, and a section for organisations. Respondents who fell into both categories were asked to complete the whole survey. This report follows the structure of the call for evidence survey, setting out the response received for each question, with detailed, tabulated responses in the Annex.

Section 1: Residents' questions

Introduction – Residents' questions

8. The residents' section of the call for evidence included 21 questions which focused on residents' experience of working with their landlord and/ or building manager on building and fire safety issues, and any responsibilities residents may have with regards to these issues. The questions were a mixture of multiple-choice and open-ended questions.
9. Multiple-choice questions were used to help provide the respondent with structure and context to the call for evidence and to allow for direct comparative analysis on the responses provided.
10. Open-ended questions, with free text boxes, were also used to allow residents to provide more detailed responses on the questions included in the call for evidence, as well as any other comments relating to fire and structural safety of their home or building.
11. This section of the document provides an overview of the longer responses provided by residents by setting out the common themes raised.
12. There were 243 resident responses to the call for evidence. Respondents were not required to answer all of the questions in the section, so the number of responses received varied from question to question. Responses to the multiple-choice questions are summarised in Annex B.

Longer responses – Residents' questions

13. 192 resident respondents provided answers to question 10 about how effective they found information and engagement; a summary is shown below.

Response option	Number of resident responses
Not effective at all	63
Not very effective	22
Somewhat effective	57
Highly effective	47
Don't know	3
Total	192

14. *Question 11: Please provide detail on your response to the previous question¹.*
15. 172 resident respondents provided detailed responses to question 11. 44% of these raised concerns about information and engagement with their landlord/ building manager, including one or more of the following issues:

¹ Question 10: How effective do you find the information and engagement with your landlord/ building management company on fire and structural safety?

- no or very little information provided by the landlord/ building manager;
- landlords/ building managers should provide tailored or clearer information on safety measures and processes;
- concerns about other safety matters, such as anti-social behaviour;
- lack of visibility of or access to the accountable person/s;
- the need for effective consultation on works/ decisions that will affect peoples' homes and,
- consideration to be given to structural and fire safety measures during design and build stage of buildings.

16. Of the 172 respondents, 104 reported one or more of the following carried out by their landlord/ building manager as examples of effective practice:

- regular information provided on fire safety/ evacuation processes;
- frequent checks of or visits to properties and building and,
- regular checks/ testing of fire and/ or smoke alarms.

17. Question 13 asked respondents whether they were responsible for the maintenance or replacement of any the following: fire doors, windows, electrical wiring or gas boilers and radiators. A summary of responses is shown below.

Response option	Number of resident responses		
	Yes	No	Don't know
Maintenance or replacement of fire door(s) ²	30	144	25
Maintenance or replacement of windows	18	158	21
Maintenance or replacement of electrical wiring	40	135	22
Maintenance or replacement of a gas boiler and radiators	38	141	15

18. *Question 15: Are you responsible for any other issues relating to the fire and structural safety of your home? Please provide detail.*

² Fire doors for the purpose of this question means internal fire doors and front entrance door to the property.

19. 126 respondents answered question 15, with 35 of those indicating they had responsibilities for other issues relating to the fire and structural safety of their home. Some of issues residents were responsible for included one or more of the following:

- checking/ testing of smoke alarms;
- keeping communal areas free from personal belongings/ items;
- keeping fire doors shut and free from obstruction and,
- (for residents who are leaseholders) maintenance or replacement of their front entrance door.

20. *Question 18: If you answered ‘No’ to question 17³, what are your neighbours doing that you think may make the building less safe. Please provide detail.*

21. 191 resident respondents provided an answer to question 17; a summary of responses can be found below.

Response option	Number of resident responses
Yes	80
No	63
Don't know	48
Total	191

22. 71 residents responded to question 18. Over half of the residents said that they had neighbour/s who would leave obstructions, such as rubbish or personal items, in communal areas and keep fire doors propped open. 14% of residents were concerned about the lifestyle choices of their neighbours and the impact this may have on the fire safety of the building, such as smoking in their home or communal areas of the building. Other issues reported by residents included anti-social behaviour, such as fly tipping and parking in non-designated areas and making structural alterations to individual properties without consent from the landlord.

23. *Question 22: 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 detail.*

24. Of the 133 residents who responded to this question, over half stated that they wanted communication that is effective/ informative, provided regularly, tailored and, disseminated through various communication channels, such as email, letter, notices and face to face meetings.

25. Over a fifth of residents stated that they would like to see more active management and enforcement by their landlord/ building manager, such as carrying out inspections,

³ Question 17: Do you think your neighbours play their part in helping keep their home, your home and the building safe from the risk of fire?

responding to and acting on complaints, and putting clauses in tenancy/ lease agreements on how residents should behave.

26. *Question 23: Do you have any other comments relating to fire and structural safety? Please provide detail.*

27. 67 residents responded to this question. The responses were mixed and related to one or more of the following issues:

- the need for increasing awareness amongst residents of the consequences of their actions on structural fire safety;
- when repairs are reported to the landlord/ building manager, these should be carried out competently and promptly;
- the need to install fire safety measures, such as fire doors and sprinklers;
- the need for landlords/ building managers to give consideration to who they house in higher risk buildings and,
- that landlords/ building managers should engage more actively with residents, listen to residents' concerns and act on them.

Section 2: Organisations' questions

Introduction – Organisations' questions

28. The organisations' section of the call for evidence included 22 questions focussing on organisations' experiences of and processes in managing fire and structural safety in the buildings they manage. The call for evidence also sought examples of good practice in ways organisations engaged and shared safety related information with residents. This section also included any examples of good practice or challenges organisations could share in relation to this.
29. Responses to the multiple-choice questions are summarised in Annex C. This section of the document provides an overview of the longer responses provided by organisations by setting out the common themes raised. Where the longer responses are part of two-part question, the tabulated responses can be found in Annex C.
30. There were 75 organisational responses to the call for evidence. Respondents were not required to answer all of the questions in the section, so the number of responses received varied from question to question.

Longer responses – Organisations' questions

31. *Question 26: 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.*
32. Seventeen organisations provided examples of good practice from landlords/ building managers, which included:
- engaging more proactively with residents around fire and structural safety issues and using multiple communication channels and innovative solutions to disseminate this information;
 - checking/ maintaining existing fire safety measures and installing new building-wide safety measures, such as integrated smoke alarm systems;
 - complying with guidance and ensuring works carried out by 3rd party organisations are certified and undertaken by competent people and involving residents more actively in decision making processes and design of communications, such as residents checking the readability of correspondences.
33. *Question 28: Do you consider your existing engagement with residents on structural and fire safety allows you to manage fire safety risks in the building? Please provide detail.*
34. Sixty-five organisations provided more detail on this question with almost 70% providing examples of good practice on what aspects of engagement are working well in helping them manage safety risks in the building.
35. Some of the good practice respondents referred to included:

- regular inspections of buildings and/ or properties, including Fire Risk Assessments, which are shared with residents and actions are followed up promptly;
- using tailored and multiple methods to engage with residents and share information, such as coffee mornings, face-to-face meetings, dedicated staff/ a task force, letters and emails and,
- improving their knowledge of their residents so they understand their needs and how to best support them.

36. Over 30% provided examples of challenges they experience which limit the effectiveness of the measures they take to manage and mitigate fire safety risks. These predominantly relate to leasehold properties where there is limited action they can take to carry out inspections and/ or works or compel the leaseholder to carry out the necessary works. The sub-letting of leasehold properties and not being clear on who is living in the property, whether they are acting on the information provided, and a lack of engagement have also been raised as challenges.

37. *Question 29: 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 detail.*

38. Fifty-eight organisations provided additional examples which included:

- induction process for new residents, including on safety matters;
- awareness raising through events and resident panels; online and interactive resources, such as videos; regular communication and greater visibility/ prominence of safety notices and,
- putting in place additional measures for fire safety issues/ concerns, such as dedicated resources to contact about fire or building safety issues.

39. Question 33 asked organisations what method/s they use to check whether residents are acting on the information they have given them on maintaining and reporting on fire and structural safety issues. A summary of responses is as follows:

Response option	Number of organisation responses
Visits to the property	55
Checks of the common parts of the building	58
Building surveys	39
Meetings with residents	49
Via on site staff	46
Resident surveys	23

40. *Question 34: How effective do you find this engagement [on checking whether residents are acting on the information you have provided on fire and structural issues)?*

41. Of the 59 organisations that provided further detail, almost half of the organisations found this engagement effective but did supplement this with other forms of engagement. Over half the organisations stated that the effectiveness depended on the residents they were engaging with and found that face-to-face engagement was the most effective but resource intensive, especially where residents were not at home when they visited or did not want to engage with their landlord/ building manager.

42. *Question 38: What action do you take when you have a concern about fire or structural safety in a particular flat/ dwelling?*

43. Sixty-four organisations provided more detailed responses on this question with the following activities being most commonly cited:

- undertaking visits or increasing the frequency of visits/ inspections; engaging with other agencies, such as social services or Environmental Health Officers (for items covered under the Housing Health and Safety Rating System);
- carrying out risk assessments on the building;
- engaging with the resident or residents in question, such as by writing to them to remind them of their responsibilities and actions they need to take, such as clearing their personal belongings from communal areas and,
- as a last resort, seeking legal advice/ starting legal proceedings.

44. *Question 40: Have you ever been refused entry to an occupant’s property where you have had a structural or fire safety concern?*

45. Sixty-five responses were received for whether respondents have ever been refused entry to an occupant’s property where there has been a structural or fire safety concern. A summary of responses are as follows:

Response option	Number of organisation responses
Yes	47
No	14
Don’t know	4
Total	65

46. *Question 41: If you answered ‘Yes’ to question 40, what did you do next?*

47. All of the 48 organisations that responded to this question stated that they had some form of escalation process which involved various methods to engage with the resident/s in question to gain access to the property, such as contact through letters, phone contact or visits to the property, or by working with teams from different part of the organisation or external agencies, such as Social Services. Legal action was cited as being a last resort once other attempts to gain access had failed.

48. *Question 42: How frequently are you refused access where you have concerns relating to structural or fire safety?*

49. 62% of the 50 organisations that responded stated that the frequency of refusal to provide access on fire and structural matters by residents was quite low. However, 36% of organisations reported that they are frequently denied access, with some citing figures as high as 50% - 90% of cases. One organisation stated that they did not capture data on how frequently they are refused access.

50. *Question 43: How effective do you think existing mechanisms enabling you to gain access to an occupant's property where you have a concern about structural or fire safety are?*

51. 62 organisations responded with how effective they think existing mechanisms enabling them to gain access to an occupant's home where they have a concern about structural or fire safety concern are. A summary of responses are as follows:

Response option	Number of organisation responses
Extremely successful	9
Moderately successful	21
Neither	8
Fairly unsuccessful	10
Extremely unsuccessful	14
Total	62

52. *Question 44: Can you provide more detail on your response to question 43.*

53. Fifty-five organisation responded to question 44. The responses provided a mixed view of the effectiveness of existing mechanisms in place. Some organisations reflected on the cost and length of enforcement processes. Over one fifth of the organisations referred to the statutory gas safety checks model as being an effective method for gaining access to properties to carry out necessary safety checks.

54. *Question 45 (b): If you have a procedure for you or your contractors to raise any fire or structural safety risk, what does this procedure look like and how effective is it?*

55. Fifty-seven organisations responded to this question. 95% of those who responded stated that they have an effective procedure in place, with some being formalised through contractual agreements and others being more informal. Some organisations stated they place great importance on this and include specific requirements in tender documents when procuring services. Organisations with more informal processes rely on good working relationship with their contractors and adopt a more collaborative approach with issues being reported as and when they are identified.

56. *Question 46: Do you have any other comment relating to fire and structural safety? Please provide detail.*

57. Forty-four organisations provided detailed responses to this question, including some that reiterated earlier comments. Organisations reiterated were around the good practice they have in place with managing and collaborating with residents on fire and building safety. Several organisations reiterated the challenges they experience in managing fire safety risks, such as compelling leaseholders to undertake/ allow fire safety works to their property, such as maintenance or installation of fire doors. Some

organisations sought greater clarity and guidance from Government on fire and structural safety matters, such as product testing and certification.

Annex A: Respondent Profile – Quantitative data only

1. Question one: Are you responding to the call for evidence as a resident or on behalf of an organisation you represent? Respondents who are a resident and a landlord or managing agent were asked to compete both sections of the questionnaire.

Respondent	Number of respondents
Resident	231
Organisation	63
Both, resident and organisation	12
Grand total	306

Annex B: Resident responses – Quantitative data only

1. Question two: Do you live in England?

Response:

100% of residents who responded stated that they live in England

2. Question three, if residents responded 'yes' to living in England (question two), which Local Authority area?

Responses have been recorded in alphabetical order.

Local Authority name	Number of resident responses
Adur	1
Basildon	1
Basingstoke and Deane	1
Bath and North East Somerset	1
Bedford	2
Bolton	1
Bradford	1
Brent	2
Brighton and Hove	2
Bristol, City of	2
Calderdale	1
Cornwall	1
Croydon	1
Ealing	1
East Hampshire	1
Enfield	1
Erewash	1
Exeter	1
Forest Heath	1
Gloucester	2
Gosport	1
Hackney	3
Hammersmith and Fulham	5
Havant	1
Havering	1
Hillingdon	1
Hull City Council	4
Ipswich	2
Islington	1
Kensington and Chelsea	5
Kingston upon Thames	1
Kirklees	32
Lambeth	1

Leeds	1
Lewisham	56
Lincoln	2
Liverpool	1
Manchester	5
Merton	1
Mid Sussex	1
Newcastle upon Tyne	1
Newham	2
North Dorset	1
North Norfolk	1
Norwich	1
Nottingham	11
Peterborough	1
Reigate and Banstead	2
Southwark	2
Stockport	10
Tamworth	2
Tower Hamlets	2
Uttlesford	2
Waltham Forest	25
Westminster	12
Worcester	2
Worthing	2
Total	229

3. Question four: How long have you been living in this property?

Response:

Response option	Number of resident responses
Fewer than 12 months	16
Between 12 and 24 months	18
Two to five years	59
Over five years	149
Total	242

4. Question five: Do you occupy your flat as a tenant or a leaseholder?

Response:

Response option	Number of resident responses
Renting as a tenant	186
Owner-occupier as a leaseholder	57
Owner-occupier with a share of the freehold	2
Total	245

5. Question six: (where residents responded they are tenants to question five). 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?

Response:

Response option	Number of resident responses
Don't know	9
Housing Association	80
Local Authority	108
Private Sector Landlord	15
Total	212

6. Question seven: Which of the following applies to the building your home is in?

Response:

Response option	Number of resident responses
Local Authority owned building	118
Privately owned building	22
Housing Association building	85
Don't know	14
Total	239

7. Question eight: Type of building respondent lives in.

Response:

Response option	Number of resident responses
High-rise block (six storeys or more)	99
Low-rise block (including and up to five storeys)	105
Flat in a converted house	14
Other	25
Total	243

8. Question nine: 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?

Response:

Response option	Number of resident responses
Yes	106
No	74
Don't know	22
Total	202

9. Question 10: How effective do you find the information and engagement with your landlord/ building management company on fire and structural safety?

Response:

Response option	Number of resident responses
Not effective at all	63
Not very effective	22
Somewhat effective	57
Highly effective	47
Don't know	3
Total	192

10. Question 12: 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.

Response:

Response option	Number of resident responses
Tenancy agreement	61
Lease agreement	23
Letter or email	59
Handbook/ information pack	52
Leaflet or poster	78
Meeting/s	30
Other	40

11. Question 13: Are you responsible for any of the following in your home?

Response:

Response option	Number of resident responses		
	Yes	No	Don't know
Maintenance or replacement of fire door(s) ⁴	30	144	25
Maintenance or replacement of windows	18	158	21
Maintenance or replacement of electrical wiring	40	135	22
Maintenance or replacement of a gas boiler and radiators	38	141	15

⁴ Fire doors for the purpose of this question means internal fire doors and front entrance door to the property.

12. Question 14: 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?

Response:

Response option	Number of resident responses		
	Yes	No	Don't know
Making structural changes e.g. knocking through walls	165	10	23
Maintenance or replacement of fire door(s) ⁵	128	19	52
Maintenance or replacement of windows	136	22	40
Maintenance or replacement of electrical wiring	115	32	45
Maintenance or replacement of a gas boiler and radiators	118	44	33

13. Question 16: In the common parts⁶ of your building, does your landlord or building management company expect you to do any of the following?

Response:

Response option	Number of resident responses		
	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	165	12	15
Not blocking lifts or staircases	162	15	15

⁵ Fire doors for the purpose of this question means internal fire doors and front entrance door to the property.

⁶ 'Common parts' for the purpose of this call for evidence meant those parts of a building which are shared with other residents, e.g. staircases, walkways and corridors, lifts, building entrance, bin shelters, external walls etc

Removing any rubbish promptly	154	19	17
Not putting items in bin chutes or internal bin storage areas which may cause fire	131	26	30
Not keeping fire doors open	136	28	26

14. Question 17: Do you think your neighbours play their part in helping keep their home, your home and the building safe from the risk of fire?

Response option	Number of resident responses
Yes	80
No	63
Don't know	48
Total	191

15. Question 19: 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?

Response:

Response option	Number of resident responses
Yes	133
No	14
Don't know	43
Total	190

16. Question 20: Who can you report your concerns to? Please tick all that apply.

Response:

Response option	Number of resident responses
The individual(s) involved	27
Landlord	70
Local Authority	95
Caretaker	42
Building Manager	39
Other	36

17. Question 21: If you have reported any concerns relating to fire or structural safety, were your concerns dealt with promptly and effectively?

Response:

Response option	Number of resident responses
Never	53
Sometimes	13
Usually	22
Always	30
Don't know	4
Total	122

Annex C: Organisation responses – Quantitative data only

1. Question 24: Please tick which of the following applies to your organisation:

Response:

Response option	Number of organisation responses
Local Authority	10
Housing Association	31
Arm's Length Management Organisation (ALMO)	13
Tenant Management Organisation	3
Private sector landlord	6
Freeholder/ Building owner	11
Building Manager	8
Housing charity	1
Tenants'/ Residents' group	5
Property management agency/ estate agency	16
Other	12

2. Question 25: Are you, or your organisation, responsible for the management of any of the types of residential building? Please tick all that apply:

Response option	Number of organisation responses
High-rise block (six storeys or more)	50
Low-rise block (up to and including five storeys)	63
Flat in converted house	49

3. Question 27: Do you consider your existing engagement with residents on structural and fire safety allows you to manage fire safety risks in the building?

Response:

Response option	Number of organisation responses
Yes	57
No	11
Don't know	5
Total	73

4. Question 30: Do you provide residents with information clearly stating what their role is for maintaining and reporting on fire and structural safety issues?

Response

Response option	Number of organisation responses
Yes	62

No	8
Total	70

5. Question 31 and 32: If answered 'Yes' to question 30, in what format do you provide this information and how frequently do you update or reissue this information?

Tenancy Agreement response:

Response option	Number of organisation responses
Once (when resident becomes a tenant or owner of a dwelling within the building)	26
Every six months	0
Annually	2
Ad hoc	8
Never	5
Total	41

Lease Agreement response:

Response option	Number of organisation responses
Once (when resident becomes a tenant or owner of a dwelling within the building)	18
Every six months	0
Annually	2
Ad hoc	10
Never	3
Total	33

Handbook/ information pack response:

Response option	Number of organisation responses
Once (when resident becomes a tenant or owner of a dwelling within the building)	29
Every six months	0
Annually	7
Ad hoc	13
Never	1
Total	50

Meeting/s response:

Response option	Number of organisation responses
Once (when resident becomes a tenant or owner of a dwelling within the building)	11
Every six months	6
Annually	11
Ad hoc	17
Never	1
Total	46

Leaflet or poster response:

Response option	Number of organisation responses
Once (when resident becomes a tenant or owner of a dwelling within the building)	10
Every six months	11
Annually	9
Ad hoc	15
Never	1
Total	46

Letter or email response:

Response option	Number of organisation responses
Once (when resident becomes a tenant or owner of a dwelling within the building)	13
Every six months	10
Annually	10
Ad hoc	18
Never	1
Total	52

Combined response:

Response option	Number of organisation responses					
	Tenancy Agreement	Lease Agreement	Handbook/ information pack	Meeting/s	Leaflet or poster	Letter or email
Once	26	18	29	11	10	13
Every six months	0	0	0	6	11	10
Annually	2	2	7	11	9	10
Ad hoc	8	10	13	17	15	18
Never	5	3	1	1	1	1
Total	41	33	50	46	46	52

6.Question 33: 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:

Response:

Response option	Number of organisation responses
Visits to the property	55
Checks of the common parts of the building	58

Building surveys	39
Meetings with residents	49
Via on site staff	46
Resident surveys	23

7. Question 35: Are residents of the buildings owned or managed by you or your organisation responsible for any of the following in the property they occupy?

Response:

Response option	Number of organisation responses		
	Yes	No	Don't know
Maintenance or replacement of fire doors ⁷	32	28	2
Maintenance or replacement of windows	26	34	2
Maintenance or replacement of electrical wiring	33	26	3
Maintenance or replacement of a gas boiler and radiators	34	27	2

8. Question 36: 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:

Response:

Response option	Number of organisation responses		
	Yes	No	Don't know
Making structural changes e.g. knocking through walls	58	1	2
Maintenance or replacement of fire door(s)	57	2	2
Maintenance or replacement of windows	56	2	2
Maintenance or replacement of electrical wiring	47	11	2

⁷ Fire doors for the purpose of the question meant internal fire doors and front entrance door to the individual dwelling

Maintenance or replacement of a gas boiler and radiators	47	10	2
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9. Question 37: Are residents in the building(s) you manage required to do any of the following in relation to the common parts of building?

Response:

Response option	Number of organisation responses		
	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	60	0	2
Not blocking lifts or staircases	59	1	2
Removing any rubbish promptly	59	1	2
Not putting flammable items in bin chutes or internal bin storage areas	57	2	2
Not keeping fire doors open	59	0	2

10. Question 39: How successful do you find the action you take is in resolving these concerns? (Question 39 relates to question 38: What action do you take when you have a concern about fire or structural safety in a particular flat/ dwelling?)

Response:

Response option	Number of organisation responses
Extremely successful	21
Moderately successful	22
Neither	11
Fairly unsuccessful	5
Extremely unsuccessful	4
Total	63

11. Question 40: Have you ever been refused entry to an occupant's property where you have had a structural or fire safety concern?

Response:

Response option	Number of organisation responses
Yes	47
No	14
Don't know	4
Total	65

12. Question 43: 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?

Response:

Response option	Number of organisation responses
Extremely successful	9
Moderately successful	21
Neither	8
Fairly unsuccessful	10
Extremely unsuccessful	14
Total	62

13. Question 45: If you or your contractors undertake repairs or maintenance work in your building and see something that is a fire or structural safety risk, do you have a procedure for them to raise this with you?

Response:

Response option	Number of organisation responses
Yes	47
No	7
Don't know	8
Total	62