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Dear **Leaseholder**

## Re: Resident Engagement Strategy

Customer safety is our number one priority. We're committed to ensuring your building is managed and maintained to a good standard and you feel safe where you live.

As part of the new Building Safety Act 2022, we're required by law to provide customers with a resident engagement strategy which includes safety information about the building where you live. We want to make sure that you're kept informed, able to participate in decisions relating to your building and there is a clear procedure for you to raise concerns.

### How you can help

An important part of the new government legislation is to make sure that every resident over the age of 16 who lives at **Caspian Apartments**, has a copy of the Resident Engagement Strategy. If you are an A2Dominion leaseholder, who has provided us with a forwarding address, we ask that you make sure your tenants are given this information.

### What is a Resident Engagement Strategy?

We have designed a resident engagement strategy for **Caspian Apartments** to make sure all residents know where to go for information, provide feedback or raise queries. We'll make sure we respond to you in a timely way and with respect.

It provides the following information for your building:

- Your point of contact for anything related to **Caspian Apartments**.

- How we'll communicate with you.
- Our responsibilities as your landlord
- Your responsibilities as a resident
- How we'll better engage with you and provide opportunities to share feedback
- Important safety information for your building including the evacuation procedure and what to do in the event of an emergency.

### Communicating with your tenant

As our leaseholder you're legally our main point of contact for your building. Therefore, we ask that your tenant(s) communicate any queries, concerns, or suggestions through you. We've explained how you can give feedback below.

### Your Property and Safety Manager

We encourage and welcome involvement from our residents. We want you to feel listened to and provide more opportunities for you to get involved. This could be by joining a resident meeting, filling in a short feedback survey or giving suggestions to your Property and Safety Manager. To find out more, please contact **Lemaine Barrett**, by email [Lemaine.Barrett@Octavia.org.uk](mailto:Lemaine.Barrett@Octavia.org.uk) or call 07867 189897. We look forward to hearing from you.

Kind regards



Daniel Simpson  
Head of Enhanced Housing Management Team