

# Customer Engagement Strategy for Building Safety at **Faulkner Court**

**Last updated: January 2025**

This document will be reviewed quarterly by the Regional Manager to ensure it's up to date and the last updated section will reflect this.

# Keeping you safe at Faulkner Court

**We want to ensure that each and everyone of you has a safe place to call home, and that includes your home, your building and every one.**

However, it's important that you feel comfortable in telling us if you have safety concerns and that you can do it in a way that suits you. It's important that you as a resident can be involved as little or as much as you like when it comes to shaping our services and plans, and that we're there when you need us.

## How to talk to us

**We have a number of ways you can get involved, and get in touch.**

### High-Rise Safety & Repairs Day

We hold these at all of our high-rise buildings once a year, and they're an opportunity to look at, and ask questions about the safety of your building, get quick-fix repairs completed, and book in others!

#### Tuesday 21 October 2025

|                         |                 |
|-------------------------|-----------------|
| Report Repairs          | 10am until 1pm  |
| Building Safety Drop-In | 11am until 12pm |
| Site Safety Walk        | 12pm until 1pm  |

## Events

### High-Rise Forum

Thursday 3 July 2025  
Youngle House, Warrington

Thursday 6 November 2025  
Faulkner Court, Manchester

### Chinese New Year Celebrations

Wednesday 12 February 2025

If you're interested in joining us at a particular event, please email [Yourvoice@yourhousinggroup.co.uk](mailto:Yourvoice@yourhousinggroup.co.uk) to confirm your attendance.

### Feedback opportunities - details coming soon!

- Tenant Perception survey
- Customer Satisfaction surveys
- Customer Connect visits

### Got a safety concern?

- Call **Your Response** on 0345 345 0272
- Log into **Your Home Hub** and select 'Report a safety concern'.
- Email the **Building Safety Team** at: [BuildingSafety@yourhousinggroup.co.uk](mailto:BuildingSafety@yourhousinggroup.co.uk)

**Find out more on our website**  
[yourhousinggroup.co.uk/highriseliving](https://yourhousinggroup.co.uk/highriseliving)

# Meet our colleagues and teams

## Building Safety Team



Building Safety Manager,  
**Neil Carroll**

[Neil.Carroll@yourhousinggroup.co.uk](mailto:Neil.Carroll@yourhousinggroup.co.uk)



Assistant Building Safety Manager,  
**Adele Duffy**

[Adele.Duffy@yourhousinggroup.co.uk](mailto:Adele.Duffy@yourhousinggroup.co.uk)

If you have any queries or concerns about building safety, please get in touch.

## Community Investment Team



Community Investment Officer,  
**James Coates**

[James.Coates@yourhousinggroup.co.uk](mailto:James.Coates@yourhousinggroup.co.uk)

Don't hesitate to contact James if you want to know more about, or would like to get involved in, our building safety engagement activities.

## Housing Management Team



Housing and Customer  
Service Manager,  
**Michelle Clay**

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For all general housing and tenancy-related queries, please contact the team.